



REPAIR REQUEST

Please use this form when you want Photonfocus to check your camera in case of technical problems etc. and send this report together with the camera to:

Photonfocus AG
Bahnhofplatz 10
CH-8853 Lachen
Switzerland

Company:

Enduser:

Contact person: Email:

- Model:
- Serial no.:
- Frame grabber used:
- Cable length:
- Power supply used: Photonfocus - supplied
 other

Part I – General questions

- Have you ever been able to grab an image using the camera default values? Yes No
- Have you ever been able to communicate with the camera using PFRemote? Yes No
- Has the camera ever been working as expected with your custom settings? Yes No

 - Since when has there been an error?.....
 - What has been changed in between?
 - Configuration
 - System components
 - Power supply.....
 - Environmental conditions
- Have you been able to recover the factory settings from EEPROM (factory reset)? Yes No
- What is the problem?

<ul style="list-style-type: none"> <input type="checkbox"/> Communication timeout <input type="checkbox"/> Could not initialize port <input type="checkbox"/> Black image <input type="checkbox"/> No pixel clock <input type="checkbox"/> No FVAL / LVAL 	<ul style="list-style-type: none"> <input type="checkbox"/> Trigger not working <input type="checkbox"/> LED is not flickering green <input type="checkbox"/> LED is constantly shining red <input type="checkbox"/> <input type="checkbox"/>
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- Are there problems with the image quality?
 - Sensor-related problems (too many hot/dead pixels, FPN)
 - Bad gray level / color balance (picture too bright/dark/false colors; please describe)
 - other.....
- Which settings do you use?
 - Free running
 - External Trigger
 - Programmed exposure
 - Sync exposure
 - Exsync start, Sync stop
 - Exposure time:
 - ROI:
 - High Gain
 - Skimming
 - Linlog
 - LUT
 - MCLK mode
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Part II – EEPROM Dump and images

In addition, please send the following information to support@photonfocus.com:

- A complete EEPROM dump
- Test images, clearly showing the problem, if available

Part III – Detailed Error Description

(Please attach additional sheets if needed)

Date:

Signature:

The general terms and conditions of Photonfocus apply, which you can find on our website www.photonfocus.com