

# GUARANTEE CARD PROCEDURE



# Guarantee Card Procedure

This procedure explains how to create a guarantee card for a Flexium / Flexium<sup>+</sup> 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.

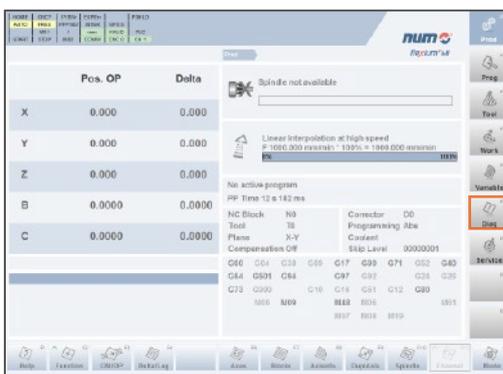
Based on the guarantee card NUM knows where the different systems are installed and is able to optimize the after sales service for the worldwide locations.

## General

To complete the guarantee card process for a Flexium/Flexium<sup>+</sup> system ([www.num.com/support/guarantee-card](http://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.

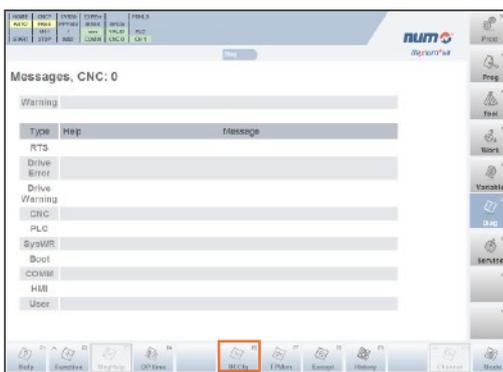
## Device list generation

### 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



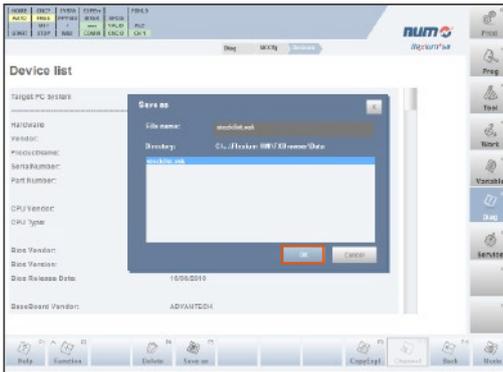
Press **F8** (Devices) to enter the device list

### 4. Device list



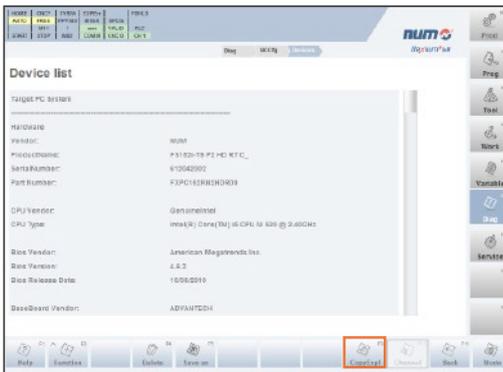
Press **F5** (Save as) to save the device list

5. Device list



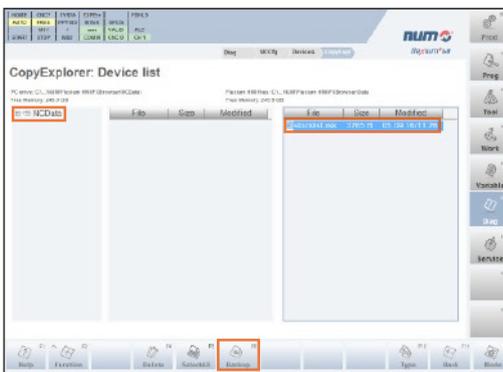
Press **OK** to save the device list

6. Device list



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

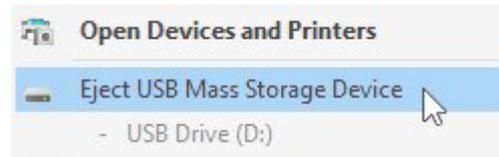
7. Copy Explorer



Make sure the **NC Data folder** is highlighted in the left column. Select the **"stocklist.xsk"** 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

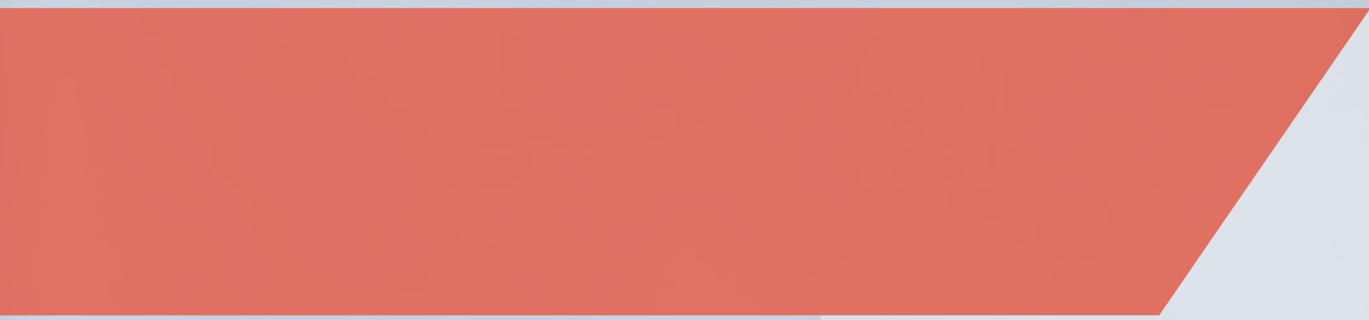
- Open the Windows Explorer to copy the device list from NC Data to your USB device (drag & drop): (C:\Users\Public\Documents\NUM\Flexium HMI\FXBrowser\NCData)
- Use the Device manager to remove the USB device safely "safely remove the hardware".



- 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.xsk) file from the USB device. The upload of the stocklist.xsk is mandatory.



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