

# SRM Ergometer Service Form

Dear SRM-Ergometer customer,

please fill out the following SRM-Ergometer service form.

Send it to us via email so that we can get in touch with you and align our services with your wishes.

Thank you – and kind regards.

Your SRM Service Team

## Your contact details and shipping address (Please no P.O. Boxes when sending via UPS)

Name	
Company / University	
Department / Institute	
Address	
Zip code, City	
Country	
Phone	
Mobile	
E-Mail	

## Important Information

SRM-Crank (PM) and PowerControl (PC IV)	<ul style="list-style-type: none"> <li>- Recommended service: every 2 years</li> <li>- Both the SRM-Crank and the PowerControl have to be sent to us for service</li> <li>- The costs and the amount of time depend on the extent of the necessary repairs; You will be informed after the arrival and closer examination</li> </ul>
Entire Ergometer	<ul style="list-style-type: none"> <li>- Recommended service: every 4 years</li> <li>- The Ergometer should be sent to us including all cables and the Power Supply</li> <li>- You should send it to us in a closed and secured box</li> <li>- Please clean the Ergometer before you send it to us so that we don't have to charge you with a cleaning fee</li> <li>- The costs depend on the extent of the necessary repairs; an estimate of costs will be provided after the arrival and closer examination - you will be informed</li> <li>- The amount of time of the repair depends on the complexity of the repair (up to 6 weeks)</li> </ul>

### Schoberer Rad Messtechnik GmbH

Rudolf Schulten Str. 6  
52428 Jülich  
Germany  
Tel.: +49 (2461) 69123-0  
Fax: +49 (2461) 69123-17

### Contact Person

Michael Hover  
E-Mail: ergo@srm.de  
www.srm.de

### Only for office use

Datum Eingang: \_\_\_\_\_  
Datum Auslieferung: \_\_\_\_\_  
Ergometer Nr.: \_\_\_\_\_  
PM Nr.: \_\_\_\_\_  
PC Nr.: \_\_\_\_\_

<b>Ergometer</b>		Please fill in
Construction year	The construction year can be found in your documents	
Serial number	Stamped into the rear part of the Ergometer frame	
Software Version	SRMWin-Software	
USB / Serial Adapter	Do you use a USB / serial adapter – if yes which one?	
Computer	Which Windows version do you use?	

<b>PowerMeter (PM)</b>		
Serial number		
Slope PM		

<b>PowerControl (PC IV)</b>		
Serial number	Stamped in on the back of the PC IV	
Heart rate (HR)	Does the recording of the heart rate work?	
	Is there a Polar Chip in your PC IV?	
Memory Status PC IV	Please check if there are stored files in your PC IV.	
	If there are, please save them onto your computer and clear them from the PC IV (Clear Memory).	

<b>Power Supply</b>		
Serial number		

<b>Torque Analysis</b>		
MS-DOS Torque	Do you use the older MS-DOS Torque Analysis?	
Torque for Windows	Do you use the new Torque Analysis for Windows?	

<b>Images</b>		
Ergometer	From every angle	
Cable connection	The front of the Ergometer	
	The back of the PC IV	
	PowerMeter	
	Serial / USB cable- and torque connection to the computer	

<b>Date of last Service / Repair</b>		
Entire Ergometer		
PM		
PC IV		

<b>Support</b>		
Skype Name	Do you have internet access so that we can give you support via Skype and Teamviewer?	
Teamviewer	www.teamviewer.com	

**Problem Description**