

Hotline-Info for Emotron Lift Center GmbH

Please check the following points before calling our hotline:



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We require several pieces of information to be able to help you with problem cases.
Please complete the form and give us the data by phone, fax or mail (see our web)!

| | | | |
|--|---|---|--|
| Customer and order information | | Date: | |
| Customer address | | Contact person: | |
| Order: | | Tel.(on-site): | |
| | | Fax: | |
| Frequency converter data | | | |
| DSV544... A / | | V | |
| M-number: | | Installed program: | |
| Lift data | | Controller manufacturer: | |
| Load capacity: | kg | Total height | m |
| Cabin empty weight: | kg | Largest floor height: | m |
| Max. travelling speed V3 | m/s | Smallest floor height: | m |
| Motor data | | Encoder type: No. of increments: | |
| Manufacturer: | | Power: cosφ: | |
| Motor number: | | U _{nom} : I _{nom} | |
| Gear data | | older worm gear? <input type="checkbox"/> yes <input type="checkbox"/> no | |
| Manufacturer: Gear number: | | new/other worm gear? <input type="checkbox"/> yes <input type="checkbox"/> no | |
| Translation ratio: | | Gearless-engine? <input type="checkbox"/> yes <input type="checkbox"/> no | |
| Suspension: | | Efficiency: % Number of pulleys: | |
| Drive wheel diameter: | | Gear position: <input type="checkbox"/> bottom <input type="checkbox"/> top | |
| Fault/problem occurs: | | | |
| <input type="checkbox"/> at switch-on | <input type="checkbox"/> during constant travel | <input type="checkbox"/> in both directions | <input type="checkbox"/> in flush area |
| <input type="checkbox"/> during start | <input type="checkbox"/> during deceleration | <input type="checkbox"/> only during travel UP | <input type="checkbox"/> Fault is reproducible |
| <input type="checkbox"/> during acceleration | <input type="checkbox"/> when stopping | <input type="checkbox"/> only during travel down | <input type="checkbox"/> Fault occurs sporadically |
| Short description of fault: | | | |
| | | | |