

Dear model railway customer,

For a better evaluation of your technical enquiry, we need some precise information about your model railway layout. We kindly ask you to reply to the following questions:

1. Control analogue AC / DC or digital
2. In case of analogue, transformer model (incl. voltage):

3. Digital command station and voltage (software version, if available):

4. Digital boosters (amount/model; software version, if available):

5. Applied data format for the item: DCC MM mixed operation
 Applied data format on the layout:
 DCC MM mfX mixed operation other
6. Deployed modules that are important for the function of the defective item: (such as: digital decoders, switching decoders, digital boosters, locomotive decoders, point machine, feedback system, braking module/generator, shuttle service control module, semaphore signals, colour light signals)

7. At what action did the item no longer function properly:

8. For CV configurable items: changed CV values and/or CV values desired to be changed:

CV	Value	changed/desired value
-----------	--------------	------------------------------
9. Date of purchase (please attach proof of purchase, if available).

Other remarks: