

Please indicate the bancor serial number and the reported malfunctions:

RMA:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Model:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bancor serial number:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 does not switch on

2 does not comunicate 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:

Terms and Conditions:

- 1) This module **must be compiled** and returned with RMA together with the lector for which are asking assistance.
- 2) The lector **must be shipped** by the Client 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.
- 5) shipping cost are Client charge
- 6) RMA number must be add to all shipping documentation