

## What can you do to get fast help from Neets in your project?

### Regarding products:



302-0001, 307-0001, 307-0002, 310-0001, 310-0002, 310-0010: Control systems

### What can you do to get fast help from Neets in your project?

Where are several things that make our life easy in supporting you. If you are working with control systems please send bellow information in your first mail to us, and please use the mail address: [support@neets.dk](mailto:support@neets.dk) you may have had contact with one special person at Neets before, but he might be on vacation or just not here for the day.

The information we need to help you fast is:

- A detailed description on what is the fault. "Dead" is not enough for us
- Version of panel firmware (you can find it in the windows software by pressing "get panel information") or if you cannot get contact with the panel, and have tested that you cable is correct connected and the serial port on your computer is working (try another computer AND another serial port). Then you can take the version written on the back of the panel.
- Version of Neets Control product configurations utility (Windows software), it will show you that when it starts up, or in help -> about
- The project (or device) that you are working on, please attach that as well
- Screen dumps of error if possible
- Description on what have you tried :
  - Tried another computer with new comport
  - Tried another control system
  - Tried new device
  - ...

This will help us a lot in supporting you fast...

Best Regards

Neets