



# KING

## Technologies Inc

### SERVICE INFORMATION CARD

Attach this card securely to your product when you return it for servicing. Describe the problem, if any, and check the repair status. Return the product to the following address:

King Technologies, Inc.  
**ATTN: REPAIR**  
805 Industrial Park Drive  
Trenton, Tennessee 38382

Please be sure to include a contact name and number so we can reach you.

Call 1-800-489-7372 for Repair Services  
Call 1-877-808-5300 for Used and Refurbished Equipment Sales

Mfg. Code

Rev. No.

Serial No.

Model No.

Out of box failure – call 1-877-808-5300

Advance Replacement (in warranty  
Equipment only) call 1-877-808-5300  
List Sales Order No.

Request Permit No.

### PRODUCT RETURN ADDRESS

Return To:

Attention:

Telephone No.

Customer P.O.

## REPAIR STATUS INFORMATION – CHECK ONE

- Repair Only
- Refurbish Only (excludes all ATC products)
- Refurbish and Update (excludes all ATC products)
- Repair and Refurbish (excludes all ATC products)
- Software Upgrade

## NATURE OF TROUBLE

- |                                     |                         |                          |
|-------------------------------------|-------------------------|--------------------------|
| No dial tone                        | Parts Missing           | Button Defective         |
| Completely Dead                     | No ring                 | Line Feat Memory         |
| Cuts off                            | Low Volume              | Physical Damage          |
| No lights                           | Hookswitch sticks       | Display bad              |
| Defective station port              | System will not load    | Display missing segments |
| Can't break dial tone               | Hookswitch bad          | System status            |
| LED flashing                        | Resets while in service | Liquid spilled in unit   |
| Low receive                         | Defective out of box    | Defective line port      |
| Became unoperational during service |                         |                          |
| Low transmit                        |                         |                          |
| Cross Talk                          |                         |                          |
| Noisy                               |                         |                          |
| Other defect (explain)              |                         |                          |

## List all defective ports:

Line ports:

Station ports:

Describe problem(s):

## Trouble Present

- Always
- Intermittent
- After warm up (how long)
- Other (explain)

## Additional comments: