

**\*\*[Your Name]\*\***

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

**\*\*To:\*\***

Zgemma Customer Support

[Company Address]

[City, State, Zip Code]

**\*\*Subject:\*\*** Timer Recording Feature Issue

Dear Zgemma Support Team,

I am writing to bring to your attention an issue I am experiencing with the timer recording feature on my Zgemma receiver.

**\*\*Issue Details:\*\***

- **\*\*Model:\*\*** [Your Zgemma Model]

- **\*\*Software Version:\*\*** [Your Software Version]

- **\*\*Description of the Issue:\*\***

- [Brief description of the problem, e.g., "The timer recordings do not initiate as scheduled."]

- [Additional details, e.g., "I have checked the settings and tried multiple times but the recordings are still not being saved."]

I would appreciate your assistance in resolving this matter as soon as possible. Thank you for your attention to this issue.

Sincerely,

[Your Name]