

Service Request Form For Zeuschel Scanners

TS-0440E Ver. 02/2011



Please complete the form with all available data you have and send it then to your authorized Zeuschel dealer by e-mail or fax. This will accelerate the processing of your service request considerable.

IMPORTANT: the fields marked with an asterisk * are mandatory to be filled in!

Customer's data

<input type="text"/> *Name / Institute	<input type="text"/> *Contact person
<input type="text"/> *Street	<input type="text"/> *Phone
<input type="text"/> *Zipcode / City	<input type="text"/> *E-Mail Address
<input type="text"/> *Country	<input type="text"/> *Name of your Zeuschel dealer

Scanner data

<input type="text"/> *Exact scanner type (i.e. OS12000 A2)	<input type="text"/> Estimated installation date
<input type="text"/> *Serial No. of scanner base (i.e. 49033)	<input type="text"/> Estimated operation time since installation (in h)
<input type="text"/> *Scanner counter	<input type="text"/> *Software version (i. e. OMNISCAN 10.x)
<input type="text"/> *Serial No. of scanner head (i.e. 49034)	<input type="text"/> *Software revision date (i. e. Apr., 30th, 2003, see „?“ in menu bar of OMNISCAN)

Extra equipment, i. e. OT90 Kit etc.

Error description

*Error category (please tick off): Hardware Software PC Problem unknown

Detailed error description (please also note down unusual behaviour like odd noises, flickering lights, blown fuses, hang up of camera control, self-restart of the camera etc.) :

*Error frequency (please tick off): once sporadically times a day approx. after exposures

First appearing of the error (please tick off): at (date) or

after the following event (i. e. software update (EPROM), power failure, camera repair):

PC system data

*Brand / Type / Service Tag (i. e. DELL/ T3400/ HC5695J)

*CPU (i.e. Pentium IV, 2.4 GHz)

*RAM (i.e. 1 GB DDR RAM)

Harddisk interface (i.e. SCSI, IDE, RAID, S-ATA)

*Operating system / service pack / language
(i. e. Win2000 / SP4 / eng)

*Installed SCSI controller, on which the scanner is
operated (i. e. Adaptec 29160).

*Installed SCSI driver version (i.
e. Adaptec 6.2.000.000, see device manager)

*Installed version of ASPI drivers
(i. e. Adaptec Ver. 4.71, use ASPICHK.EXE to check)

Other controller type, if no SCSI scanner (i.
e. Firewire, Frame-Grabber)

other particularities (i. e. dual processor, 64Bit processor, etc.):

Sample scans & Diagnostic info file

*For the assessment of image problems at least the following scan samples/ files are required:

- 1x full size, largest scan format, **200-300 dpi JPEG** compressed as „overview scan“(OS6000 with white reference stripe!)
- 1x detail view of the error, small cropped area, 200-300 dpi as **TIF** file)
- 1x diagnostic info file with loaded job created in Omniscan

both samples with description of the scanner parameters in the **file name** like Fomatsize_ DepthOfColor_ Resolution_ Speed_ Aperture,
i. e. **A1_24Bit_200dpi_Average4_Aperture8.JPG**

Please do NOT apply any image enhancement tools like sharpen, unsharp masking, de-speckeling, etc.!

The following **scan samples** are attached to this form:

Sample 1: Filename:

Sample 2: Filename:

Diag. file: Filename:

as e-mail attachment (max. 5 MB) Disk / CD-ROM FTP Server

What was done before ? / Any repairs ? / Additional notes

Please help the technical support, to focus on your problem by providing additional information which could be relevant for a trouble shooting, i. e.

- hints on recently executed repair works on your scanner (i. e. 'drive motor exchanged three weeks ago').
- other hints / distinctive features, i. e. strong external light sources, temperature behaviour of the device, ambient conditions, dust etc.

Receipt of the service request form (will be filled in by the Zeuschel dealer or Zeuschel support):

Dealer on

Z-Support on

Finished / Date / arranger

Service request No.