

Customer Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: () _____

Repair Questionnaire

In order to provide the best and fastest service possible, we ask you to complete this form and in return it with your radio when you have a problem. This will help to avoid phone calls and delays that may otherwise be necessary.

Check All Appropriate Boxes

- Radio used as a base
- Radio used as a mobile.
- Problem seems to be continuous.
- Problem seems to be intermittent and occurs when radio is cold.
- Problem seems to be intermittent and occurs when radio warms up.
- Problem comes and goes with no apparent patterns.
- Problem comes and goes when radio is bumped.

In the space below, describe problem and/or symptoms and specifically as possible.

Check List Before Returning Radio For Repair

- 1- Move the location of the radio. If it is a base, put it in a vehicle. If it is a mobile, put it in a different vehicle. This will eliminate the chance of having an antenna problem rather than a radio problem.
- 2- Always send the mic with the radio in case the problem is in the mic.
- 3- Change all Handheld units before sending them in. Also send their antennas and wall chargers.
- 4- Make sure base radio is NOT sitting on top of power supply, as that can be a source of the problem (This relates only to slant-faced radios).
- 5- Reprogram the priority function. (for example: # 1, pro prior, enter)
- 6- Reprogram the scan function. (for example: # 1, enter, # 2, enter, etc.)

Important:

List all frequencies and tones that are in the radio now and include your priority channel. Unless you request a change, these are what will be in your radio when it is returned to you.

Channel	Transmit	Receive	Tone	Channel	Transmit	Receive	Tone
1	_____	_____	_____	9	_____	_____	_____
2	_____	_____	_____	10	_____	_____	_____
3	_____	_____	_____	11	_____	_____	_____
4	_____	_____	_____	12	_____	_____	_____
5	_____	_____	_____	13	_____	_____	_____
6	_____	_____	_____	14	_____	_____	_____
7	_____	_____	_____	15	_____	_____	_____
8	_____	_____	_____	16	_____	_____	_____

PLEASE KEEP A RECORD OF THE SERIAL NUMBERS THAT YOU RETURN FOR REPAIR.



COMTRONIX CORPORATION 2213 East 45th Street, Indianapolis, Indiana 46205

(800) 332-3268 Fax: (317) 542-0154