

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

*Name / Institute

*Contact person

*Street

*Phone

*Zipcode / City

*E-Mail Address

*Country

*Name of your Zeuschel dealer

Camera data

*Exact camera type (i.e. OK400)

Estimated installation date

*Serial No. of camera base (i.e. 49033)

Estimated operation time since installation (in h)

*Serial No. of camera head (i.e. 49034)

*Software version (see EPROM sticker / Display after camera start: i.e. OK30304 / OK3.03)

*Serial No. of book cradle (i.e. 49031)

*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.