

<b>Customer Details</b> Company _____ Department _____ In-charge _____ TEL _____ FAX _____ In-charge _____ TEL _____ FAX _____			<b>Device Info.</b> Model _____ Printer _____ Serial No. <small>Note 1)</small> Printer _____ Purchase date Printer _____		
<b>Details of Trouble (Multiple entries allowed)</b> <input type="checkbox"/> A: Does not switch to the Ready mode. <input type="checkbox"/> B: printing defect <input type="checkbox"/> D: card jam (feed defect) <input type="checkbox"/> E: magnetic card encoding defect <input type="checkbox"/> F: IC card encoding defect <input type="checkbox"/> G: other defects (PC communication, printed image, etc.)  Select one or more items from A to G by ticking the corresponding checkbox.			<b>Frequency of Occurrence (Multiple entries allowed)</b> <input type="checkbox"/> Always <input type="checkbox"/> Sometimes (at regular intervals) About cards out of cards _____ About cards every months _____ <input type="checkbox"/> Sometimes (multiple cards discharged at one time) When such trouble frequently occurs About cards out of cards _____		<b>Timing of Occurrence (Multiple entries allowed)</b> <input type="checkbox"/> Immediately after purchase <input type="checkbox"/> A while after purchase _____ months after purchase _____ <input type="checkbox"/> Since days ago _____ <input type="checkbox"/> After film exchange <input type="checkbox"/> After ink replacement <input type="checkbox"/> After card replenishment <input type="checkbox"/> Early morning <input type="checkbox"/> After installation conditions are changed, e.g. change of layout <input type="checkbox"/> Others [ ]

Note 1) Enter the eight-digit number indicated on the label at the rear of the printer.

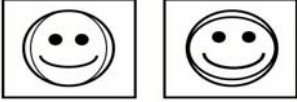
**A: Does not switch to the Ready mode.**

Printer power does not turn on.  Does not proceed beyond initialization stage. Printer display [ ]

Error occurs during initialization. Printer error message display [ ]  Others (Enter the symptoms in H.)

**B: printing defect**

Characters or facial portraits appear double.  a  b

Bleeding occurs in the characters or facial portraits. 

Streaks or wrinkles appear on the characters or facial portraits.  a  b  c  d

Printing position is not properly aligned. \_\_\_\_\_ by mm Displaced toward  front side  rear side  hopper (upper)  stacker (lower).

a: Characters appear blurred.  a  b  c

b: Characters appear crushed. **ABCDE** **ABCDE** **ABCDE**

c: some parts of the characters are missing. **ABCDE**

a: Printing voids or colored spots about the size of foreign matter.  a  b  c  d

b, c: relatively large printing voids

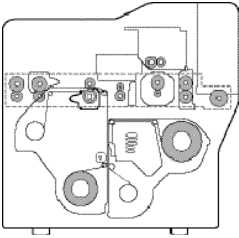
d: nothing is printed.

Transferred onto film?  
 Yes  No  large printing voids

Retransfer film serial no. [ ]

Other printing defects

When requesting for repair, please also send photos of currently used cards or cards for which the symptoms can be identified.

<p><b>D: card jam (feed defect)</b></p>  <p>Please indicate the location of occurrence on the left diagram.</p>	<p><b>F: IC card encoding defect</b></p> <input type="checkbox"/> Encoding defect occurs inside the printer. Type <input type="checkbox"/> contact <input type="checkbox"/> non-contact	<p><b>If F and/or G is selected please also enter the following.</b></p> <p>Connection between printer and PC  <input type="checkbox"/> USB connection  <input type="checkbox"/> Network connection</p> <p>Software application  <b>Manufacturer</b>                  Product name _____                  Version _____</p> <p>Is the driver supplied with the printer used?  <input type="checkbox"/> Yes  <input type="checkbox"/> No  <input type="checkbox"/> Not sure</p>
<p><b>E: magnetic card encoding defect</b></p> <input type="checkbox"/> Encoding defect occurs inside the printer. <input type="checkbox"/> Magnetic data cannot be read by another reader. Reader model [ ] Type <input type="checkbox"/> JIS <input type="checkbox"/> ISO <input type="checkbox"/> Hidden <input type="checkbox"/> Not sure Coercivity <input type="checkbox"/> _____ Oe <input type="checkbox"/> Not sure	<p><b>G: other defects (PC communication, unstable operation, etc.)</b></p> <input type="checkbox"/> Communication error occurs. <input type="checkbox"/> PC does not recognize printer. <input type="checkbox"/> PC does not recognize the encoder inside the printer. Encoder <input type="checkbox"/> Magnetic <input type="checkbox"/> Contact IC <input type="checkbox"/> Non-contact IC encoder <input type="checkbox"/> Others _____ Please enter the symptoms in H.	

**H: Symptom description (please describe the symptoms in concrete details.)** \_\_\_\_\_

Similar symptoms were observed in the past

To be entered by receiving personnel	Received on: (DDMMYY): _____	Repair no. _____	Repair classification <input type="checkbox"/> Free <input type="checkbox"/> Paid
<b>Contact of Personnel-in-charge</b>		<b>Secondary Dealer</b>	
Company _____ Department _____	Company _____ Department _____	Company _____ Department _____	Company _____ Department _____
Name _____ TEL _____ FAX _____	Name _____ TEL _____ FAX _____	Name _____ TEL _____ FAX _____	Name _____ TEL _____ FAX _____
Mail _____	Mail _____	Mail _____	Mail _____