

Arndt & Voß GmbH Elektronik - Meßtechnik

SERVICE REQUEST

Please fill out the following questionnaire. Any information you render facilitates the processing of your request.

Name:

Company/Location:

Telephone No.:

E-Mail:

Date:

- 1. What is the matter of your request?**
(Please describe the problem as detailed as possible.)

- 2. Which A&V unit is concerned?**
(Please see black type label or display after switching on the unit → corresponding to red marks in the following example photos.)



– Complete information of black type label:

– Measuring program:

– Program version:

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3. When did the problem first occur?

4. Has there been a modification at the machine recently? Has the work piece type been changed?

5. Further information:

6. Please send us the following data:

a) a photo with a view of the complete display of this unit in AUTOMATIC



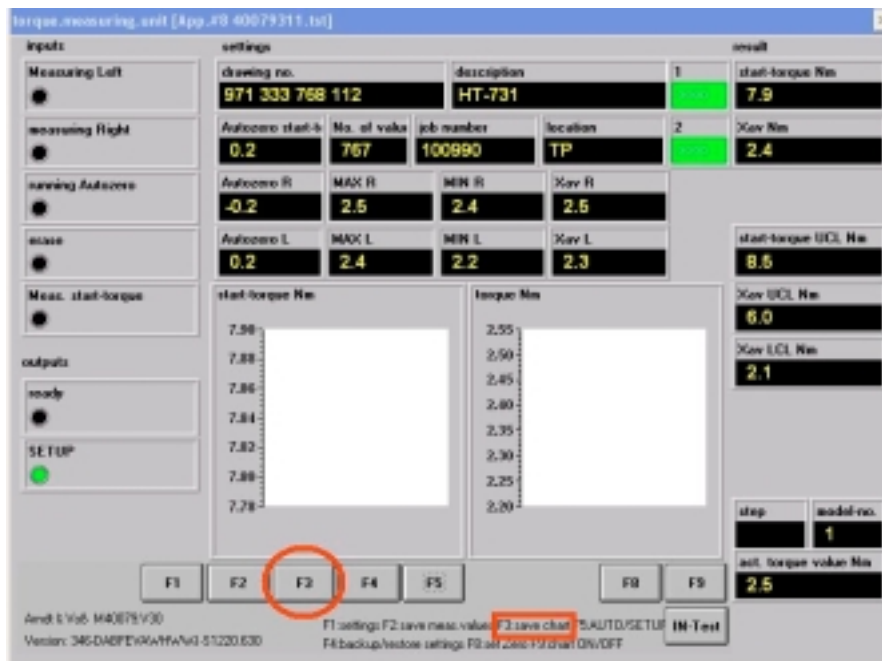
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- b) a photo of the function modules (possibly with connection cables)



- c) Diagnosis data ***
(Please save this data [in SETUP] onto USB stick with F3.)

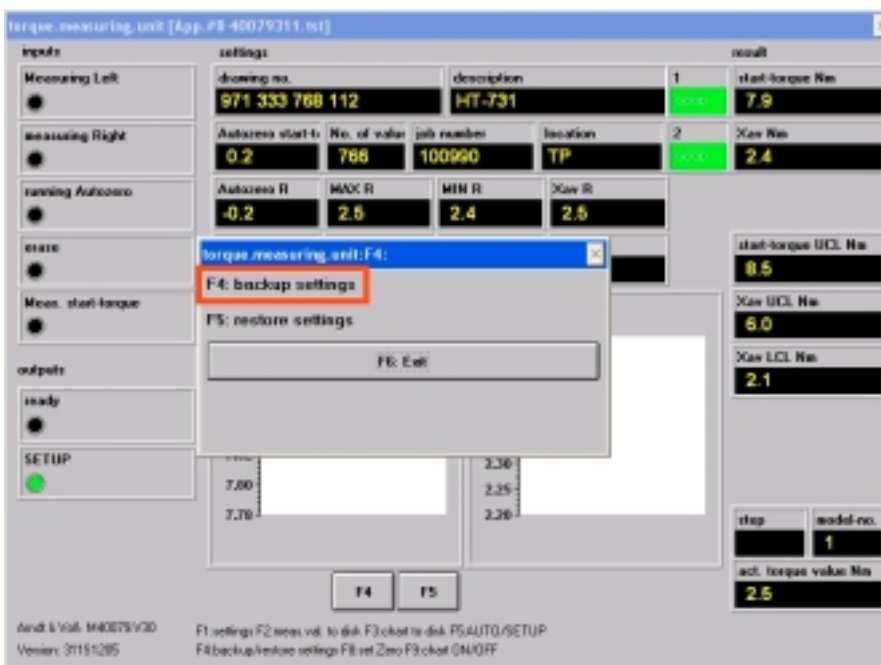
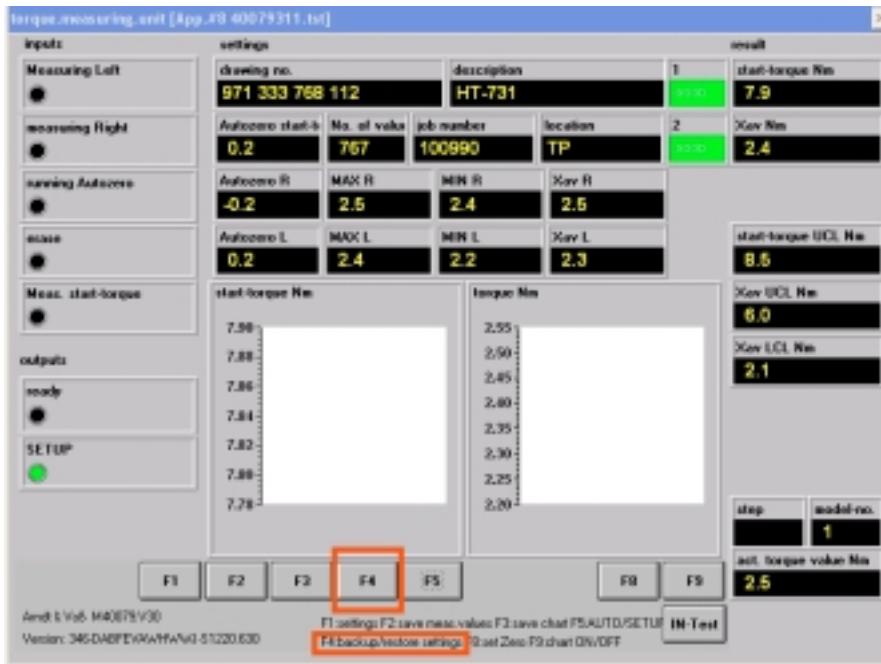
*** If your request concerns a PROCON M4018.V03, please use "Export" to save test plans and measuring values onto USB stick.



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- d) Backup of settings ***
(Please save this data [in SETUP] onto USB stick with F4 F4.)

*** *If your request concerns a PROCON M4018.V03, please use "Export" to save test plans and measuring values onto USB stick.*



Thank you very much for your information! Please send this form together with the data mentioned under 6. via e-mail to our following address: service@arndtundvoss.de. We will deal with your request as quickly as possible.

Arndt & Voß GmbH

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Data protection notice:

We attach great importance to the protection of your personal data. We regard and treat your personal data as strictly confidential and in accordance with the statutory provisions for data protection as well as the data protection notice on our website. We do not disclose this data to third parties. We use the personal data you provide with this form, with your e-mail or by phone to give you technical support or information with respect to our products or services. By sending us this filled out form you also agree with receiving our newsletter which provides information about our products, services, new developments as well as current support topics. You may at any time object to receiving our newsletter by informal e-mail to the following address: service@arndtundvoss.de .