



Tri-Global Technologies, LLC  
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Athens, GA 30606

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service@triglobal.net

## Repair Request Form

This form must accompany all items shipped to Tri-Global for repair or service.

### CONTACT INFORMATION.....

Date Shipped: \_\_\_\_\_ Customer Purchase Order # \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Estimate Required: YES  NO

### EQUIPMENT INFORMATION.....

Type of Equipment: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Extended Warranty Expiration Dates: Hardware: \_\_\_\_\_ Software: \_\_\_\_\_

Serial Number(s): \_\_\_\_\_

Firmware Version(s): \_\_\_\_\_

### PROBLEM DESCRIPTION.....

Basic Description of Issue: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Error Codes Displayed: \_\_\_\_\_

Is Problem Intermittent: YES  NO

How Often? \_\_\_\_\_

Weather Conditions During Failure: \_\_\_\_\_

Was Device Dropped? YES  NO  Unknown

Did Device Get Wet? YES  NO  Unknown

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tech Notes: \_\_\_\_\_

\_\_\_\_\_

Tech: \_\_\_\_\_ Time In: \_\_\_\_\_ Time Out: \_\_\_\_\_ Under Warranty: \_\_\_\_\_

Parts Replaced: \_\_\_\_\_