



# RMA Form

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## 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: \_\_\_\_\_

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Special Instructions: \_\_\_\_\_

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Please return your scanner with this form to: JoeScan, Inc.  
 119 E. 8<sup>th</sup> St.  
 Vancouver, WA 98660 USA

Have questions?

E-mail: [support@joescan.com](mailto:support@joescan.com)

Phone: (360)993-0069