



# 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 (check all that apply)

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