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Thank you for completing this form. Please send your response to support@axxin.com

AX-2 Support Form	
Company:	
Name:	
Position:	
Email:	

AX-2 Instrument

The Instrument Serial Number is located on a label on the back side of the instrument.
Instrument serial number/s:

Revision Number:

If you are able to access the device application screens. Navigate to: **Settings/About/**. You will find the entire device Software, Firmware and Hardware information here.
Instrument Application Version x.x.x.x:

In your own words describe what the problem is. On which screen you were looking at when the error occurred and if any USB devices such as a USB Memory key or Printer Attached. How frequently are you seeing the issue?

Description of Fault:

Please supply the instrument log file as an attachment.

Attach a USB Flash Memory Key to the AX-2 Instrument. If you are able to access the device application screens. Logon as an Admin user. Navigate to:
Enter Admin Password/ Administrator Setting/ Export /Export Logfile to USB

This export the device "Logfile" to an attached USB Flash Memory Key. Please attach the device log file to this email.

Refer to the Instrument User Manual for further information.