

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.

Pls return the form by **e-Mail: service@InfraTec.de**
or **Fax: +49.351.8718727**

Problem occurs with the following system:

Camera

- VarioCAM® VarioCAM® hr VarioCAM® HD VARIOSCAN ImageIR®
 other, please specify: Type (like 3011/3021):

Serial number (Must be provided):

Firmware version (pls. see system information):

Software

- IRBIS® 3 IRBIS® 3 plus IRBIS® 3 professional IRBIS® 3 control IRBIS® 3 online
 IRBIS® 3 remote other, please specify:

Version:

Purchased from

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

other source, please specify:

Description of your problem

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

Does this problem occur:	<input type="checkbox"/> constantly	<input type="checkbox"/> by chance
Can you reprocedure the problem?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Please specify the application the system is used for:

Your contact information:

Name:	<input type="text"/>		
Company:	<input type="text"/>	Department:	<input type="text"/>
City/Country:	<input type="text"/>		
Contact person:	<input type="text"/>	e-Mail address:	<input type="text"/>
Telephone number:	<input type="text"/>	Fax number:	<input type="text"/>