

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	400112639450	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#
06/04/2024 12:15 Tuesday	06/04/2024 15:22 Tuesday	1	1037			4056869003665	64081

Symptoms Reported / Reason for Service

What is the problem:
ICS boot

Corrective Action / Service Performed

On arrival noted sys displaying windows message about restore monitor. Selected cancel and than normal boor windows 7.System came-up as expected and ran checkup. Restarted system several times to be sure of function. Ran several test scans after. checkup. Performed complete shutdown as well as system restarts 7-8 times without error. Due to reliability issues (DC-LINK Monday and BOOT issues Tuesday) I will return Wednesday AM as system is brought on line and observe function.

Repair Hours Breakdown

	Covered hours	Non-Covered hours
Regular	3.00	0.00
Overtime	0.00	0.00
Double Time	0.00	0.00

Report Sent to following Fax / Email:

none@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 06/04/2024

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.