

Case Request Form

Machine Model:	
Machine Firmware Ver.	
Serial Number:	
Ink set (type and colors):	
Ink Configuration (CMYK):	
RIP (RL7, CADLink, etc):	
RIP Version:	
Issue/Error Messages:	
When the issue occurs:	
Troubleshooting completed:	
Dealer Information	
Dealer:	
Contact Person:	
Telephone Number:	
Customer Information	
Company Name:	
Contact (Full Name):	
Phone Number	
Email	
Street Address	
City	
Province	
Postal Code	
Print Head Related Issue	
*Type of print quality defect:	
*Lot number of ink(s)	