

**HORIBA Jobin Yvon Inc.**  
(Formerly known as Jobin Yvon, Inc.)

3880 Park Ave. Edison, NJ 08820-3012  
E-mail: FluorEssence\_Help@jobinyvon.com  
Tel: 732.494.8660 Fax: 732.549.5125

Web: [www.jobinyvon.com](http://www.jobinyvon.com)

Dear FluorEssence™ Customer,

We appreciate your request for assistance with our FluorEssence™ software for your HORIBA Jobin Yvon spectrofluorometer. In order to expedite service regarding your inquiry we would like to ensure that your issues are directed to the proper department in our Molecular and Microanalysis Division. We want to help you distinguish service- from applications-related issues regarding the operation of your instrument and software. Please help us by filling out, as completely as possible, the following questionnaire and return it to us at the following email address:

FluorEssence\_Help@jobinyvon.com.

Contact Details:

Name:
Telephone Number:
Fax Number:
Email Address:
Postal Address:
HORIBA Jobin Yvon Instrument Serial Number:
Brief description of the instrument configuration and accessories:
Windows Operating System:
FluorEssence™ Software Version (See About Menu):
Datastation Software Version:
DAS Software Version:
Personal Computer Specifications:
RAM/Processor Speed:

Please describe the nature of your inquiry or problem:

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Please make comments or suggestions regarding how we can improve our software product(s):