



FAULT IDENTIFICATION FORM

- **IMPORTANT:** All areas marked with an asterisk (*) must be completed more accurate possible. All areas marked with an triangle (Δ) is only for **AUTORIZAD SERVICE CENTER;**
- **IMPORTANT:** Before completing this form, make sure you have read all the advice in the "FAQ" and "Technical Support" where perhaps already found the solution to your needs;
- **IMPORTANT:** If you are sure that the instruments is really broken, do not complete this form, but directly ask the RMA. To get the number of "RMA" (Return Material Authorization), select "RMA" and "RMA request form." Check also the repair costs in "Repairs" "How much does it cost to repair an instrument";
- Do not send BACK the METER WITHOUT our **"RMA" AUTHORIZATION NUMBER, ROVER BAR CODE and SHIPMENT INSTRUCTIONS, otherwise the meter WILL BE REJECTED** upon arrival to ROVER.
- Date: ___ / ___ / ___ Company: _____ Telephone: _____
- E-mail: _____ Reference person: _____

INSTRUMENT INFORMATION:

- * Model: _____ * Serial number: (S.no) ___ / ___ / ___ / ___
(If you do not turn on, see the serial number bar code label under the instruments)
- * Purchase date - D: _____ M: _____ Y: _____
- Firmware version (FW): _____ Hardware version (HW): _____

FAULT INFORMATION:

- Δ Fault found - Only on this meter On all meters of this model
- Δ Fault origin - During normal use Because it has been tampered/damaged by the user
- * Combined meter only fault occurs: SAT band only TV band only CATV band only All band
- * Other conditions (specify): _____
- * Fault occurs: Immediately power on Only hot In all
- * Intermittent fault: Yes No
- * Meter fault occurs: Always Only on certain signals level Other conditions (specify): _____
- * Touch screen (there are cracks on the glass of the touch): Yes No

FURTHER DESCRIPTION OF THE FAULT:

In few but precise words please describe here below the fault found and provide detailed instructions to reproduce the same fault in ROVER Laboratories. If necessary attach display pictures of spectrum/measurements using smart phone:

(add lines if more space is needed for your description).

IMPORTANT ATTACHMENT NOTES:

- Display spectrum pictures must be made with different SPAN values in order to see the single channel and adjacent ones (in SAT: 200 & 500 MHz SPAN), (in TV: 10 plus 50 & plus 100 MHz SPAN), please comment each image with its relevant fault description/condition, example: level/power, etc;
- In case of faulty/defect display or aesthetic parts always send a clear related picture;
- BATTERIES, we do not have any relevant case of faulty batteries or faulty battery chargers, before replacing the batteries please check carefully and upgrade the meter to the last software version which includes the "energy saving functions" and BATTERY TEST (only in the newer models), in any case see related FAQ BATTERIES.