

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	400112637806	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#
06/05/2024 12:29 Wednesday	06/05/2024 12:54 Wednesday	2	6000			4056869003665	64081

Symptoms Reported / Reason for Service

Received message to shut system down and have attempted 3 times to reboot system and gantry will not initialize. ...System available date (CLT): 03-Jun-2024, 11:14 (see overflow on next page)

Corrective Action / Service Performed

Parts return processing

Repair Hours Breakdown

	Covered hours	Non-Covered hours
Regular	0.50	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.	1	8363884	16360	Service Part Matrix DC-Link	CONTRACT	1	8363884	2117
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 06/05/2024

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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*T Customer Contact: Lindsey Jacobs
*T Customer Phone: +(617)602-2010
*T Customer Phone Ext:
*T Customer Cell Phone Number:
*T Customer Email: ljacobs8@bwh.harvard.edu
*T Preferred Communication: * Preferred communication method is email
*T Application:
*T Software Version:
*T Time Zone: