

Repair advice note



Scanners and Terminals

- ▶ 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

Module	Details	frequent	sporadic	Individual fault description
Keyboard	Defective buttons	☐	☐	
	Trigger w/o function	☐	☐	
	Buttons w/o function	☐	☐	
Scan engine	Reading range too short	☐	☐	
	No laser beam or laser pointer	☐	☐	
	No barcodes reading	☐	☐	
Radio module	No connection possible	☐	☐	
	Low range	☐	☐	
Battery	Short operation time	☐	☐	
	No charging possible	☐	☐	
	No function	☐	☐	
Display	No display	☐	☐	
	Defective backlight	☐	☐	
	Missing lines / segments	☐	☐	
	Visible mechanical damage	☐	☐	
	Touch screen w/o function	☐	☐	
Miscellaneous	Case/housing defective	☐		
	Hand strap defective or missing	☐		
	Stylus missing	☐		
	Unit does not power on	☐	☐	
	Data transmission fails	☐	☐	
	Host does not detect the device	☐	☐	
	Unit loses its settings	☐	☐	
	Software / OS crashed	☐	☐	
Comments				

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.