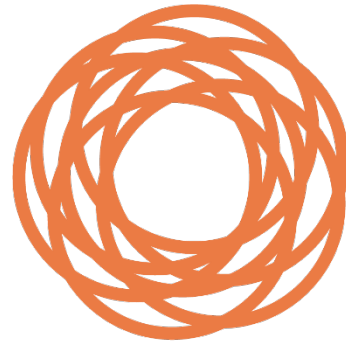


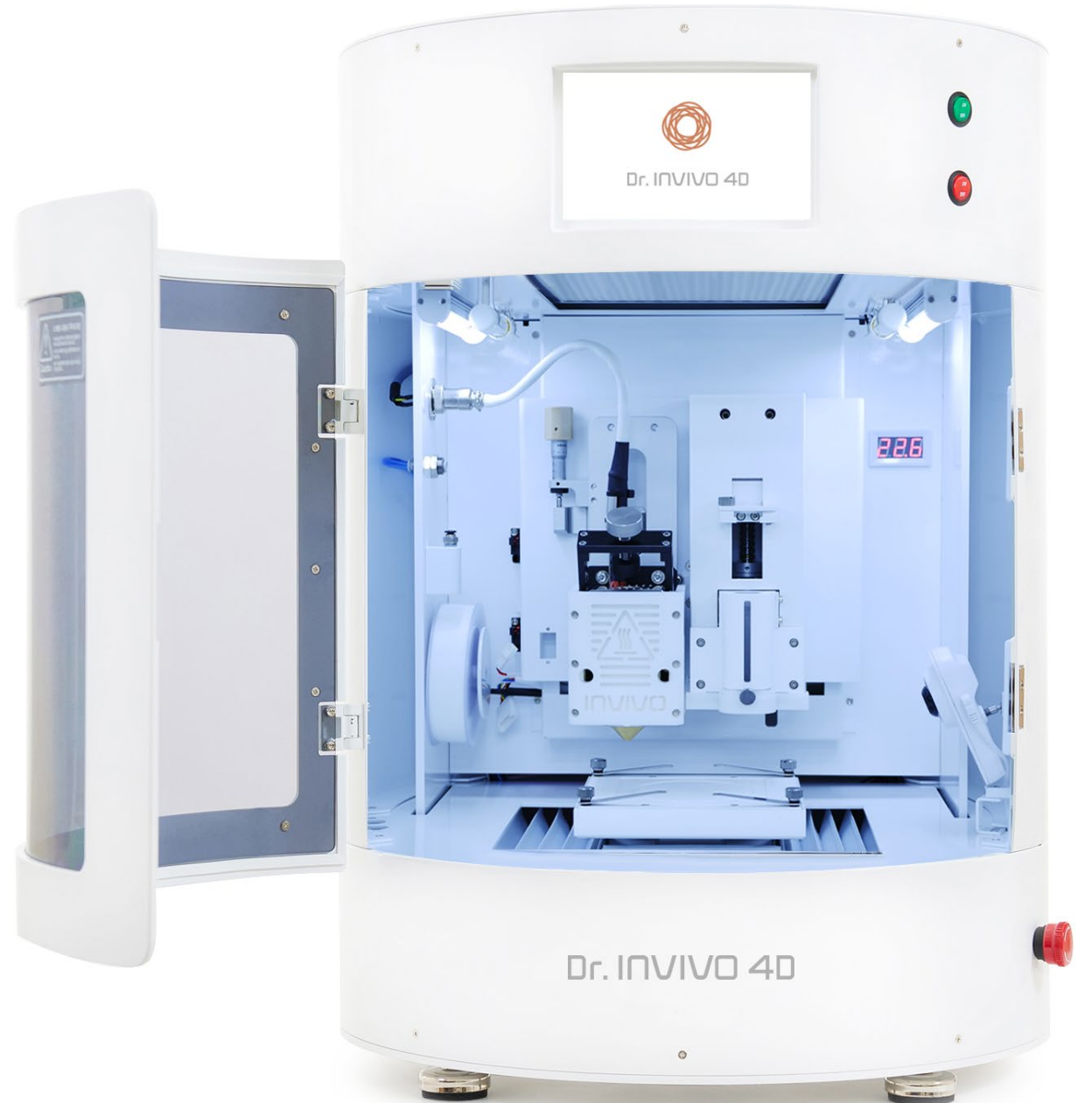
Customer Service Receipt Procedure INVIVO (ENG)



ROKIT HEALTHCARE

Necessary Information

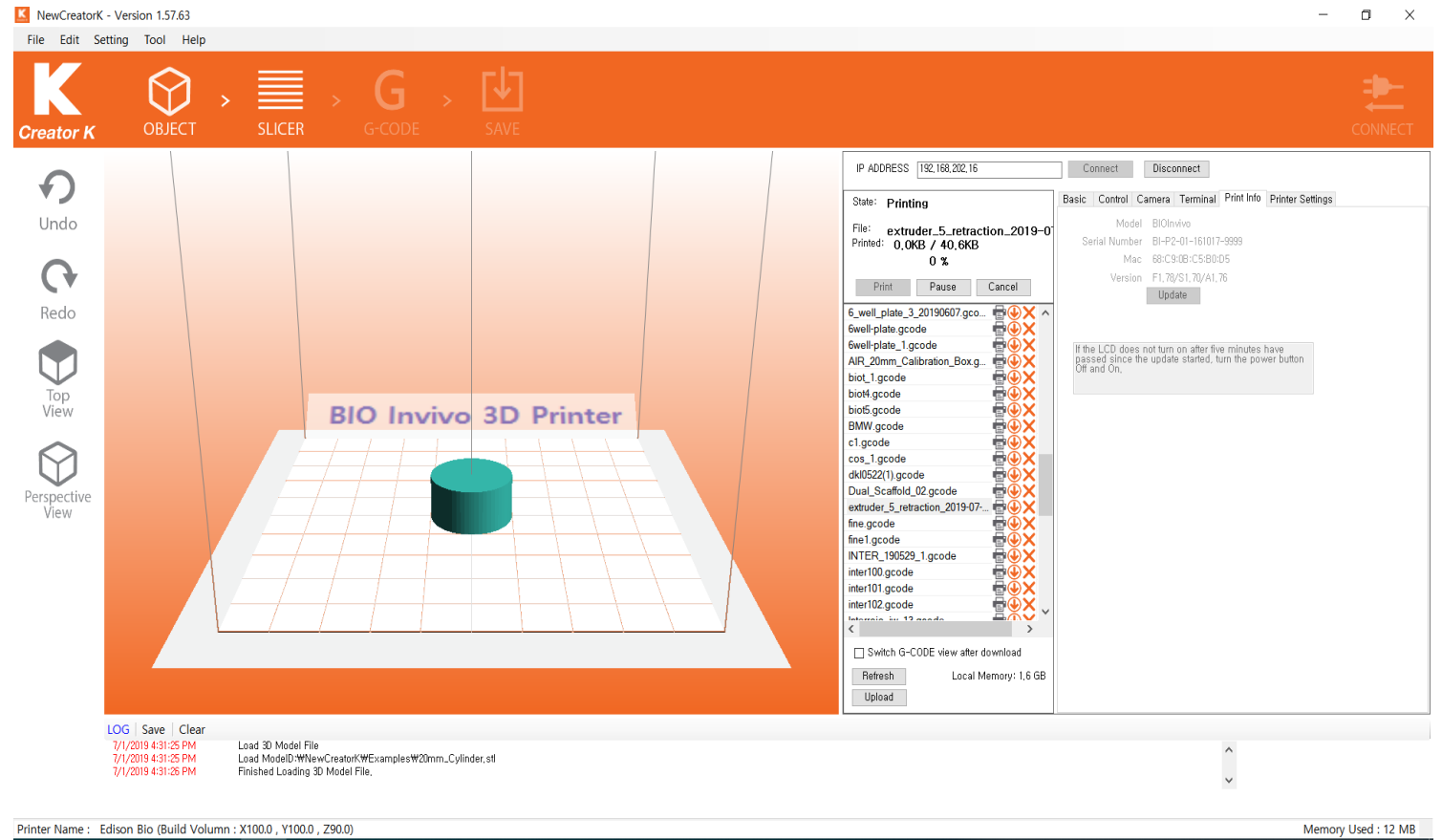
1. Organization / Customer Name
2. Serial Number
3. Contact Info
 - 1) E-mail
 - 2) Phone, C.P
4. Address
5. Version of Newcreator_K
6. Version of Firmware
7. G-code File (Only in printing issue)
8. Screenshot of Slicer Setting (Only in printing issue)
9. Video of the issue



Serial Number & Version of Newcreator_K and Firmware

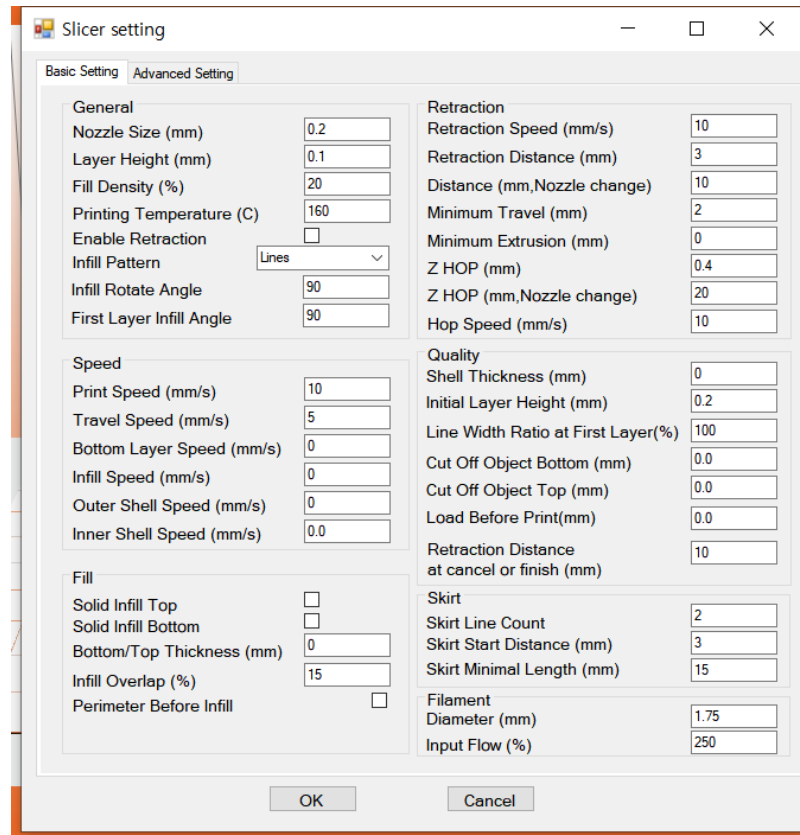
We must have a serial number, version of Newcreator_K and firmware to get a better understanding of your 3D printer, so capture the screen on "Print Info" as shown in the picture then send us.

*** Please capture the entire screen, not just the parts of it.**

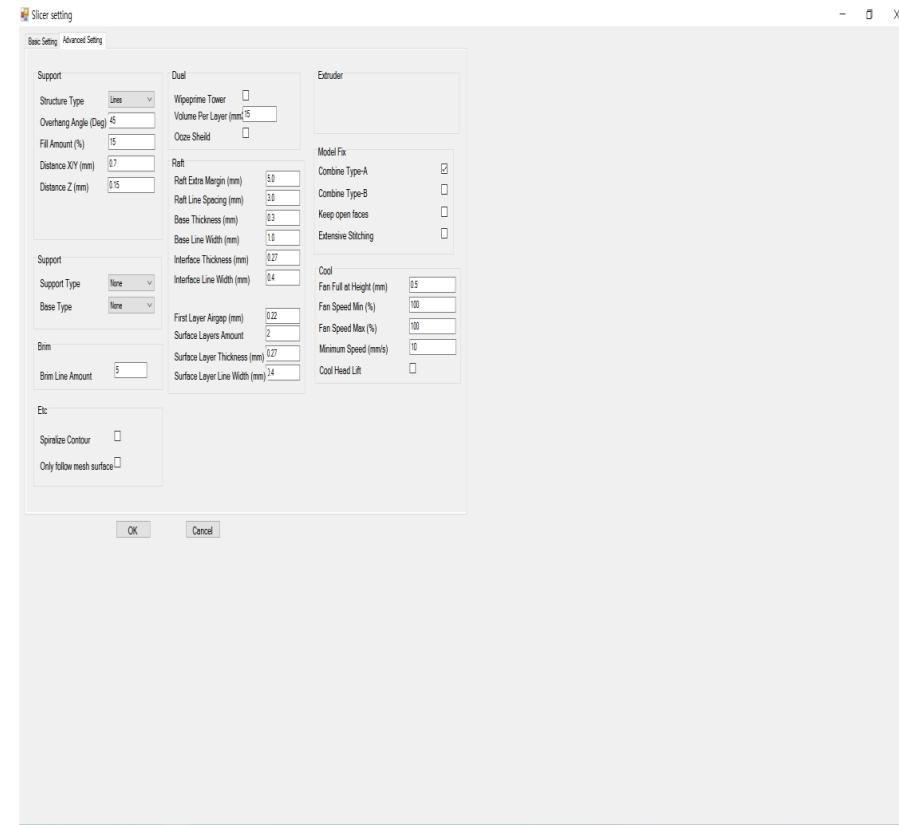


Capture the slicer setting value of the file that cannot be printed as shown in the below picture.

(Ex) Slicer setting (Basic Setting)



(Ex) Slicer setting (Advanced setting)





Thank you for your help

We will do our best to solve the problem.