

**Report problems to:**

Technical Support  
Knudsen Engineering Limited  
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Perth, Ontario  
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Voice: (613) 267-1165 8:30 am to 5:00 pm E.S.T. Core Hours  
Fax: (613) 267-7085

E-Mail: support@knudsenengineering.com  
WebSite: http://knudsenengineering.com/

**IN ORDER TO HELP YOU QUICKLY, WE NEED THE FOLLOWING:**

**Customer #:** \_\_\_\_\_  
**Customer Name:** \_\_\_\_\_  
**Contact Person:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_  
**E-Mail:** \_\_\_\_\_

**Unit Serial#:** \_\_\_\_\_  
**Firmware Part #:** \_\_\_\_\_ **Version #:** \_\_\_\_\_  
**PC Software: Part #:** \_\_\_\_\_ **Version #:** \_\_\_\_\_

**Echosounder settings at failure (if available):**

**Units:** Meters or Feet or Fathoms  
**Range:** 10 20 50 100 200 500 1000 2000  
**Phase:** Auto 1 2 3 4 5 6 7  
**Autophase Limits:** **Min:** \_\_\_\_\_ **Max:** \_\_\_\_\_  
**Primary Channel:** HF LF

	HF CHANNEL (if available)	LF CHANNEL (if available)
<b>Pulse Length:</b>		
<b>Draft:</b>		
<b>Rx Gain:</b>	AGC 1 2 3 4 5 6 7	AGC 1 2 3 4 5 6 7
<b>Tx Power:</b>	1 2 3 4 Other_____	1 2 3 4 Other_____
<b>Tx Blank:</b>		
<b>Sensitivity:</b>		
<b>Processing Gain:</b>		

**Peripheral Equipment being used (if any):**

**GPS Receiver:** \_\_\_\_\_ **Heave Sensor:** \_\_\_\_\_  
**Data Logger:** \_\_\_\_\_ **Other:** \_\_\_\_\_

**DESCRIBE PROBLEM:**

**HOW CAN YOU PROVOKE PROBLEM?**

