

SOTAX TechSupport Request Form - INDIA

TOP	IC	DESCRIPTION / COMMENT	
1.	Type of request	 System/instrument breakdown Analytical/applicative support Service/contract quote 	 Technical support Deviation/improvements Other (please specify)
2.	Customer		
	2.1. Company (name and address)		
	2.2. Contact person		
	2.3. Email		
	2.4. Phone		
3.	Firmware and software version of all components		
4.	Serial number (S/N) S/N of main unit and software license code		
5.	Request/problem description 5.1. Precise description of request/problem		
	5.2. Issue occurred on	an existing system/instrument	a new system/instrument
	5.3. Did the system work before?	🗆 yes 🗌 no	
	5.4. What actions have you already taken to solve the issue?		
	5.5. Does the problem cause any impact on the system/software?	Loss of power other: energy water solvent air	Impact on environment other: location temperature
6.	If available:		
	6.1. SOTAX service contract	Is the system/software covered by a SOTAX service contract? U yes no If yes, please provide service contract number:	
	6.2. Delivery note	Number of delivery note:	
7.	Additional comments, remarks, or observations		
8.	TechSupport requested by: Name / date		