How to collect hardware information

Introduction

When there is the motor, PA-3, tablet issue, the information collection is very important in a short time to avoid repetitive communication with customers. Here will take motor as example and other hardware information is similar.
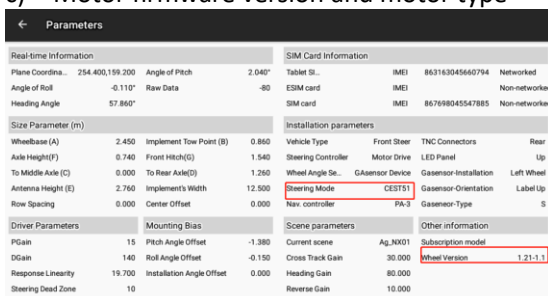
Also when there are 2-3 hardware issues(especially for motors) happened in the short time with the same model/type, technical support need to be focusing on this, but some issue can not be mixed, for example, old motors issue can not be mixed together, so technical support need to pay attention to it and cannot affect the sales/dealers/users mentality.
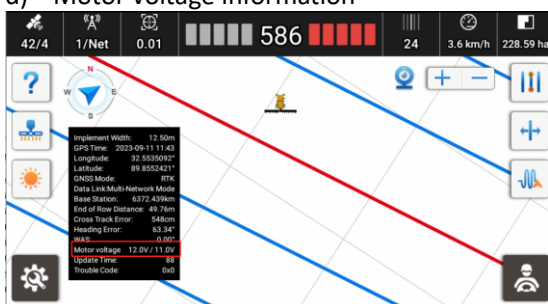
Motor steps

1. Describe the specific motor faulty phenomenon with more details, it is necessary to provide a whole video and better to include another motor working in the same tractor after comparison in the video. Also the video must include information as below:

a) Country and dealer name

b) PA-3 firmware version and software version

c) Motor firmware version and motor type

d) Motor voltage information

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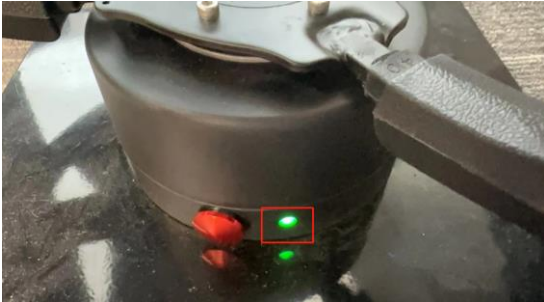Tel: +86 21 54260273
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e) Error code information

f) Motor LED light information

g) If able to press the red button to power off the motor

2. Once get the video from customers, pls send it to CHCNAV HQ technicians/R&D to check again, after confirm motor hardware issue, meanwhile pls provide the SN number on the side label and bottom label on the motor.

3. Pls provide the information as below:

a) Working life, it means it gets faulty after open box or after one week, after one month, after three months, or after one year, etc,

b) Transportation mode from China(Air or sea freight)

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