CERES PRINTER CUSTOMER SUPPORT REQUEST FORM

We are sorry to hear that you are having problems with the CERES printer. Together with our distributors we will do our best to help you as soon as possible. This form is used to promote efficient communication with our customer support team.

To process and assess your support request quickly, please send an e-mail (with this completed form attached) to support@exaddon.com.

INSTRUCTIONS

The table below is for one issue. If you would like to report any other issue, please complete a new customer support request form.

1. Choose the source of your issue:	Unmet specification(s)/issue(s): a) ☐ Hardware failure b) ☐ Software failure c) ☐ Printing procedure (specify iontip ink type) d) ☐ Set up procedure. e) Other:
2. Data that you will send us as attachment:	Which data are you sending us? a) ☐ Print logfile (refer to the troubleshooting\Logs page of the manual) b) ☐ video c) ☐ image d) ☐ sketch e) ☐ other
3. Description of the issue:	

Thank you for taking the time to help us improve our products and services!