Australian Office
Ground Floor, 582 Heidelberg Rd,
Fairfield, 3078
Victoria, Australia
T + 61 3 9329 1167
F + 61 3 8732 0310
ABN 43 120 905 839

USA Office
400 Continental Blvd
El Segundo, CA, 90245
USA
T + 1 858 736 9160
F + 1 858 346 9300

UK Office
18 King William Street
London, United Kingdom
EC4R 9AN
T + 44 203 960 7512

www.axxin.com
Commercial in Confidence

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

AX-2X-S, AX-2X, AX-2 Support Form	
Company:	
Name:	
Position:	
Email:	

☐ **AX-2** ☐ **AX-2X** ☐ **AX-2X-S** **(Tick model name)**

The Instrument Serial Number & Revision Number are located on a label on the back side of the instrument. The serial number format is: **S00XXXX** and the revision number format is: **R1, R2, R3**

Instrument Serial Number/s:

Revision Number/s:

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:

Describe the problem in your own words. Which screen were you looking at when the error occurred? Were any USB devices such as a USB Memory key or Printer attached? How frequently are you seeing the issue?

Description of Fault:

If Admin access is available, please supply the instrument log file as an attachment.

Attach a USB Flash Memory Key to the Instrument. If you are able to access the device application screens, navigate to:

- ***For AX-2:*** *Settings / Admin Settings / Enter Admin Password / Export / Export Device Log set to ON / Press Tick*

  Refer to ***D003819 Section 5.9.1 Export*** *for further information.*
- ***For AX-2X:*** *Log in as Admin user / Admin Settings / Export / Export Device Log set to ON / Press Tick*

  Refer to ***D004759 Section 9.1.3 Exporting the Instrument Log*** *for further information.*
- ***For AX-2X-S:*** *Log in as Admin user / Admin Settings / Export*

  Refer to ***D007510 Section 8.1 Export*** *for further information.*

Export this device "Logfile" to a USB Flash Memory Key. Please attach the device log file to this email.