

GUARANTEE CARD PROCEDURE



Guarantee Card Procedure

This procedure explains how to create a guarantee card for a Flexium / Flexium⁺ system. Once the guarantee card is sent back fully completed within 1 month of commissioning of the system, the guarantee/warranty is extended by 12 months for the end customer to a total of 24 months.

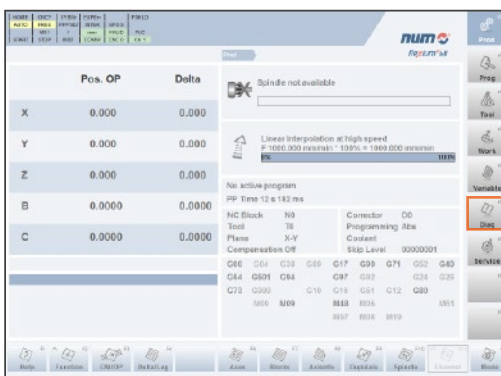
Based on the guarantee card NUM knows where the different systems are installed and is able to optimize the after sales service for the worldwide locations.

General

To complete the guarantee card process for a Flexium/Flexium⁺ system (www.num.com/support/guarantee-card) a device list (stocklist.xsk) upload is needed. The following procedure will explain, step by step, how to generate such a device list and how the upload process works.

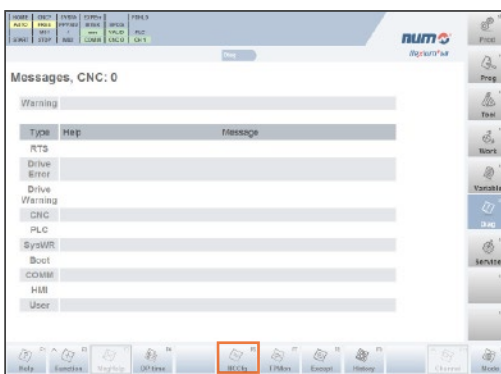
Device list generation

1. Start screen



Press **sF6** (Diag) to enter the diagnostic menu

2. Diagnostic menu



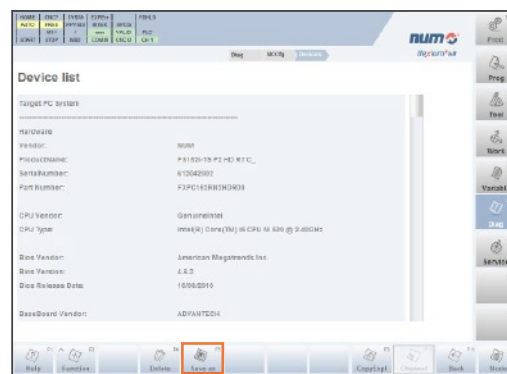
Press **F6** (NCCfg) to enter the CNC configuration menu

3. CNC configuration menu



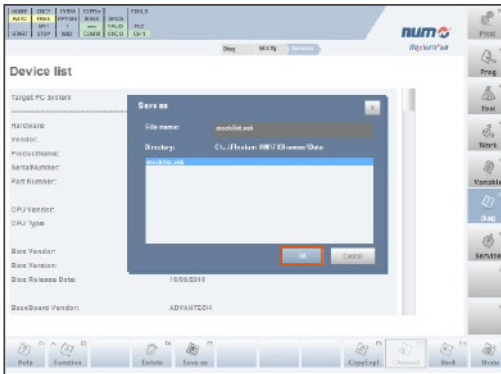
Press **F8** (Devices) to enter the device list

4. Device list



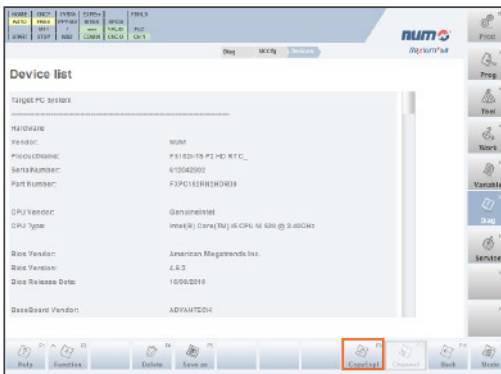
Press **F5** (Save as) to save the device list

5. Device list



Press **OK** to save the device list

6. Device list



Press **F9** (Copy Expl.) to open the Copy Explorer

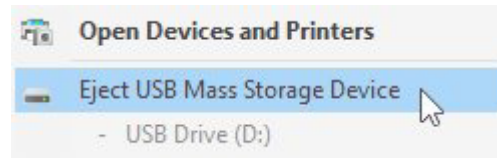
7. Copy Explorer



Make sure the **NC Data folder** is highlighted in the left column. Select the **"stocklist.xml"** file in the right column and press **F6** (Backup). The device list will be stored on the following folder: C:\Users\Public\Documents\NUM\Flexium HMI\FXBrowser\NCData

8. Insert a USB device

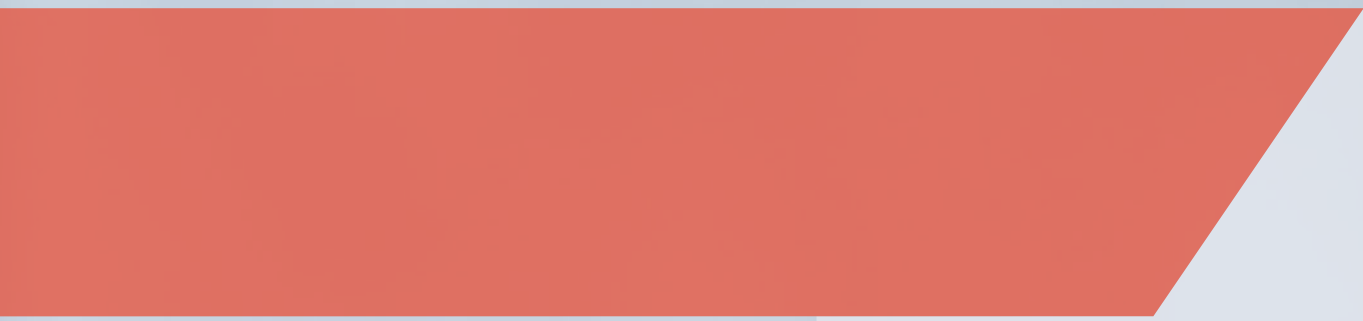
- Open the Windows Explorer to copy the device list from NC Data to your USB device (drag & drop): (C:\Users\Public\Documents\NUM\Flexium HMI\FXBrowser\NCData)
- Use the Device manager to remove the USB device safely "safely remove the hardware".



- Remove the USB device and press **sF1** to enter the production screen again.

Upload process

- Open the internet browser and go to **www.num.com**. Go to **"Guarantee Card"** on the top menu (left side).
- Please provide the requested information referring the machine builder (OEM), machine, final customer (end user), system, system configuration and third party equipment. The fields marked with a star (*) are mandatory.
- Please upload the device list (stocklist.xml) file from the USB device. The upload of the stocklist.xml is mandatory.



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