

Please indicate the bancor serial number and the reported malfunctions:

bancor serial number:

Data:

- 1 does not switch on
- 2 does not communicate with the PC
- 3 does not drag the sheet
- 4 badge not working
- 5 automatic doc feeder (ADF) problem
- 6 smart card not working
- 7 dirty image after cleaning (black spots or lines)
- 8 does not read the code line
- 9 errors during calibration
- 10 mechanical/structural damage
- 11 printer does not work with new cartridge
- 12 RFID not working

13 Other:

Cut here

Terms and Conditions:

- 1) This module **must be compiled** and returned together with the lector for which are asking assistance.
- 2) The lector **must be shipped** in the original shipping box (or suitably packaged). The lector must be complete with **all parts** to be accepted: power cord, power converter and USB cable must be included in the return package.
- 3) In case the module is not compiled and returned, **additional troubleshooting tests** will be required, resulting in longer time and higher cost for fixing the malfunction.
- 4) If the unit returned to bancor does not show any problems, a **"no problem found"** fee will be charged. "No problem found" is defined as the unit passing all bancor diagnostic tests upon return, without any parts replaced.