Tier 2 Product Support Request Form

In order to arrange tier 2 product support or an engineer site visit we need to ask for some information. The fields which we need answers for are highlighted. If you could fill in as much information as possible it will help us guarantee the reported issue will be supported in a timely fashion.

Company	
Your Name	
Telephone Number	
E-mail address	
Date	

Product Details

Code / Part Number	
Product description	
Quantity Effected	
When will replacement cartridge(s) be on site?	
Batch Code	

Machine Details

Printer Brand	
Printer model	
Machine Serial #	

Site Information

Business name	
Contact Name	
Contact email address	
Contact Telephone no.	
Address	
City	
Postcode	
Are there any special site requirements? (Security issues, car park booking, opening hours, etc.)	

Type of Print Defect

Printer doesn't recognize the cartridge:		Print quality is poor:		Toner leak:	
Other. Please specify					

Where to Find the product Batch Number

In these examples you can see where the batch number label is placed on toner cartridges for the HP 2600 and for the Canon 703. The placement of the batch label will vary by cartridge design.

Here is an example of the label location on a toner cartridge:

For drums the batch number label can be found on either one of the sides or inside the unit:

In most cases the batch number label can also be found on the bottom of the box.