

Siemens Medical Solutions USA, Inc. 221 Gregson Drive, Cary, NC 27511

Customer: BRIGHAM AND WOMENS HOSPITAL

Customer PO:

PO Date:

City: BOSTON

Contract#: 0035246625 **Contract End date:** 31-DEC-2024

State: MA

X-Ray Registration Number: N/A

CSE Name		Employee#	Notification#	Func.Loc.#	System Description	Room#	
KOPF,JOHN		29955	400112495505	400-289785	SOMATOM Definition AS	L1-CT2	
SVC Arri Date/Time/Day	SVC Comp Date/Time/Day	Effect	Cause Code	S/W Level	Counter	GTIN / Model #	Serial#
03/25/2024 21:09 Monday	03/25/2024 22:13 Monday	2	Y020			4056869003665	64081

Symptoms Reported / Reason for Service

Unable to send images to PACS from the CTWP. Scheduler also not populating studies. ...System available date (CLT): 12-Mar-2024, 07:54
 *T Customer Contact:
 (see overflow on next page)

Corrective Action / Service Performed

Customer reports system has intermittent dicom transfer failures. Checked size of exchange board DB and found 1.03gig. Deleted Exchange-board DB. will monitor system for DICOM errors.

Repair Hours Breakdown

	Covered hours	Non-Covered hours
Regular	1.00	0.00
Overtime	0.00	0.00
Double Time	0.00	0.00

Report Sent to following Fax / Email:

chris.fike@siemens-healthineers.com
 ibwh5@bwh.harvard.edu
 JOHN.KOPF@SIEMENS-HEALTHINEERS.COM

#	Qty	Part # Installed	S/N In	Description	Type	Qty	Part # Removed	S/N Out
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								

#	Test Equipment Used	Description	S/N	Calibration Expiration
1.				
2.				
3.				
4.				
5.				

Indicate system was properly functioning and include test & inspection data, if applicable

Tests, checks, inspections and/or repairs have been performed in accordance with the specific service task. The system is functioning properly based upon completion of the specific service task undertaken by Siemens.

This is not an Invoice

Your final invoice will reflect pricing based on your specific Service Agreement coverage and/or Labor Rates including the application of the Flat Travel Fee (FTF).

Customer Signature

(Acknowledgement of Services Rendered)

Date 03/25/2024

Dept/Title

Did you know that you can download copies of your service reports from our online customer service portal, **teamplay Fleet?**
 Go to fleet.siemens-healthineers.com to register or login

Please contact the **Siemens Healthineers Customer Care Center** for any service needs or other assistance.
 Call 1-800-888-7436 and follow the prompts for your desired selection.

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Ann McGinnis

*T Customer Phone:

617-732-7214

*T Customer Phone Ext:

*T Customer Cell Phone Number:

*T Customer Email:

Amcginnis@bwh.harvard.edu

*T Preferred Communication:

* Preferred communication method is phone

*T Application:

*T Software Version:

*T Time Zone: