

In the event a breakdown or error occurs with the TubeMarker™ 2, this form has been designed to help the user to provide 4titude® with the most essential details so that the unit can be troubleshooted and repaired efficiently and effectively. Avoiding any possible and unnecessary downtime. Please ensure the form is filled out in full.

1 Customer Details

Customer Name	Street
Company/Institute/Department	City
Email	State/Province/County
Phone	Country

2 Instrument Details TubeMarker™ 2

Instrument Serial No.	Total number of printed tubes**
Firmware No.*	Date of Installation
Software No.*	Date of Breakdown

* When connected to the software, select **HELP>ABOUT**. Here you will find out the firmware and software versions.

** Rough estimate

3 Application Details

3.1 Tube and Ribbon Specifications				
Tube Type (please be as specific as possible e.g. graduations, frosted window, starfoot)				
Tube Brand and Product Code				
TubeMarker™ Tube Adaptor used	<input type="checkbox"/> Adaptor for 1.5 ml/2 ml Tubes Hole diameter 11.5 mm (4ti-0681)	<input type="checkbox"/> Adaptor for 0.5 ml Tubes Hole diameter 8.5 mm (4ti-0682)	<input type="checkbox"/> Adaptor for 2D Cluster Tubes Hole diameter 8.5 mm (4ti-0683)	<input type="checkbox"/> Adaptor for Cryo Tubes Hole diameter 12.7 mm (4ti-0684)
<input type="checkbox"/> Other adaptor (Please specify product code)				
Ribbon Type and Colour				
Ribbon Product Code				

3.2 Printing Conditions					
Tube Print Area [mm]					
Tube Diameter [mm]					
Font Type and Size					
Barcode	<input type="checkbox"/> None	<input type="checkbox"/> Code 128 (1D), thin	<input type="checkbox"/> Code 128 (1D), wide	<input type="checkbox"/> Datamatrix (2D), normal	<input type="checkbox"/> Datamatrix (2D), small
Graphic	<input type="checkbox"/> None	<input type="checkbox"/> Yes			
Additional Heat Time					
Pressing Force					

3.3 Detailed Description of Fault/Error Experienced

Please be as specific as possible, e.g. note any notification and/or error message that appear on the display.

Additionally, to help our service engineers diagnose and troubleshoot the fault/error in the timeliest manner, please upload any photos and preferably videos to the Dropbox account provided below.

[Click here to upload your photos and videos to the Dropbox folder *photos of error or damage to TM2*](#)

NOTE: Please ensure to save your photos and videos so that they are titled with the serial number of the faulty unit. To avoid duplication of photos/videos please title as the following, for example: 001-000300 (1), 001-000300 (2) and so on.