

In the event a breakdown or error occurs with the a4S Automatic Roll Heat Sealer, 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 a4S Automatic Roll Heat Sealer

Instrument Serial No. 4THS-	Total Running Hours*
Firmware No.*	Date of Installation
Software No.*	Date of Breakdown
Seal Count*	<input type="checkbox"/> Stand-alone Unit <input type="checkbox"/> Integrated (please specify)

* With a seal roll loaded, please swipe across the top of the screen to access the service page. Here you will see the firmware no., software no., seal count and total running hours.

3 Application Details

3.1 Plate and Seal Roll Specifications	
Plate Type <small>(please be as specific as possible, e.g. 96 well PCR plate with upstand)</small>	
Plate Product Code	
a4S Plate Support Adaptor used	<input type="checkbox"/> None <input type="checkbox"/> Adaptor A <input type="checkbox"/> Adaptor B (side with 96 holes) <input type="checkbox"/> Adaptor B (side with 384 holes)
Seal Roll Type	
Seal Roll Product Code	
Sealing Conditions <small>(please specify temperature and time)</small>	

3.2 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 a4S**](#)

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: 4THS-1500001 (1), 4THS-1500001 (2) and so on.