



Service Request Form for Zeuschel Equipment

TS-0440D Ver.10/2026

Please complete the form with all the information you have available and send it to your authorised Zeuschel dealer by email. This will significantly speed up the processing of service requests.

IMPORTANT: Fields marked with an **asterisk *** are essential for processing your request!

Customer details

* Name / Institution	* Contact person
* Street	* Phone number
* ZIP Code & City	* E-mail address
* Country	Name of the relevant Zeuschel dealer

Scanner specifications

* Device type (e.g. OS C2)	* Software version (e.g. OS 12.14)
* Serial No. (e.g. 65000)	

Details of the error

* * Type of error (please tick)	☐ Hardware	☐ Software	☐ PC Problem	☐ Unknown
* Descriptions of errors (please also note any unusual occurrences such as strange noises, flickering lights, blown fuses, computer crashes, etc.)				
☐ since the following event (e.g. software update, change of operating system, power cut, virus infection, PC upgrade):				

PC system specifications

* Make / Model / Service Tag (e.g. DELL / 5860 / HC5695J)
* CPU
* RAM (e.g. 16 GB DDR RAM)
* Operating system / Version (e.g. Win 11 25H2)

☐ Other special features:

Sample scans & diagnostic information file

Sample images and the diagnostic information file can be requested from our service team as required!

What has been done or changed so far? Any other comments regarding the case:

*** Please help the support team to narrow down your problem by providing details of any other events, such as:**

→ **Details of any repairs that may have been carried out recently (e.g. the engine was replaced 1 week ago)**

→ **Notifications regarding any power cuts, changes to the equipment’s location, etc.**

→ **Other information / unusual circumstances that may be relevant when troubleshooting, e.g. external light sources, the device’s temperature behaviour, environmental conditions, dirt, etc.**