



Woodward IPCS Services and Support

‘How to get further Service and Support‘

Optional Supplementary Information

General Information

The following alert boxes can be used in this publication:



“DANGER” indicates a hazardous situation which, if not avoided, will result in death or serious injury.



“WARNING” indicates a hazardous situation which, if not avoided, could result in death or serious injury.



“CAUTION”, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE

“NOTICE” is used to address practices not related to personal injury.

IMPORTANT

“IMPORTANT” is used to address practices not related to personal injury.

Personnel



WARNING!
Hazards due to insufficiently qualified personnel!

If unqualified personnel perform work on or with the control unit hazards may arise which can cause serious injury and substantial damage to property.

- Therefore, all work must only be carried out by appropriately qualified personnel.

Introduction

For further Woodward Product Support Options, Product Service Options, Returning Equipment for Repair, and/or Engineering Services please open web page:

http://www.woodward.com/Support_pgd.aspx

Documentation



This publication may have been revised or updated since this copy was produced. If the cover of the publication states "Translation of the Original Instructions", the original source may have been updated since this translation was made.

Be sure to check manual 26311, *Revision Status & Distribution Restrictions of Woodward Technical Publications*, to verify whether this translation is up to date. Always compare with the original for technical specifications and for proper and safe installation and operation procedures. To verify that you have the latest revision, check manual 26311, *Revision Status & Distribution Restrictions of Woodward Technical Publications*, on the publications page of the Woodward website:

www.woodward.com/publications

The latest version of most publications is available on the publications page. If your publication is not there, please contact your customer service representative to get the latest copy.

Product Service Options

The following factory options are available for servicing Woodward equipment, based on the standard Woodward Product and Service Warranty (5-01-1205) that is in effect at the time the product is purchased from Woodward or the service is performed. If you are experiencing problems with installation or unsatisfactory performance of an installed system, the following options are available:

- Consult the troubleshooting guide in the manual.
- Contact Woodward technical assistance (see "How to Contact Woodward" later in this document) and discuss your problem. In most cases, your problem can be resolved over the phone. If not, you can select which course of action you wish to pursue based on the available services listed in this section.

Returning Equipment for Repair

If a control (or any part of an electronic control) is to be returned to Woodward for repair, please contact Woodward in advance to obtain a Return Authorization Number. When shipping the unit(s), attach a tag with the following information:

- name and location where the control is installed;
- name and phone number of contact person;
- complete Woodward part numbers (P/N) and serial number (S/N);
- description of the problem;
- instructions describing the desired type of repair.



To prevent damage to electronic components caused by improper handling, read and observe the pre-cautions in Woodward manual 82715, *Guide for Handling and Protection of Electronic Controls, Printed Circuit Boards and Modules.*

Packing a Control

Use the following materials when returning a complete control:

- protective caps on any connectors;
- antistatic protective bags on all electronic modules;
- packing materials that will not damage the surface of the unit;
- at least 100 mm (4 inches) of tightly packed, industry-approved packing material;
- a packing carton with double walls;
- a strong tape around the outside of the carton for increased strength.

Return Authorization Number RAN

When returning equipment to Woodward, please telephone and ask for the Customer Service Department. They will help expedite the processing of your order through our distributors or local service facility. To expedite the repair process, contact Woodward in advance to obtain a Return Authorization Number and arrange for issue of a purchase order for the unit(s) to be repaired. No work can be started until a purchase order is received.

NOTICE

We highly recommend that you make arrangement in advance for return shipments.

Contact a Woodward customer service representative for instructions and for a Return Authorization Number.

Engineering Services

Woodward offers the following after-sales support for Woodward products. For these services, you can contact us by telephone, by e-mail or through the Woodward website.

- Technical support
- Product training
- Field service during commissioning

Technical Support is available through our many worldwide locations and through our authorized distributors, depending on the product. This service can assist you with technical questions or problem solving during normal business hours. Emergency assistance is also available during non-business hours by phoning our toll-free number (US only) and stating the urgency of your problem.

For technical engineering support, please contact us via our toll-free (US only) or local phone numbers, e-mail us or use our website and reference **technical support**.

Product Training is available on-site from several of our worldwide facilities, depending on the product. This training, conducted by experienced personnel, will assure that you will be able to maintain system reliability and availability.

For information concerning training, please contact us via our toll-free (US only) or local phone numbers, e-mail us or use our website and reference **customer training**.

Field Service engineering on-site support is available, depending on the product and location, from our headquarters or from one of many worldwide Woodward offices or authorized distributors. Field engineers are experienced on both Woodward products as well as on much of the non-Woodward equipment with which our products interface.

For field service engineering assistance, please contact us via our toll-free (US only) or local phone numbers, e-mail us or use our website and reference **field service**.

Technical Assistance

If you need to telephone for technical assistance, you will need to provide the following information.
Please write it down here before phoning:

Contact

Your company

Your name

Phone number

Fax number

Control (see name plate)

Unit no. and revision: P/N: REV:

Unit type

Serial number S/N

Description of your problem

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Please be sure you have a list of all parameters available. You can print this using ToolKit. Additionally you can save the complete set of parameters (standard values) and send them to our Service department via e-mail.

How to Contact Woodward

Please contact your local Woodward (distribution) partner if you have questions or if you want to send a product for repair. They will assist you and guide you through if further assistance is needed.

If you don't know your Woodward (distribution) partner please call one of the international Woodward facilities to obtain the local address and phone number where you will be able to get information and service.

You can also contact the Woodward Customer Service Department or consult our worldwide directory on Woodward's website (www.woodward.com) for the name of your nearest Woodward distributor or service facility.

For worldwide directory information, go to www.woodward.com/ic/locations.

We appreciate your comments about the content of our publications.

Please send comments to: stgt-doc@woodward.com

Please reference publication 37573.

Homepage
www.woodward.com

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Complete address / phone / fax / email information for all locations is available on our website.**

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