

CNC Support Request

Control Serial #: _____
(located on electrical cabinet tag or console tag)

For fast CNC support, provide us with some basic information.

- 1.) Email us the control "report" files. Follow these [instructions on how to create a "cnc control report file"](#). To offer any CENTROID tech support requires this system information.
- 2.) So we will be able to get a hold of you, fill out the following page and email to support@centroidcnc.com or fax back to CENTROID Tech Support Fax# is: **814-353-9265**

Date _____

Name: _____ Company: _____

Phone #: _____ email or fax #: _____

Address: _____

City: _____ State: _____ Zip: _____

Country _____

Dealer/Purchased from: _____ Machine Brand: _____

Machine type (check below)

Knee Mill Bed Mill Router Machining Center Lathe Other _____

Please check any installed machine/control options listed below:

None Spindle Inverter Tool Changer Indexer

4th Axis Type _____ (Rotary? Yes No) Other _____

Flood Coolant System Mist Coolant System

Describe the symptoms. What does the system do (or not do)?