

Service & Support Request Form



Customer and Device Data:

Customer ID:	_____	Date:	_____
Name:	_____	Company:	_____
Adresse:	_____		
Telephone:	_____	E-mail:	_____
Your order number:	_____		
Product:	_____	Serial no.:	_____

Query: *(Please tick where applicable!)*

- Calibration/Repair Support Other

More detailed information:

Do you use a PC or a notebook? _____

Which Windows version are you using? _____

Your software version:
(e. g. InfraLog V5.7.17, YoYoView V1...) _____

Has the device already worked before? YES NO

If so, have any modifications been made to your PC since then?

I have attached an original InfraLog file (*.bin) to help identify the problem. YES NO

I have attached images/screenshots which show the error message or the problem. YES NO

(Please comment on your attachments in the section below.)

Explanatory notes/Error description:

If you want to return a device for calibration/repair please fill out this form and include it in your delivery. Send the package to our address below.

For a support request please send us the filled out form via e-mail.

Address for Shipments
Driesen + Kern GmbH
Abt. Service
Am Hasselt 25
24576 Bad Bramstedt
GERMANY

Telephone:	+49 (0) 4192 81 70-0
Fax:	+49 (0) 4192 81 70-99
Technical Support:	support@driesen-kern.de
Website:	www.driesen-kern.com