

Service Request Form For Zeuschel Cameras

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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

Camera data

<input type="text"/> *Exact camera type (i.e. OK400)	<input type="text"/> Estimated installation date
<input type="text"/> *Serial No. of camera base (i.e. 49033)	<input type="text"/> Estimated operation time since installation (in h)
<input type="text"/> *camera counter	<input type="text"/> *Software version (see EPROM sticker / Display after camera start: i.e. OK30304 / OK3.03)
<input type="text"/> *Serial No. of camera head (i.e. 49034)	<input type="text"/> *Software revision date (i. e. 30.07.02, see display after camera start)

Extra equipment, i. e. BLIP, Internal numbering unit, counter device.

Error description

***Error category (please tick off):** Mechanics Electronics Pneumatics unknown

***Detailed error description (please also note down unusual behaviour like odd noises, flickering lights, blown fuses, PC crashes 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, upgrade of operating system, power failure, virus attack, PC modifications):

Sample films

*For the assessment of film problems (scratches, incidence of light, focus problems, step size failure, mask failure etc.) at least the following film samples are required:

- Minimum total length 1m (3 ft.) , at least 50cm (1,5 ft.) before and after the failure

The following film samples are attached to this form:

Sample 1: Description:

Sample 2: Description:

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 camera (i. e. 'CPU board 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 Zeutschel dealer or Zeutschel support):

Dealer on (Date) Z-Support on (Date)

Finished / Date / arranger

Service request No.