Service Request for Zeutschel Devices

TS-0440D Ver.04/2026

Please complete the form with all available data you have and send it to your authorised Zeutschel dealer via e-mail. This will significantly speed up the processing of your service request.

IMPORTANT: Fields marked with an **asterisk** * are mandatory!

Customer details

* **Name / Institute**

* **Contact person**

* **Street**

* **Phone**

* **Zipcode / City**

* **E-Mail Address**

* **Country**

* **Name of your Zeutschel dealer**

Scanner data

* **Scanner type (e.g. OS C2)**

* **Software version (e.g. OS 12.14)**

* **Serial No. (e.g. 65000)**

Error description

* **Type of error** (please tick box) ☐ **Hardware** ☐ **Software** ☐ **PC Problem** ☐ **unknown**

* **Description of the error (please also note any unusual symptoms such as strange noises, flickering lights, blown fuses, hang up of camera control, self-restart of the camera, computer crashes, etc.)**

☐ **since the following event (e.g. software update, change of operating system, power cut, virus infection, PC upgrade):**

PC system specifications

* **Brand / Type / Service Tag (e.g. DELL / 5860 / HC5695J)**

* **CPU**

* **RAM (z.B. 16 GB DDR RAM)**

* **Operating system / Version (e.g. Win 11 25H2)**

☐ **Other particularities:**

Sample scans & Diagnostic info file

Sample images and diagnostic information files will be requested by our service team if required!

What has been done or changed so far? Any repairs? Additional notes:

*** Please help our support team narrow down your issue by providing details of any other events, such as:**

→ **Details of any recent repairs (e.g. the drive motor was exchanged 1 week ago)**
→ **Details of any power cuts, changes to the devices location, etc.**
→ **Other information or unusual circumstances that may be relevant to troubleshooting, e.g. external light sources, the devices temerature behaviour, ambient conditions, dust, etc.**