**Customer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Customer POC:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Phone No.:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Customer POC email:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| **Instrument Type:** | **Serial No.:** |
| Nature of ProblEM | |
| Description of Problem:  Is it intermittent?  Conditions when problem presented? | |

Does instrument power up? (Trigger pull, power plug-in, etc.)

* Yes
* No

Does Instrument initialization process begin? (410 sequence begins, 710 scanner begins, 100 motors begin, etc.)

* Yes
* No

Does an error message appear on initialization process? -State Message-

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional Comments:

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\_\_\_\_\_ \_\_\_\_\_

How long have you owned the equipment? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is the application this equipment is being used for? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What material is being measured for reflectance?

How often is the unit used (daily, weekly, monthly)?

What conditions are the unit used in? List all that apply (high/low temp, humidity, controlled conditions, outside/inside, wet/windy, dusty etc.)

How is the unit stored? (In the case, outside the case, in a closet, vehicle etc.)

Does the unit get transported by either ground or air?

Is the unit transported in the case with any additional packaging?

What action was being performed at the time the problem with the unit was identified? (Power up after months of being stored, when trying to saving settings, after it was dropped or shipped, when pulling the trigger for a measurement, etc.)