



HARDWARE SERVICE REPORT

REQUIRED INFORMATION

Equipment Type: _____	Return Repaired Unit to: (Do Not Give a PO Box)
*SN# _____	Company _____
Date of Failure: _____	Office/Dist: _____
If Service Technician needs additional information contact:	Address: _____
Name: _____	_____
Tel#: _____	_____
E-Mail: _____	Attention: _____
RMA#: _____	Customer# : _____

Please include the battery, EPROM, charger, cables, cradle, etc. to help us duplicate the reported problem

FOR ADDITIONAL FORMS	___ Repeat Issue...sent in for the same issue within the last 30 days.
PLEASE CONTACT: 1-800-638-9270	___ New Issue...unit failed when first taken out of box for use.
OR: www.ltronix.com/CCC	Shipped via: ___ ground ___ overnight ___ 2nd day ___ courier

PLEASE CHECK ALL SYMPTOM CODES THAT APPLY TO THIS FAILURE

1. HELPFUL INFORMATION Reported Problem Happens: <u>A</u> All The Time <u>B</u> Sometimes Weather: <u>C</u> moderate <u>D</u> hot <u>E</u> cold <u>F</u> wet Other equipment in use: <u>G</u> Wand - Gun <u>H</u> Teletester FSM <u>I</u> Cablecat <u>J</u> Printer <u>K</u> Other Damaged due to: <u>L</u> Dropped unit <u>M</u> Other	4. OPERATIONAL PROBLEMS <u>A</u> Won't boot <u>C</u> Program Loss or <u>D</u> data loss When does it happen? <u>E</u> During field operation <u>F</u> When powered off <u>G</u> Overnight on charger <u>H</u> Other <u>I</u> Can't Load <u>J</u> Upload <u>K</u> Download <u>L</u> DOS <u>M</u> Program <u>N</u> Fatal Error <u>O</u> Date or time problems.... please explain: _____ _____ <u>P</u> Hard Drive: please explain: _____ _____ <u>Q</u> Mouse _____	6. RADIO COMMUNICATIONS Error on screen or display: <u>A</u> Radio modem power is off <u>B</u> Unable to communicate Communication problems: <u>C</u> Unit won't transmit <u>D</u> Unit won't receive <u>E</u> Radio modem nonfunctional <u>F</u> Radio modem damaged <u>G</u> Intermittent radio problems
2. POWER PROBLEMS <u>A</u> Low Lithium battery <u>B</u> Drains battery packs quickly <u>C</u> Won't power <u>D</u> on or <u>E</u> off <u>F</u> Turns itself off <u>G</u> Battery won't hold a charge <u>H</u> Charger doesn't work <u>I</u> Blows Fuses <u>J</u> Won't work on external power <u>K</u> Other	5. DIAL UP COMMUNICATIONS <u>C</u> No dial tone <u>D</u> Lost dial tone <u>E</u> No ans tone <u>F</u> Lost ans tone <u>G</u> No connect <u>H</u> Lost connection <u>I</u> Answer time-out <u>T</u> Speaker phone <u>J</u> Locks up <u>K</u> No transmit <u>L</u> No receive <u>M</u> Won't configure <u>N</u> Won't program <u>O</u> Channel bad: _____ <u>P</u> Other: _____	7. DISPLAY SCREEN / LCD <u>A</u> Missing letters <u>B</u> Missing lines <u>D</u> Blank <u>E</u> fade <u>F</u> dim <u>G</u> dark <u>H</u> No Backlight _____ <u>I</u> Scrambled, garbage, shifting <u>J</u> Scratched, cracked, leaking <u>K</u> Other: _____
3. CASE/KEYBOARD <u>B</u> Cracked or broken case <u>C</u> Broken hinges, latches, door <u>D</u> Broken plugs or connectors <u>E</u> Keys don't work....which ones? _____ <u>F</u> Always <u>G</u> Sometimes <u>H</u> Cracked, worn, punctured, cut <u>I</u> Other: _____	8. MISC (Cradles, Chargers) <u>A</u> Speaker doesn't work <u>B</u> Cable broken or bad <u>C</u> Connector or plug broken <u>D</u> Printer jams <u>E</u> Printing <u>F</u> light <u>G</u> dark <u>H</u> bad <u>I</u> Other: _____	

ADDITIONAL COMMENTS: _____

*(PLEASE INCLUDE A SEPARATE PRODUCT RETURN REPORT FOR EACH SERIALIZED UNIT)