FORM
Complaint

Please send the completed form to **global.techsupport@ceratizit.com!**
Please attach a copy of the completed form to the package!

Company: ..... **Department:** .....

Technical Sales Engineer: ..... **Contact:** .....

Customer no.: ..... **Contact Tel. No.:** .....

Your reference: ..... **Contact E-Mail:** .....

Article no. ..... No. of pieces ..... Tool from Tool-O-Mat ☐

In order to process your claim without delay, we need important information from you.
Please complete the respective positions, fill these out and return the questionnaire to us.

- If you have technical claims (e.g. tool life problems, tool breakage etc.), use the general questionnaire **sheet 1** .
- For complaints regarding toolholders, incorrect labeling, transport damage, use **sheet 2** .
- If you have technical claims for threading tools, **use in addition** the questionnaire **sheet 3** (Supplement form).

Thank you.

1 Description of problem

* Please provide a detailed description of the problem under Point 8 on page 2

2 Material Specification

Material number ..... Standard designation ..... Tensile strength in N/mm²/hardness (HRC, HB, etc.) .....

3 Cooling

◯ Emulsion ◯ Oil ◯ Air ◯ without

◯ Minimum quantity lubrication ◯ Cutting paste Coolant pressure ..... bar

4 Cutting Data

☐ RPM (n) = ... rpm (when turning: Turned Ø = ... mm)

or

☐ Cutting speed (v_c) = ... m/min

☐ Feed rate (v_f) = ... mm/min.

or

☐ Feed per revolution (f) = ... mm/rev. ☐ feed per tooth (f_z) = ... mm

☐ Axial cut (a_p) = ... mm

☐ Radial cut (a_e) = ... mm ☐ Drilling / Turning Depth = ... mm

5 hole

◯ into full material ◯ into previous bore

6 Further information

☐ Workpiece clamping (e.g. Vice) .....

☐ Tool Clamping (e.g. Weldon BT50) .....

☐ Dimension (e.g. outside diameter 25mm) .....

7 Machine type

Machine manufacturer .....

☐ Drilling machine ☐ Milling machine ☐ Turning machine

☐ Conventional ☐ CNC ☐ .....

(z. B. BAZ, andere)

☐ Motor power ..... KW

Machining position ◯ horizontal ◯ vertical

8 Detailed description of work processes and problems

Error Description