

Does the error occur with several products? If so, which serial numbers are affected?

Serial numbers:

Frequency of errors.

Please check:

- continuously/ always
- occasionally
- sporadic/ on an irregular basis

Under which conditions does the error occur?

Please check:

- Error occurs only under certain environmental conditions (temperature, vibration, humidity, ...).
- Configuration: Error occurs only if other devices are connected.
- Error occurs only in connection with software programs (important: please specify operating system + version).

Please describe / specify the conditions mentioned above:

Other helpful information on product history:

Has the product been updated by the customer / by you? Please check:

- No
- Yes If so, please indicate the current software version: _____

How long has the product been in use (operating hours, if known)?

How is the product operated? Please check:

- 24/7
- Sporadic use
- regular use
- Other: _____

Internal comment field