



## When requesting support from Melbourne Service Department.

If you confront problems that cannot be repaired without assistance or require Escalation, you should send an email to: [osi\\_tech.support@varianinc.com](mailto:osi_tech.support@varianinc.com)

### Information required:

When requesting assistance you must include:

1. Instrument serial number(s)
2. Original Sales Order number (or Purchase Order number)
3. Instrument Model, include all options (if applicable)
4. Software product, Version and build number (see: Help...About)
5. EPROM versions (firmware versions)
6. Computer brand, type and speed, and unusual features. For instance, Network adapters, sound cards, RAM, applications, etc
- 7. Detailed problem description**
8. Copies of related files for diagnosis
9. Accessories involved or other modules the unit is connected to.
10. Applications, methodology, types of samples.
11. Screen captures of error messages, button pushes, etc
12. Details of what has been done so far to fix the problem
13. General lab conditions. Include power supply outlets, is it a "clean room", other instruments in the room.

### Note:

Regardless of previous communications with any member of the Melbourne Service Support staff, you should always direct your requests to: [osi\\_tech.support@varianinc.com](mailto:osi_tech.support@varianinc.com) and copy the Service Representative to ensure it is handled correctly.