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Shaded areas require mandatory information!

RA # _____

A) QUALIFIED SERVICE PROVIDER INFORMATION

 Name (please print) _____ / _____ / _____
 Month Day Year

 Company _____ State / Country _____ Telephone _____ Email _____

B) CUSTOMER INFORMATION

 Site Name (please print) _____ Equipment Manufacturer _____

 Equipment Model _____

 Scanner/Gantry Serial Number _____

 City _____ State _____ Zip _____ Country _____ # Detector Rows _____

C) PRODUCT INFORMATION

Failed product (please mark): X-Ray Tube Assembly Powerblock (PB) Deflection & Interface Unit HV Cable
 Cooling Unit (CLU) Anode Drive Unit Fan Unit - CLU / PB Control Cable

	Installation Date	Replacement Date	Product Code (12NC)	Product Serial Number (S/N)
Failed item:				
Replacement item:				

D) COMPONENT OPERATION

Technique used most often: _____

Technique used at time of failure: _____

Line Voltage: _____

Line Frequency: 50 Hz 60 Hz

Identify units of operation (please mark):
 Exposures Slices Patient Exams
 Scan Seconds Milli Ampere Seconds

Ending Counter reading: _____

Beginning Counter reading: _____

Total Used: _____

E) REASON FOR RETURN

Unused / Not needed Wrong product Defect Warranty evaluation Housing credit Other

F) FAILURE MODE

Identify failure mode / defect (please mark):
 No operation HV instability Audible noise Deformation
 No power mA instability Cooling hose Loosening
 Communication Large filament Coupling Fan
 Cable Small filament Medium leakage Upgrade
 Connector Frozen anode Shipping damage

Please describe if any of these exist:
 Tilt related Heat related Image Quality
 Other

Description: _____

Is the failure intermittent? yes no

I certify that the component has been installed, inspected and tested with the manufacturer's instructions and procedures:

 Signature of Service Technician Date

FOR INTERNAL USE: