

Checklist for technical support

Mandatory information, otherwise no technical support can be provided.

Checklist	Information
<input type="checkbox"/> Serial number	
<input type="checkbox"/> Problem description and expectations	
<input type="checkbox"/> Error code (Note: Also read the error stack of the sensor)	<input type="checkbox"/> Permanent error, <input type="checkbox"/> Sometimes,
<input type="checkbox"/> Measuring distance range	
<input type="checkbox"/> Measurement surface (color, size, reflective, etc.)	
<input type="checkbox"/> Environmental conditions (in-/outdoor, temperature, dust/mist, etc.)	
<input type="checkbox"/> Used interface (type, speed, PLC type, etc.)	
<input type="checkbox"/> Pictures / Movies of application (sensor, measurement surface, etc.)	<input type="checkbox"/> Pictures / Movies in the attachment. <input type="checkbox"/> Not allowed. Detailed description of the problem above.

Helpful information, can have an accelerating effect on technical support.

Checklist	Information / Remark
<input type="checkbox"/> Expected sensor behaviour	
<input type="checkbox"/> Firmware version (all of them)	
<input type="checkbox"/> Logging data (distance, error signal and temperature data)	
<input type="checkbox"/> Configuration file	

