

Repair Advice Note

Printers

- ▶ Please do not return non-defective options/accessories.
- ▶ Customized software or settings will be ignored and might be deleted.
- ▶ If possible, please return the items with their original packaging.

Company & Address

Contact person

Customer ID:

Phone

E-Mail:

Model

Serial number:

Accessories

Warranty Yes Invoice no.: No

Service contract Yes No.: No

Shipping address
for return

Order-No:

Cost centre:

Fault description

Control Windows driver direct control unknown **Individual fault description**

Driver version

Module	Details	frequent	sporadic
Ink ribbon / label	Faulty feed No feed Ribbon wrinkles Ribbon tears off Faulty feed (is the label sensor calibrated?)		

Thermal head	White lines in feed direction Print quality to bright/too dark? No print visible
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Control panel	No function Visible damage Display defective Backlight defective Keys defective
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Comments

Miscellaneous	Visible damage Case/housing defective Unit does not power on Unit turns off after a while Host interface w/o function
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We hereby authorize ...

... the generation of an estimate of costs

... the repair of the item as long as the repair costs do not exceed

EUR

(If costs are higher we want to receive an estimate of costs.)

... the repair of the item as long as the repair costs do not exceed

EUR 200,00

(If costs are higher we want to receive an estimate of costs.)

Even if no defect is found, the process of estimating any repair costs will be charged by AISCI according to the type of product. In case of authorizing the repair or buying a new device, the charge does not apply.

Date, signature, company stamp

- ▶ All given rates are ex works ex taxes.
- ▶ The guarantee period for spare parts and repairs is 90 days.
- ▶ If the described unit was not bought at AISCI but is claimed for warranty, AISCI will charge a handling fee of EUR 59.00.
- ▶ If warranty is claimed and no errors are found, AISCI may charge the costs of examination.