

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 ☐

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 too bright/too dark?	☐	☐
	No print visible	☐	☐
Control panel	No function	☐	☐
	Visible damage	☐	☐
	Display defective	☐	☐
	Backlight defective	☐	☐
	Keys defective	☐	☐
Miscellaneous	Visible damage	☐	☐
	Case/housing defective	☐	☐
	Unit does not power on	☐	☐
	Unit turns off after a while	☐	☐
	Host interface w/o function	☐	☐

Individual fault description

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.