



# JPW Associates Product Return Report

SHIP TO: JPW Associates, Inc. • 11 E. Taylor Ave. • Audubon, NJ 08106 • 800.446.2463

## CUSTOMER INFORMATION

Name

Phone

Email

Company

District

Return Address

Special Instructions

## UNIT INFORMATION

Model

Serial

Data Recovery Yes  No

## REQUEST SUPPLIES

Handstraps  Stylus   
 Antennas  Home Charger   
 Other:  Batteries

## PROBLEM DESCRIPTION Please mark each specific problem you are experiencing with the unit.

### POWER

Troubleshooting:

- Replace the battery
- Try another charger or cradle
- Reset the unit (see reverse)
- Check power settings (see reverse)

- Dead: No signs of power, no response to input, new battery or cradle power.
- Turns itself off
- Drains battery quickly; will not hold a charge
- Will not charge via cradle
- Will not charge via home charger
- Shows "Low Battery" warning

### OPERATIONAL

Displays error / warning message: \_\_\_\_\_

Program or route loss occurs:

- During field operation
- When powered off
- Overnight
- Other: \_\_\_\_\_

Can't load (LZVW] S^fZSf Sbb kfi Upload - Download - Auto - Manual

- Does not hold date or time
- Locks up during operation
- Error reading drive: \_\_\_\_\_

### COMMUNICATION / PROBE

Troubleshooting:

- Try another cradle or probe
  - Try another antenna
  - Replace the battery
- Will not communicate on cradle
- No "Connect" light
- Cannot Establish Connection
- Locks up during communication
- Will not read ERTs \_\_\_\_ times out of 10
- Decreased ERT reading range
- Will not read with probe
- Probe port damaged or stripped

### DISPLAY / LCD

Troubleshooting: Adjust contrast (see reverse)

- Missing vertical lines
- Missing horizontal lines
- Backlight does not work
- Blank, flickering, faint, or dark display
- Unresponsive or locked up
- Garbled display
- Cracked or broken LCD

### CASE / KEYBOARD

- Leaks; broken seal
- Cracked or broken case
- Broken ports: \_\_\_\_\_
- Some or all keys non-functional: \_\_\_\_\_
- Worn or faded overlay
- Cracked or broken lens

### MISCELLANEOUS

- Beeper/speaker weak or broken
- Broken antenna or antenna port
- Loose components inside; rattles
- Charged with alkalines
- Parts missing
- Will not read ERTs
- Decreased ERT reading range
- Unit was dropped**

Additional Comments