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| --- | --- |
| **Document Number:** | **F00019** |
| **Revision:** | **F** |
| **Title:** | **Service Event Report** |

**CHANGE HISTORY:**

|  |  |  |
| --- | --- | --- |
| **Revision** |  | Description of Change |
| F |  | Updated for company name/logo change. |
| E |  | Add customer check off boxes. Add Internal Use Only Work Order check off box. Moved around part number and serial number fields for easier reading. |
| D |  | Revise form to add Internal Use Only section and instructions that can be forwarded to the user of the form. |
| C |  | Revise form for better use as electronic form. Update logo. |
| B |  | Form revision to new requirements. Add cover page with instructions to complete form. |
| A |  | Initial release. |

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# PURPOSE AND SCOPE:

To provide a form for international service events and to provide a form in the event the on-line service request database, Oracle, is not available.

To provide instructions for the completion of the form.

# RESPONSIBILITY

Manager, Service and Technical Support

# PROCEDURE

The form is used by field repair personnel required to report repairs to FUJIFILM SonoSite. Internal users also use the form when Oracle is not operating. Instructions for completing the form are on the back of the form.

# REFERENCES/ATTACHMENTS:

D00095 Service Plan

D00792 Service Operations Manual

Form Service Event Report

# **Service Event Report**  SSFF_logotypes_rgb

**Instructions on reverse**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Type** (check one) |  | **Parts Status** (check one) |  | For FUJIFILM SonoSite Use Only |
| 🞏 Out of Box Failure |  | 🞏 | No parts necessary for this repair. Service Event Report for your information. |  | **Service Request** |  |
| 🞏 Warranty Service |  | 🞏 | I need parts for this repair (list the parts below and attach Purchase Order) |  | **Order Number** |  |
| 🞏 Out of Warranty Service |  | 🞏 | I need parts to replenish my stock (list the parts used below and attach Purchase Order) |  | **RMA Number** |  |
|  |  | 🞏 | Will not replenish stock. Please give me a RMA for the return of the faulty parts. |  | **Work Order** |  |
|  |  | 🞏 | No parts necessary. Please issue a RMA for repair at FUJIFILM SonoSite. |  |  |  |

|  |
| --- |
| **Service Provider** |
| Name: |  | Provider Reference: |  |
| Company: |  | Date Reported: |  |
| Address: |  |
| Phone Number: |  | Fax Number: |  |
| E-mail address: |  |

|  |
| --- |
| **Device Description** |
| Ref Number: |  | Serial Number: |  |
| Name: |  | Lot Number: |  |
| ARM/SHDB Version: |  | Configuration: |  |

|  |
| --- |
| **Problem Found** |
|  |

|  |  |
| --- | --- |
| **Service Performed**  |  |
|  |
| Performed By: |  | Date: |  |

|  |
| --- |
| **Parts Removed** |
| Part Name | Part Number | Serial Number | Lot Number | Rev | Replaced By |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Parts Installed** |
| Part Name | Part Number | Serial Number | Lot Number | Rev | Replaced By |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Tests Performed (attach test data)** |
| Test: | Test: |
| Performed By: | Performed By: |
| Result: Pass Fail | Result: Pass Fail |

### Attach additional sheets as required

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# **Instructions for completing the Service Event Report**

Sections highlighted in yellow must be completed for FUJIFILM SonoSite to accept the Service Event Report. If additional information is required for certain circumstances you will be advised.

**Forward the completed form to**:

Email: service@sonosite.com

Fax: +1-425-951-6700

## Service Type

* **Out of Box Failure**: the item has arrived from FUJIFILM SonoSite with failures.
* **Warranty Service**: the item has failed after arrival and is covered by either the included warranty or a valid extended warranty.
* **Out of Warranty Service**: the item has failed and it is no longer covered by a warranty.

## Parts Status

* Check One.

## Service Provider

* **Name**: the name of the technician performing the work.
* **Provider Reference**: a unique number used by the Provider to track Service Event Reports. Any format is acceptable.
* **Company**: the name of the Distributor or authorized repair facility.
* **Address**: the address replacement parts will be shipped to.
* **Date Reported**: the date the failure was reported to FUJIFILM SonoSite.
* **Phone Number**: the phone number to contact the service technician.
* **Fax Number**: the fax number to contact the service technician.
* **Email Address**: the email address to contact the service technician.

**Device Description:**

* **Name**: the description of the failed product.
* **Ref Number**: the reference number from the part number label of the failed product.
* **Serial Number**: the serial number from the part number label of the failed product.
* **Lot Number**: if applicable, the Lot Number from the device identification label.
* **ARM/SHDB Version**: the software level of the failed device. Typically found on the system information screen.
* **Configuration**: for configurable devices, the optional features enabled.

## Event Description

* A description of the problem in the words of the user. Typically what the user reports to the repair facility.

## Diagnosis

* A description of what the repair technician found. Include a list of the suspect parts.

## Service Performed

* A description of the work performed to repair the system. Typically only completed if it is repaired from stock repair parts.

## Parts Removed

* **Part Name**: the name of the failed/suspect part to be replaced.
* **Part Number**: the part number of the failed/suspect part.
* **Serial Number**: the serial number from the failed/suspect part.
* **Lot Number**: the lot number if applicable.
* **Rev**: the revision of the failed/suspect part if available.
* **Replaced By**: the person replacing the part.

## Parts Installed

* The same information as the Parts Removed except from the parts installed if work has already been performed. If you are waiting for parts to be ordered, leave this section blank.

## Tests Performed

* The results of any testing performed, if testing has already been performed.