

Service Request Form

Before any Service Assignment can be initiated, this Form must be filled out in full and returned to service@synentec.com. Once received, a SYNENTEC Service-Team Member will contact you to arrange any necessary Course of Action as required.

Contact Details *(red Fields are required)*

Company: _____

Address (Device Location): _____

Contact Person: _____

Phone Number: _____ E-Mail: _____

Possible Remote Access to Control-PC (TeamViewer, WebEx, no Internet Access available...):

Instrument Details

Existing Service Agreement:

Serial-# Device: _____ Serial-# Control PC: SY- _____

Software Version: _____ Windows Version: _____

Device Model:

Device Environment:

Issue Description

What kind of Issue occurred (if helpful, attach Screenshots, Images & Log-files to the Service Request E-Mail ...)?

Notes

Please save the pdf and send the filled Service Request form to: service@synentec.com

Important Note: We are only able to process Service Inquiries that reach us through this Form. We can not accept Telephone Inquiries and loose Requests via E-Mail.

FAQ

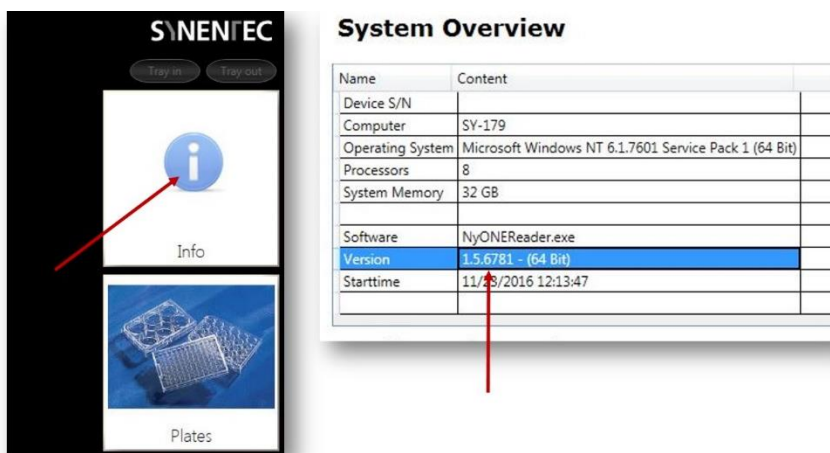
1. Where can I find the Device Serial Number?

- you can find the Device Serial Number on the Backside of the Instrument



2. How can I figure out the Software Version?

- therefor you have to start the Device Software, choose **Measurement** or **Evaluation** and click the **Info-Button** on the right hand of the Window; in the appearing Sheet, you find the Software Version



3. Where can I find the Control-PC Serial Number?

- you can find the Control-PC Serial Number on the top-Front or the back-Side of the PC

4. How can I figure out the Windows Version?

- move to **Control Panel\System and Security\System** on the Control-PC and look at **Windows-Edition**

5. How do I know the Device Configuration/Model?

- the supplied Device Model and all customized Parts are part of the Purchase Contract and can be taken from this

6. How do I know whether we have and if yes which Service Agreement we have with the SYNENTEC GmbH?

- if your Company has entered into a Service Contract with us, we have sent you a corresponding Contract to which you can find all the Details

7. How much are the Service-Costs?

- this depends, among other things, from the Issue and the existing Service Agreement; more detailed Information you can get if a Service Employee has contacted you

8. How will I get a Quotation for the Service-Arrangement?

- after sending this Service Request, a Service-Representative will contact you and provide all the required Documentation