

## APP915

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Date of issue: 03/08/06  
Version 01

## Application Note – Technical Support Guide

Gardasoft Vision works to give fast and accurate technical support by telephone or e-mail. We currently answer or acknowledge 90% of technical questions by e-mail within two hours.

You can e-mail us at [support@gardasoft.com](mailto:support@gardasoft.com).

If you have a problem, please read “APP912 – PP600 Troubleshooting Guide” or one of the other application notes to seek a remedy. If this is unsuccessful and you believe the controller is faulty, please contact your local distributor, complete our Product Failure Report (APP916) and have the unit returned to Gardasoft.

When you contact us, often we have to ask further questions about your application before we can answer the enquiry. In order to help us provide the fast support you need, please provide the following information about your application where appropriate.

What type of controller are you using?

What is the serial number?

What is the supply voltage?

What types of lights are connected to the unit?

What is the voltage and current rating of the lights?

Are you using pulse or continuous output?

What is the configured output current?

What pulse width and trigger frequency?

Are channels triggered simultaneously, separately or asynchronously?

Were there any special conditions relating to your mode of use?

### **Feedback**

We welcome your comments. Please click on one of the following to send us an email indicating how useful this application note was to you. Please add more comments in the e-mail if you wish.

This is very useful:

<mailto:feedback-app915-8@gardasoft.com>

This is fairly useful:

<mailto:feedback-app915-5@gardasoft.com>

This is useful but needs more information:

<mailto:feedback-app915-3@gardasoft.com>

This is inaccurate or not useful:

<mailto:feedback-app915-0@gardasoft.com>

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