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**Customer Information**

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**Controller Information**

Controller Type: \_\_\_\_\_ Serial Number: \_\_\_\_\_

**General Questions**

1. Please describe the problem(s) observed with the motion controller.
2. Has the motion controller been working in the past or is this a first time installation?
3. Is the problem intermittent or constant?
4. Have there been any changes in the system since the problem was observed? (I.e. Computer hardware and software)
5. Have you tried replacing the motion controller with another unit? If so, does the problem go away?
6. Does the motion controller function properly when accessed under its Demo software?

**Application System Information**

**Motion Controller**

Host Operating System: \_\_\_\_\_ Driver Version (or Modified dated of .DLL file): \_\_\_\_\_

**Driver/Amplifier(s)**

Type and Model: \_\_\_\_\_

Operating Mode/Microstep Resolution Setting: \_\_\_\_\_ Output Current Setting: \_\_\_\_\_(A)

**Motor(s)**

Type and Model: \_\_\_\_\_

Rated Voltage: \_\_\_\_\_(V)      Rated Current: \_\_\_\_\_(A)      Operating Speed Range: \_\_\_\_\_(RPM)

**Power Supply for Driver/Amplifier(s)**

Type and Model: \_\_\_\_\_

Power: \_\_\_\_\_(W)      Output Voltage: \_\_\_\_\_(V)

**Other Information/Explanation**

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