

SUPPORT REFERENCE NUMBER:



TELEDYNE ODOM TECHNICAL SUPPORT

SINGLE BEAM ECHO SOUNDER SYSTEMS

Please fill out this form as completely as possible in order to assist our engineers to solve any technical issues with your system

CUSTOMER INFORMATION

1. Company Name:
2. Person filling out this form:
3. Contact email address:
4. Contact telephone number:
5. Teledyne Odom hardware system affected:
6. Serial Number:

PROBLEMS EXPERIENCED

7. Briefly describe the problem(s) that you have been experiencing with the unit listed above.

8. Which version of E-Chart is being used?
9. What version of firmware is installed on the sounder?
10. What data gathering software is used?

Hypack QPS PDS2000 Other

11. What data gathering software version is used?

12. What transducer is being used (If model number is not known, please enter frequency and beamwidth)?

Transducer 1:

Transducer 2:

Transducer 3:

13. How is the transducer mounted?

Over the Side

Hull Mount

Tank Mount

Other

14. What water depth is the system being used in?

15. Is the system connected to a heave sensor?

Yes

No

Make/Model:

When the above form is forwarded to our main office we will assign an engineer to resolve this issue as soon as possible. Many thanks.