



RMA Form

Customer Information:

Company Name: _____ Contact Person: _____

Shipping Address: _____ Phone Number: _____

JS20 Scanner Information:

Serial Number: _____

Description of Problem: _____

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- Does the laser flash 10 to 15 seconds after power is applied? Yes / No
 - Does the green light next to the Ethernet come on? Yes / No
 - Using JSConfig, is the scanner on the network? Yes / No
 - Using Laser View (F5) in JSdiag, does the Encoder Count change when the belt/chain moves? Yes / No
 - Is the problem intermittent? Yes / No

Comments: _____

Special Instructions: _____

Please return your scanner with this form to:

JoeScan, Inc.
4510 NE 68th Drive, Suite 124
Vancouver, WA 98661 USA

Have questions?

E-mail: support@joescan.com

Phone: (360)993-0069