**Support request**

Have you already visited our guide at sius.com/en/advisor? You will find many answers to questions you have already asked.

For a support request with immediate answer we need the following information:

In case of missing information or SIUS visit without advance notice, additional expenses can also be charged in case of warranty

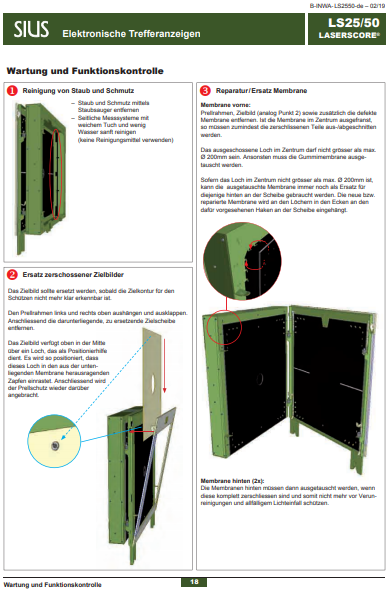
1. **General information**

* Contact person:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Customer No.: C-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Project Nr.: P-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Brief description of the problem:  
  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Used devices and serial number

 **old generation new generation**  
  
  
  
  
  
  
  
  
  
 min. Part No. and one serial No. each device type

* + Typ: \_\_\_\_\_\_\_\_ Serial No: \_\_\_\_\_\_\_\_\_\_  
     Software: \_\_\_\_\_\_\_\_\_\_
  + Typ: \_\_\_\_\_\_\_\_ Serial No: \_\_\_\_\_\_\_\_\_\_  
     Software: \_\_\_\_\_\_\_\_\_\_
  + Typ: \_\_\_\_\_\_\_\_ Serial No: \_\_\_\_\_\_\_\_\_\_  
     Software: \_\_\_\_\_\_\_\_\_\_
  + Typ: \_\_\_\_\_\_\_\_ Serial No: \_\_\_\_\_\_\_\_\_\_  
     Software: \_\_\_\_\_\_\_\_\_\_
  + Typ: \_\_\_\_\_\_\_\_ Serial No: \_\_\_\_\_\_\_\_\_\_  
     Software: \_\_\_\_\_\_\_\_\_\_
  + Typ: \_\_\_\_\_\_\_\_ Serial No: \_\_\_\_\_\_\_\_\_\_  
     Software: \_\_\_\_\_\_\_\_\_\_

1. **Test according manual**

*  Performing the tests according to the manual,   
  see "Installation, Start-up, Maintenance" at www.sius.com  
    
  -> Specification of the maintenance and tests performed with section number and page number

Test:  
page: \_\_\_\_ section: \_\_\_\_\_  
page: \_\_\_\_ section: \_\_\_\_\_  
page: \_\_\_\_ section: \_\_\_\_\_  
page: \_\_\_\_ section: \_\_\_\_\_  
page: \_\_\_\_ section: \_\_\_\_\_  
page: \_\_\_\_ section: \_\_\_\_\_  
page: \_\_\_\_ section: \_\_\_\_\_

1. **Localization of the issue by swapping device**

* Localize the issue by swapping the devices.   
  Attention: Do not forget to adjust the lane number of the devices (control unit, target, etc.).   
    
  Swapped:  
  device lane number issue stays at  
   device lane  
    
  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_ ❑ ❑  
  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_ ❑ ❑  
  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_ ❑ ❑  
  \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_ ❑ ❑

1. **Printouts and self tests**

* Actual printout, shoot  
    
    
  *Insert picture here or attach to email*
* Help prinout
  +  Key: Help, Touch: System\ ”>>” (Next Window) \Help
  + Barcode

*Insert picture here or attach to email*

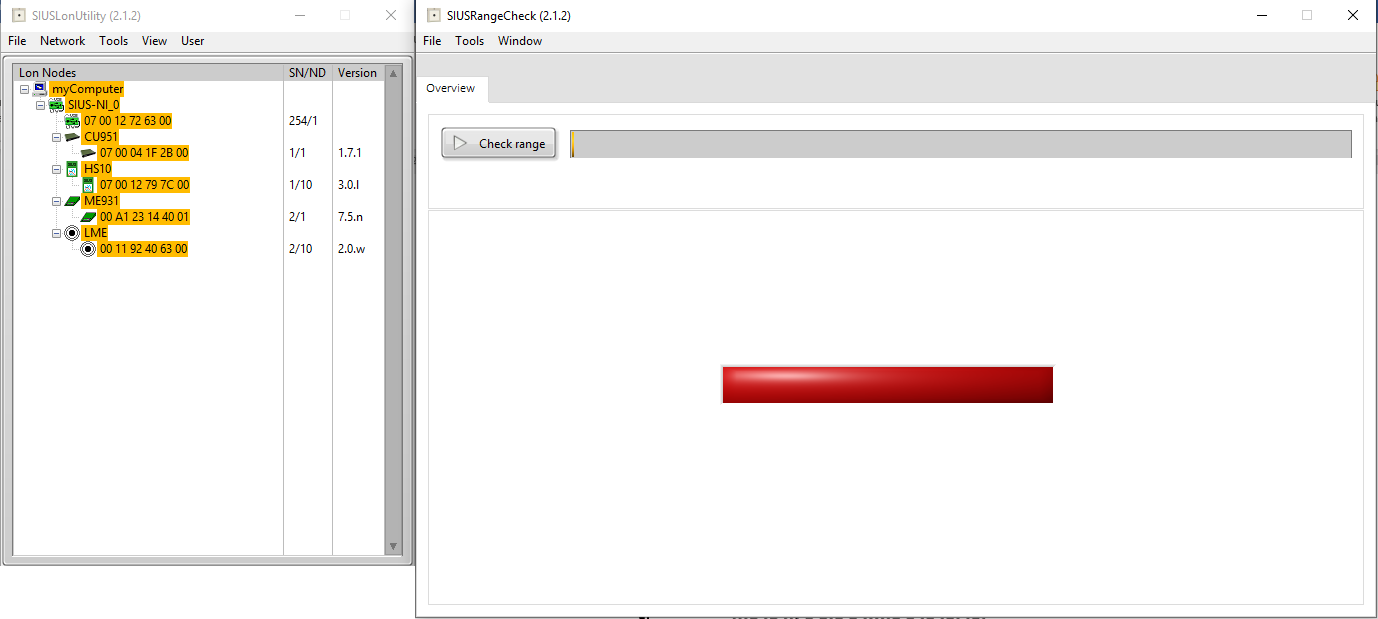
* Target test printout
  +  Key: System\Maintenance\Self Test\ Target test
  + Barcode

*Insert picture here or attach to email*

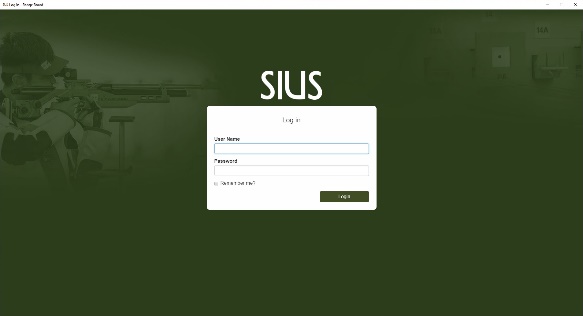
* HexLOG
  + Key: System\Maintenance\Reports\Log\Log Hex
  + Barcode

*Insert picture here or attach to email*

1. **Test of Optical / Hybrid targets**

* LS10 / HS10 / HS2550 RangeChecker Data (excl. LS2550)  
  -> Download: software.sius.com  
    
  After the installation there is a manual available in the installation directory.  
    
  *Attach file to email*
* LS2550 Range Board data



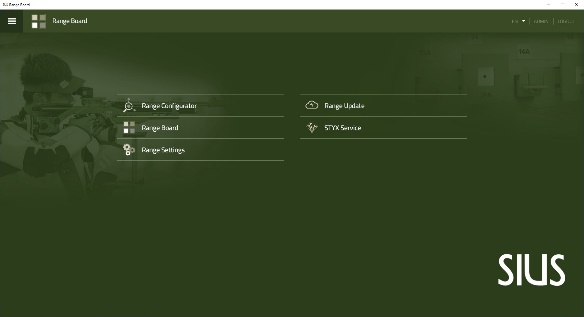


Start SIUS Cockpit

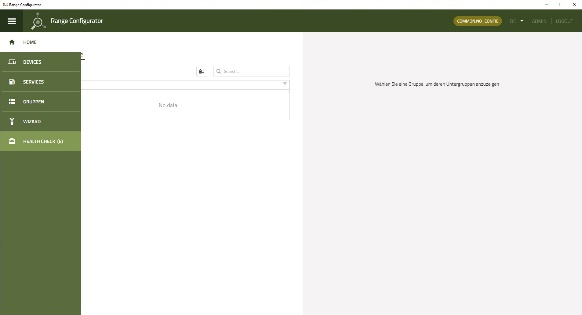
Login with

User Name: admin

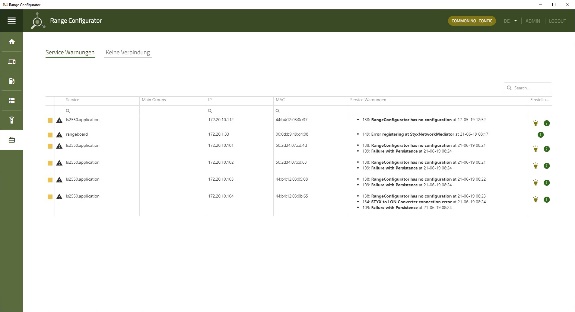
Password: 282806



Select Range Configurator

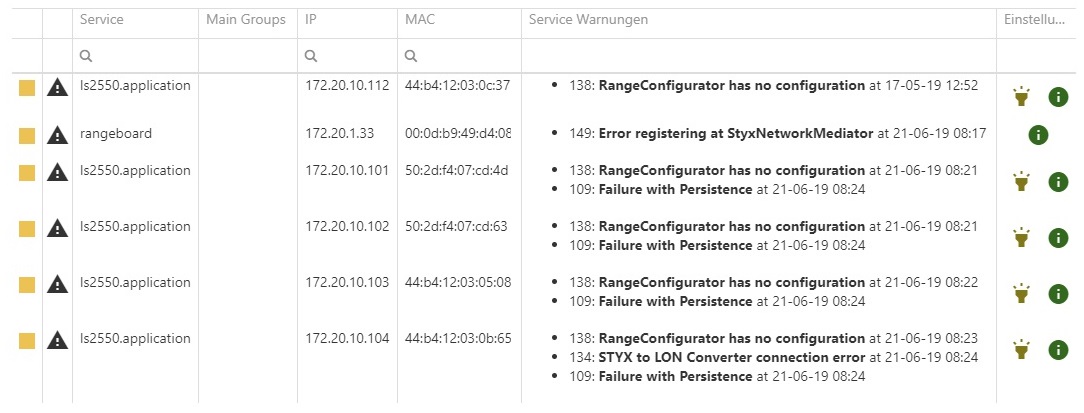


HEALTH CHECK



Screen copy

*We need the screen copy of the states of the components*



1. **Data of Programs**

* SIUSRank
  + Copy of the database

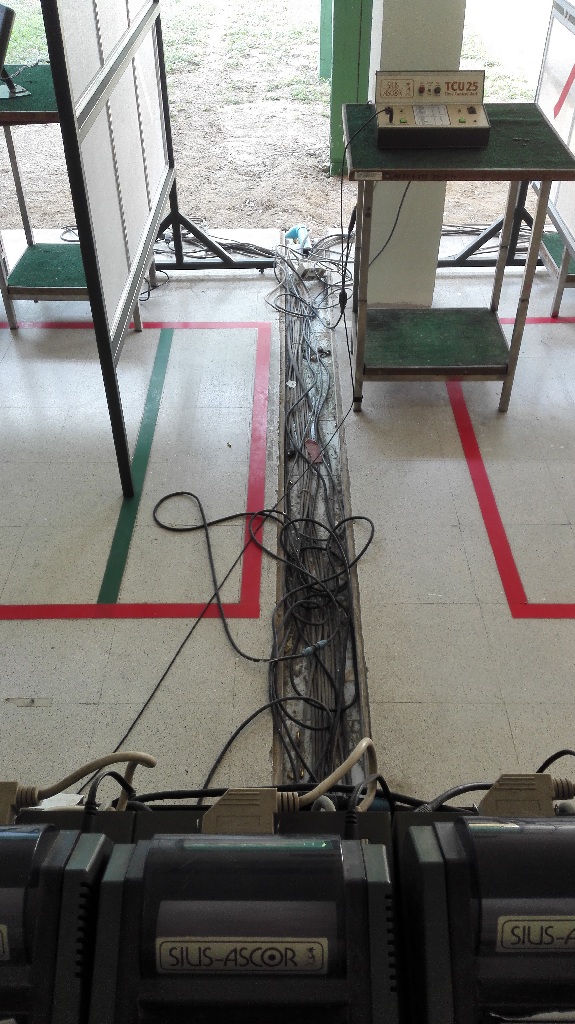
1. **LED blinking code**

* LED blinking code of the faulty device as video  
    
    
  *Attach Video file to email or insert here as «drive-link»*

1. **Range tour**

* Range tour as video  
    
    
  *Attach Video file to email or insert here as «drive-link»*

1. **Photos**

* Photos of the range and the cabling  
    
  *What would we like to see? -> Replace these sample pictures with your own or attach them to email*
* Overview photos of the targets   
    
  *What would we like to see? -> Replace these sample pictures with your own or attach them to email*



* Photos of the targets in detail  
    
  *What would we like to see? -> Replace these sample pictures with your own or attach them to email*

