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**Thank you for completing this form. Please send your response to [support@axxin.com](mailto:support@axxin.com)**

T16-ISO / T8-ISO Support Form	
<b>Company:</b>	
<b>Name:</b>	
<b>Position:</b>	
<b>Email:</b>	
<input type="checkbox"/> <b>T16-ISO</b> <input type="checkbox"/> <b>T8-ISO</b> <b>(Tick model name)</b>	
<p>The Instrument Serial Number &amp; Revision Number are located on a label on the back side of the instrument. The serial number format is: <b>S00XXXX</b> and the revision number format is: <b>R1, R2, R3</b></p> <p><b>Instrument Serial Number/s:</b></p> <p><b>Revision Number/s:</b></p>	
<p>If you are able to access the device application screens, navigate to: <b>Settings/About/</b>. You will find the entire device Software, Firmware and Hardware information here.</p> <p><b>Instrument Application Version x.x.x.x:</b></p>	
<p>Describe the problem in your own words. Which screen were you looking at when the error occurred? Were any USB devices such as a USB Memory key or Printer attached? How frequently are you seeing the issue?</p> <p><b>Description of Fault:</b></p> <div style="height: 150px;"></div>	
<p><b>If Admin access is available, please supply the instrument log file as an attachment.</b></p> <p>Attach a USB Flash Memory Key to the Instrument. If you are able to access the device application screens, navigate to:</p> <ul style="list-style-type: none"> <li>• <b>For T16-ISO:</b> Settings / Administrator Settings / Enter Admin Password / Import and Export Functions / Export Logfile to USB Refer to <b>D003643 Section 8.3 Import and Export Functions</b> for further information.</li> <li>• <b>For T8-ISO:</b> Settings / Administrator Settings / Enter Admin Password / Export Logfile Refer to <b>D005566 Section 10.16 Export Logfile</b> for further information.</li> </ul> <p>Export this device "Logfile" to a USB Flash Memory Key. Please attach the device log file to this email.</p>	

PAGE NO.	FILE NAME	REVISION DESCRIPTION	TEMPLATE
1 of 1	D003453v5.0 Form, T16-ISO, T8-ISO Support Form, Axxin Instrument Platform.docx	Added revision footer and updated document name. Updated document name, UK and US address	D002143v9.3