

In the event a breakdown or error occurs with the 4s3™ Semi-Automatic Sheet Heat Sealer, this form has been designed to help the user to provide 4titude® with the most essential details so that the unit can be troubleshooted and repaired efficiently and effectively. Avoiding any possible and unnecessary downtime. Please ensure the form is filled out in full.

1 Customer Details

Customer Name	Street
Company/Institute/Department	City
Email	State/Province/County
Phone	Country

2 Instrument Details 4s3™ Semi-Automatic Sheet Heat Sealer

Instrument Serial No.	Date of Installation
Software No.*	Date of Breakdown
Seal Count**	<input type="checkbox"/> Stand-alone Unit <input type="checkbox"/> Integrated (please specify)

* When you switch the unit on a number appears for 6 seconds before displaying the unit temperature. This number is the software.

** Hold the S button down for 20 seconds; at 10 seconds you'll hear a beep, continue to hold the button until you hear the second beep, let go of the S button and the seal count will be displayed.

3 Application Details

3.1 Plate and Seal Specifications	
Plate Type (please be as specific as possible, e.g. 96 well PCR plate with upstand)	
Plate Product Code	
4s3™ Plate Support Adaptor used <input type="checkbox"/> None <input type="checkbox"/> Standard <small>For skirted 96 and 384 well plates (4ti-0615)</small> <input type="checkbox"/> PCR 96 <small>For 96 well PCR plates (4ti-0625)</small> <input type="checkbox"/> Random Access low profile <small>For low profile plates (4ti-0613)</small> <input type="checkbox"/> Random Access standard profile <small>For standard profile plates (4ti-0614)</small> <input type="checkbox"/> Random Access low profile Break-A-Way <small>For low profile Break-A-Way plates (4ti-0613-1)</small> <input type="checkbox"/> Random Access standard profile Break-A-Way <small>For standard profile Break-A-Way plates (4ti-0614-1)</small>	
Seal Type	
Seal Product Code	
Sealing Conditions (please specify temperature and time)	

3.2 Detailed Description of Fault/Error Experienced

Please be as specific as possible, e.g. note any notification and/or error message that appear on the display.

Additionally, to help our service engineers diagnose and troubleshoot the fault/error in the timeliest manner, please upload any photos and preferably videos to the Dropbox account provided below.

[Click here to upload your photos and videos to the Dropbox folder *photos of error or damage to 4s3*](#)

NOTE: Please ensure to save your photos and videos so that they are titled with the serial number of the faulty unit. To avoid duplication of photos/videos please title as the following, for example: 43200 (1), 43200 (2) and so on.