

Service Enquiry

Dear Customer,

We are sorry that you have encountered a problem with your thermographic solution! Please be assured that InfraTec will give its best to solve your problem in the shortest time possible. To do this we would like you to provide us with all necessary information describing the problem using this form.

Please return the form by e-Mail:

service@InfraTec.de

or Fax:

+49.351.8718627

Problem occurs with the following system:

Camera

VarioCAM® HD

VarioCAM® HDx

ImageIR®

other, please specify: _____

Serial number (Must be provided): _____

Firmware version (please see system information): _____

Software

Version IRBIS® 3.0

Version IRBIS® 3.1

IRBIS® standard

IRBIS® plus

IRBIS® professional

IRBIS® online

Other, please specify: _____

Purchased from

InfraTec GmbH, please indicate your customer number if at hand: _____

other source, please specify: _____

Description of your problem

If applicable and possible include *.irb-Files/screenshots indicating the problem.

Does this problem occur: constantly by chance

Can you reproduce the problem? Yes No

Please specify the application the system is used for: _____

Your contact information:

Name: _____

Company: _____

Department: _____

City/Country: _____

Contact person: _____

E-Mail: _____

Telephone number: _____

Fax: _____