

## CARE ENTE Pre Requisite Form

### Contact Information

Partner Name - if applicale  
 End User Name - if applicable  
 Email Address  
 Phone Number  
 Address


### Warranty Information

Model type  
 Serial Number  
 Date of Manufacture/Date Code - if present  
 Date of Purchase **(please attach proof of purchase)**  
 Partner Only: Date Sold to Customer  
 Part Number of required part (if known)


### Fault Information

Firmware/Software Version (if applicable)  
 Time and Date of Issue  
 Is the unit powered by AC mains or by a AC Generator?


Was it a DOA fault? (Dead On Arrival - Out of the Box failure within 30 days)  
 Can you re-create the issue/fault?  
 Has the unit been factory reset? (Back up any show files first)  
 Is the fault intermittent/periodic?  
 If above = "Yes", how often?  
 Does the fault occur after an amount of time?  
 If above = "Yes", after how long?  
 Have you tired using different cables, XLR / Cat5 / Mains etc.?

Yes	No

### Midas/KT Specific

Is the local time and date correct on the console (If sending Log files)  
 Have you tried using an alternative setup? (different I/O box, Console, AES50 Ports etc.)  
 If MIDAS XL8/3/6/9/X what MC was active at the time of issue (MC1 or MC2)  
 What length and type of cable was used - if applicable


### Turbosound/Tannoy Specific

Have you tried using an alternative input source (passive) or amplifier (active)?  
 If the speaker is passive, what amplifier is being used to drive it (leave blank if active)?  
 Was the amplifier's internal limiter switched on?  
 DSP Preset and DSP Unit (if applicable):  
 Was the amplifier running in bridged mono or stereo/dual mono?


### Lab Gruppen Specific

Are there any error messages on the top left of the screen?  
 If "Yes", what message?  
 Has the amplifier generated any electric shocks?  
 Have there been any loud "pops" or "bangs" from the amplifier?  
 Has there been any smoke or burning from the amplifier?


**Please provide a detailed fault description below and attach any relevant photos, audio files or log files:**