**Electromotive Technical Support Request Form**

Please complete this form to the best of your ability. Once completed, please email this form to techinfo@electromotive.com . We will make every effort to respond to your email in a timely fashion, and average response time is within 24 hours. Also, please be aware that we are closed on Saturdays and Sundays, so response time on the weekends will be longer.

Name Click or tap here to enter text.

Company Click or tap here to enter text.

Unit Model Click or tap here to enter text.Serial Number Click or tap here to enter text.

(if unsure of unit model, please include a picture of the unit in your email)

Unit Purchased from Click or tap here to enter text. Unit Purchased [ ]  New [ ]  Used

Software Version Click or tap here to enter text. Windows Version Click or tap here to enter text.

Type of Connection [ ]  Native Serial [ ]  USB to Serial [ ]  Native USB (200 series only)

Contact Email Click or tap here to enter text. Contact Phone # Click or tap here to enter text.

Time of day available for call-back Click or tap here to enter text.

Support Help Required (please be as specific as necessary) Click or tap here to enter text.