

Service & Support Request Form



Customer and Device Data:

Customer ID:	_____	Date:	_____
Name:	_____	Company:	_____
Address:	_____		
Telephone:	_____	E-mail:	_____
Your Order Number:	_____		
Product:	_____	Serial No.:	_____

Query: (Please tick where applicable!)

Ticket No.: _____ (Filled out by Driesen+Kern!)

Calibration Repair Support Other

More Detailed Information:

Do you use a PC or notebook? _____

Which Windows version are you using? _____

Your software version:
(e. g. InfraLog V5.7.17, please **always** specify complete version number!) _____

Has the device already worked before? YES NO

If so, have any modifications been made to your PC since then?

I have attached an original InfraLog file (*.bin) to help identify the problem. YES NO

I have attached images/screenshots which show the error message or the problem. YES NO

Can you attend a TeamViewer session in case further support is required?
(In order to prevent compatibility issues please download our Support Client from:
<https://get.teamviewer.com/8nkx2sy>) YES NO

Explanatory notes/Error description:

(Please comment on your attachments and/or your problem in the section below.)

If you want to return a device for calibration/repair please fill out this form and include it in your delivery. Send the package to our address below.

For a support request please send us the filled out form via e-mail.

Address for shipping
Driesen + Kern GmbH
Abt. Service
Am Hasselt 25
24576 Bad Bramstedt
GERMANY

Telephone: +49 (0) 4192 81 70-0
Fax: +49 (0) 4192 81 70-99
Technical Support: support@driesen-kern.de
Website: www.driesen-kern.de