

## Support Form - HDD duplicator

For a better and effective service for the problem you encountered of duplicator, please provide the related information below.

Please complete this form and e-mail to [info@ureach-inc.com](mailto:info@ureach-inc.com) or deliver it to us via skype: ureach4you.

Date: \_\_\_\_\_ (dd/mm/yyyy)

Company Name: \_\_\_\_\_

Contact person: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Tel: \_\_\_\_\_

### General information

#### 1. Problem description

#### 2. Controller Information

A. FW Ver

B. Model Name

C. System info

3. Serial Number

4. LCD message

5. LED indication (red , green or none)

Copy / Compare problem

1. HDD type (2.5" or 3.5" SATA)

2. With adapter or not? (ex. USB to SD, or SD to TF)

3. Source information (file format, capacity/ content size)

4. Target information (brand /capacity)

5. The copy mode used? (data only, all partition, whole media)

6. Compare pass or fail?