



Support Form

To be able to process your support request as swift as possible, please fill in this form completely.

Contact details:

Company:	Name:
Job position:	Phone:
E-mail:	Address:
ZIP:	Town:
Tax ID No.:	

Reason for service request:

Calibration/adjustment	High-voltage isolation test
Malfunction	Others:

Device(s) to be shipped:

Serial number(s):
Device designation(s):
Latest date of calibration:

Customer information required in case of malfunction:

Note: Please describe the fault as detailed as possible.

The more detailed your information is, the faster your request can be processed.

Fault description:

What has already been
done to rectify the fault:

Firmware version used:

Software used:

Operating system used:

Measurement environment:

Date: _____ Customer signature: _____

CSM GmbH
Computer-Systeme-Messtechnik

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info@csm.de • www.csm.de



How to use the CSM Support Form

Dear customer,

To be able to return your device(s) as fast and smooth as possible, please proceed as described below:

1. Filling in the form

The support form helps CSM Support to process your request as fast as possible. Please fill in the form completely and send it via e-mail to support@csm.de or send a fax to **+49 711 - 7 79 64-40**.

2. Packaging

To avoid damage or loss during shipment, please pack the device(s) carefully.

3. Verifying the details

Please check again whether you have thought of everything:

product

support form completely filled-in

support form includes detailed fault description (use additional sheet of paper, if necessary).

4. Cost estimate required?

Please let us know, whether you need a cost estimate prior to the repair work being performed:

YES NO

5. Shipping the device(s)

The device(s) can now be shipped.

Shipping Address:

CSM GmbH
Computer-Systeme-Messtechnik
Raiffeisenstrasse 36
70794 Filderstadt
Germany