

Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-167912626142

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: FMI

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name:

Contact Phone:

Contact Email:

Problem Description: FMI# 60876 MRU Inspection Mandatory Recall FMI. For code 2, 3, 4 and 5 closure, please reach out to FMI admin team at tcs.fmiadmins@ge.com for assistance in closing and correct objective evidence attachment to Activity/SR.

Open Date/Time(ET): 18-Feb-2015 08:10

Closed Date/Time(ET): 26-Mar-2015 10:48

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-254YUBKK	11-Mar-2015	11-Mar-2015 15:30	11-Mar-2015 16:00	0.50	0.50	0.00	0.00
Total Activity Labor Hours:				0.50	0.50	0.00	0.00
Total Service Request Labor Hours:				0.50	0.50	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-254YUBKK	11-Mar-2015	11-Mar-2015 16:00	11-Mar-2015 16:30	0.50	0.50	0.00	0.00



Total Activity Travel Hours:	0.50	0.50	0.00	0.00
Total Service Request Travel Hours:	0.50	0.50	0.00	0.00

Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-254YUBKK

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET):

PO #:

Closed Date/Time(ET): 15-Mar-2015 23:32

Engineer Name: Wall, Michael

Problem Found: fmi completed

Action Taken: fmi completed the MRU inspection passed and system is fully operational

Verification Details: the MRU inspection passed and system is fully operational



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-171085359598

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: FMI

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name:

Contact Phone:

Contact Email:

Problem Description: FMI 60878 - Software Version Inspection. Mandatory Recall FMI. For code 2, 3, 4 and 5 closure, please reach out to FMI admin team at tcs.fmiadmins@ge.com for assistance in closing and correct objective evidence attachment to Activity/SR.

Open Date/Time(ET): 22-Apr-2015 06:40

Closed Date/Time(ET): 03-Jun-2015 18:45

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-26LFT0CV	03-Jun-2015	03-Jun-2015 16:00	03-Jun-2015 16:30	0.50	0.50	0.00	0.00
Total Activity Labor Hours:				0.50	0.50	0.00	0.00
Total Service Request Labor Hours:				0.50	0.50	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-26LFT0CV	03-Jun-2015	03-Jun-2015 15:00	03-Jun-2015 16:00	1.00	1.00	0.00	0.00



Total Activity Travel Hours:	1.00	1.00	0.00	0.00
Total Service Request Travel Hours:	1.00	1.00	0.00	0.00

Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-26LFT0CV

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET):

PO #:

Closed Date/Time(ET): 03-Jun-2015 18:45

Engineer Name: Evangelista, Charles

Problem Found: FMI 60878 - Software Version Inspection.

Action Taken: Completed FMI per Instructions: Software revision is at an approved level Software level is 12.0_M5B_0846.d Service Pack 2 is loaded.

Verification Details: FMI Complete



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-176494103661

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: He Pressure Limit - Coldhead Replacement

Open Date/Time(ET): 08-Sep-2015 12:48

Closed Date/Time(ET): 01-Oct-2015 16:51

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-176494103695	08-Sep-2015	08-Sep-2015 12:56	08-Sep-2015 13:07	0.19	0.00	0.00	0.00
Total Activity Labor Hours:				0.19	0.00	0.00	0.00
1-176495077342	10-Sep-2015	10-Sep-2015 08:00	10-Sep-2015 09:00	1.00	0.00	0.00	0.00
Total Activity Labor Hours:				1.00	0.00	0.00	0.00
1-176496534301	18-Sep-2015	18-Sep-2015 12:00	18-Sep-2015 17:00	5.00	0.00	0.00	0.00
Total Activity Labor Hours:				5.00	0.00	0.00	0.00
1-176929716836	18-Sep-2015	18-Sep-2015 12:30	18-Sep-2015 16:00	3.50	0.00	0.00	0.00
Total Activity Labor Hours:				3.50	0.00	0.00	0.00



1-176929716905	18-Sep-2015	18-Sep-2015 13:00	18-Sep-2015 17:00	4.00	0.00	0.00	0.00
Total Activity Labor Hours:				4.00	0.00	0.00	0.00
1-176929716971	18-Sep-2015	18-Sep-2015 12:00	18-Sep-2015 16:00	4.00	0.00	0.00	0.00
Total Activity Labor Hours:				4.00	0.00	0.00	0.00
1-177025635695	18-Sep-2015	18-Sep-2015 12:00	18-Sep-2015 12:00	0.00	0.00	0.00	0.00
Total Activity Labor Hours:				0.00	0.00	0.00	0.00
1-177026013299	18-Sep-2015	18-Sep-2015 16:00	18-Sep-2015 16:30	0.50	0.00	0.00	0.00
Total Activity Labor Hours:				0.50	0.00	0.00	0.00
Total Service Request Labor Hours:				18.19	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-176496534301	18-Sep-2015	18-Sep-2015 11:00	18-Sep-2015 11:59	0.98	0.00	0.00	0.00
1-176496534301	18-Sep-2015	18-Sep-2015 17:00	18-Sep-2015 18:00	1.00	0.00	0.00	0.00
Total Activity Travel Hours:				1.98	0.00	0.00	0.00
1-176929716836	18-Sep-2015	18-Sep-2015 12:00	18-Sep-2015 12:30	0.50	0.00	0.00	0.00
Total Activity Travel Hours:				0.50	0.00	0.00	0.00
1-176929716905	18-Sep-2015	18-Sep-2015 12:00	18-Sep-2015 13:00	1.00	0.00	0.00	0.00



1-176929716905	18-Sep-2015	18-Sep-2015 17:00	18-Sep-2015 18:30	1.50	0.00	0.00	0.00
Total Activity Travel Hours:				2.50	0.00	0.00	0.00
1-176929716971	18-Sep-2015	18-Sep-2015 11:00	18-Sep-2015 12:00	1.00	0.00	0.00	0.00
Total Activity Travel Hours:				1.00	0.00	0.00	0.00
Total Service Request Travel Hours:				5.98	0.00	0.00	0.00

Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-176494103695

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 08-Sep-2015 12:48

PO #:

Closed Date/Time(ET): 08-Sep-2015 13:08

Engineer Name: Ritchie,Patrick

Problem Found: The Root Cause is:. Coldhead. The Compressor is ON. Pressure is Out of spec at: 4.02 PSI and is Increasing. He Level is In spec at: 83.35 %. Water Flow is In spec at: 2.64 GPM. Water Temp is In spec at: 68.18 F.

Action Taken: Magnet Monitor data reviewed to verify issue. The compressor is ON. Handed off the Service Request to an FE. Hold-off have been placed on the following: HePressure Limit 72 hrs,HeLevel Low 168 hrs,.



Verification Details: Handed off the Service Request to an FE. FE Please leave dispatch open in your queue until the issue is resolved.

Activity #: 1-176495077342

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 08-Sep-2015 13:07

PO #:

Closed Date/Time(ET): 10-Sep-2015 15:28

Engineer Name: Sieben, Peter

Problem Found: Reached out to the team lead and Mile Wall

Action Taken: Reached out to the team lead and Mile Wall

Verification Details: Reached out to the team lead and Mile Wall

Activity #: 1-176496534301

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 08-Sep-2015 13:46

PO #:

Closed Date/Time(ET): 22-Sep-2015 17:30

Engineer Name: Wall, Michael

Problem Found: the cold head needs to be replaced

Action Taken: we replaced the cold head. The part will be written off on SR# 1-177030885222

Verification Details: magnet monitor



Activity #: 1-176929716836

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 21-Sep-2015 10:21

PO #:

Closed Date/Time(ET): 21-Sep-2015 10:32

Engineer Name: Evangelista,Charles

Problem Found: Vessel pressure high, Coldhead parameters out of spec. Coldhead replacement required.

Action Taken: Assited Primary FE Wall with coldhead replacemnt

Verification Details: Monitoring magnet recovery.

Activity #: 1-176929716905

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 21-Sep-2015 10:21

PO #:

Closed Date/Time(ET): 01-Oct-2015 16:51

Engineer Name: Saad III,William

Problem Found: assisted Primary FE Mike Wall with cold head replacement.

Action Taken: assisted Primary FE Mike Wall with cold head replacement.

Verification Details: cold head replacement complete.



Activity #: 1-176929716971

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 21-Sep-2015 10:22

PO #:

Closed Date/Time(ET): 28-Sep-2015 10:01

Engineer Name: O'Connor,Brian

Problem Found: Replace coldhead

Action Taken: replaced coldhead

Verification Details: verified

Activity #: 1-177025635695

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 22-Sep-2015 15:15

PO #:

Closed Date/Time(ET): 01-Oct-2015 16:43

Engineer Name: Saad III,William

Problem Found: Please refer to Activity 1-176929716905 for complete repair details.

Action Taken: Please refer to Activity 1-176929716905 for complete repair details.

Verification Details: Please refer to Activity 1-176929716905 for complete repair details.

Activity #: 1-177026013232

Activity Type: Field Support



Final Equip Status: Up

Open Date/Time(ET): 22-Sep-2015 15:16

PO #:

Closed Date/Time(ET):

Engineer Name: Evangelista,Charles

Problem Found: Duplicate Activity

Action Taken: Duplicate Activity

Verification Details: Duplicate Activity

Activity #: 1-177026013299

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 22-Sep-2015 15:17

PO #:

Closed Date/Time(ET): 28-Sep-2015 10:05

Engineer Name: O'Connor,Brian

Problem Found: rplaced coldhead

Action Taken: replaced coldhead

Verification Details: verified



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-176620214401

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00025. LCC - HePressure Limit FFA Link <https://ffa-am.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0002520150911170636>

Open Date/Time(ET): 11-Sep-2015 13:06

Closed Date/Time(ET): 11-Sep-2015 17:37

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-176620214465	11-Sep-2015	11-Sep-2015 14:00	11-Sep-2015 14:45	0.76	0.00	0.00	0.00
Total Activity Labor Hours:				0.76	0.00	0.00	0.00
Total Service Request Labor Hours:				0.76	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-176620214465

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 11-Sep-2015 13:06

PO #:

Closed Date/Time(ET): 11-Sep-2015 14:48

Engineer Name: Thompson,Michael

Problem Found: The root cause of the issue is the :Coldhead,,Vessel pressure too high . . .,HE level is at :83.65% 0.,Pressure is:at 4.57psi and Increasing,,Compressor is on , Water Temp 69.08DegF , Water Flow 2.67gpm ,HDC is: at 0% , ALR00025. LCC - HePressure Limit FFA Link <https://ffa-am.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0002520150911170636>

Action Taken: Mdex /Insite2 data reviewed to verify issue. eMail sent to FE to Inform of: *Magnet pressure being out of spec ,HePressure Limit , Hold-off have been placed on the following: HePressure Limit 72,Helium Pressure 72, Helium Level 168,

Verification Details: Repeat call, there is an open RFS for this call under RFS1-176494103661 eMail sent to FE on original Dispatch to inform of issue.



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-176705365011

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00025. LCC - HePressure Limit FFA Link <https://ffa-am.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0002520150914180645>

Open Date/Time(ET): 14-Sep-2015 14:06

Closed Date/Time(ET): 14-Sep-2015 15:23

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-176705365045	14-Sep-2015	14-Sep-2015 15:15	14-Sep-2015 15:23	0.14	0.00	0.00	0.00
Total Activity Labor Hours:				0.14	0.00	0.00	0.00
Total Service Request Labor Hours:				0.14	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-176705365045

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 14-Sep-2015 14:06

PO #:

Closed Date/Time(ET): 14-Sep-2015 15:23

Engineer Name: Rice, Timothy

Problem Found: ALR00025. LCC - HePressure Limit FFA Link <https://ffa-am.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0002520150914180645> . The Root Cause is:. Coldhead. The Compressor is ON. Pressure is Out of spec at: 5.08 PSI and is Increasing. He Level is In spec at: 84.09 %. Water Flow is In spec at: 2.64 GPM. Water Temp is In spec at: 68.9 F.

Action Taken: Magnet Monitor data reviewed to verify issue. The compressor is ON. eMail sent to FE to inform of issue. Hold-off have been placed on the following: HeLevel Low 168 hrs, HePressure Limit 72 hrs,.

Verification Details: eMail sent to FE to inform of issue. Repeat call, There is an open Service request for this alarm under service event ID 1-176494103661.



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-176807409391

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00025. LCC - HePressure Limit FFA Link <https://ffa-am.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0002520150917180659>

Open Date/Time(ET): 17-Sep-2015 14:07

Closed Date/Time(ET): 17-Sep-2015 15:43

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-176808418425	17-Sep-2015	17-Sep-2015 15:32	17-Sep-2015 15:42	0.17	0.00	0.00	0.00
Total Activity Labor Hours:				0.17	0.00	0.00	0.00
Total Service Request Labor Hours:				0.17	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-176808418425

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 17-Sep-2015 14:07

PO #:

Closed Date/Time(ET): 17-Sep-2015 15:43

Engineer Name: Lyon,Michael

Problem Found: Vessel pressure too high.

Action Taken: eMail sent to FE to inform of issue.

Verification Details: eMail sent to FE to inform of issue.



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-177030885222

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: ,

Contact Phone:

Contact Email:

Problem Description: replaced cold head parts used on sr 1-176494103661

Open Date/Time(ET): 22-Sep-2015 17:22

Closed Date/Time(ET): 24-Nov-2015 10:56

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Labor Hours:				0.00	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
1-177030885569	5438959	A3 FRU Kit, Sumitomo Cold Head and Gasket	1	39472.85

Activity #: 1-177030885569

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 22-Sep-2015 17:24

PO #:

Closed Date/Time(ET): 24-Nov-2015 10:56

Engineer Name: Wall,Michael

Problem Found: we replaced the cold head

Action Taken: we replaced the cold head parts used on sr 1-176494103661

Verification Details: magnet monitor



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-188336823950

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Wall,Michael

Contact Phone:

Contact Email:

Problem Description: Ramp magnet down at the customers request

Open Date/Time(ET): 18-Apr-2016 12:38

Closed Date/Time(ET): 10-May-2016 17:53

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-188336824264	08-Apr-2016	08-Apr-2016 17:00	08-Apr-2016 19:00	2.00	0.00	0.00	0.00
1-188336824264	27-Apr-2016	27-Apr-2016 10:30	27-Apr-2016 18:00	7.50	0.00	0.00	0.00
Total Activity Labor Hours:				9.50	0.00	0.00	0.00
1-188564119020	27-Apr-2016	27-Apr-2016 14:30	27-Apr-2016 18:00	3.50	0.00	0.00	0.00
Total Activity Labor Hours:				3.50	0.00	0.00	0.00
1-188594056871	27-Apr-2016	27-Apr-2016 10:30	27-Apr-2016 14:00	3.50	0.00	0.00	0.00
Total Activity Labor Hours:				3.50	0.00	0.00	0.00
Total Service Request Labor Hours:				16.50	0.00	0.00	0.00



Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-188336824264	08-Apr-2016	08-Apr-2016 16:00	08-Apr-2016 17:00	1.00	0.00	0.00	0.00
1-188336824264	08-Apr-2016	08-Apr-2016 19:00	08-Apr-2016 20:00	1.00	0.00	0.00	0.00
1-188336824264	27-Apr-2016	27-Apr-2016 10:00	27-Apr-2016 10:30	0.50	0.00	0.00	0.00
1-188336824264	27-Apr-2016	27-Apr-2016 18:00	27-Apr-2016 19:00	1.00	0.00	0.00	0.00
Total Activity Travel Hours:				3.50	0.00	0.00	0.00
1-188564119020	27-Apr-2016	27-Apr-2016 13:30	27-Apr-2016 14:30	1.00	0.00	0.00	0.00
1-188564119020	27-Apr-2016	27-Apr-2016 18:00	27-Apr-2016 18:30	0.50	0.00	0.00	0.00
Total Activity Travel Hours:				1.50	0.00	0.00	0.00
1-188594056871	27-Apr-2016	27-Apr-2016 10:00	27-Apr-2016 10:30	0.50	0.00	0.00	0.00
Total Activity Travel Hours:				0.50	0.00	0.00	0.00
Total Service Request Travel Hours:				5.50	0.00	0.00	0.00

Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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1-188336824264	2349529	RUPTURE DISK	1	0.00
1-188336824264	2349529	RUPTURE DISK	1	0.00
1-188336824264	2226264	WIDE OPEN DOCK MOUNT & CNTRL BOX ASM	1	0.00

Activity #: 1-188336824264

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 18-Apr-2016 12:39

PO #: 0007653936

Closed Date/Time(ET): 10-May-2016 17:53

Engineer Name: Wall,Michael

Problem Found: the magnet needs to be ramped down at the customer's request

Action Taken: We ramped the magnet down and tested the patient handling which is working well. The magnetic field is now ramped down.

Verification Details: magnet monitor

Activity #: 1-188564119020

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 27-Apr-2016 15:27

PO #: 0007653936

Closed Date/Time(ET): 10-May-2016 17:36

Engineer Name: Djus,Yevhen

Problem Found: the magnet needs to be ramped down at the customers request



Action Taken: We ramped the magnet down and tested the patient handling. The patient handling is working well and the magnet has been ramped down to zero magnetic field.

Verification Details: magnet monitor

Activity #: 1-188594056871

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 28-Apr-2016 19:56

PO #: 0007653936

Closed Date/Time(ET): 10-May-2016 17:37

Engineer Name: Evangelista, Charles

Problem Found: Customer requests magnet rampdown to zero field

Action Taken: Billable Service: Magnet ramped down to zero field.

Verification Details: NA



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-188593191841

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Atkinson, Brian

Contact Phone:

Contact Email:

Problem Description: Customer request Magnet Ramp Down

Open Date/Time(ET): 28-Apr-2016 19:17

Closed Date/Time(ET): 28-Apr-2016 19:54

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Labor Hours:				0.00	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-188593191979

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 28-Apr-2016 19:18

PO #:

Closed Date/Time(ET):

Engineer Name: Evangelista, Charles

Problem Found: Cancelled - Reference SR 1-188336823950

Action Taken:

Verification Details:

Activity #: 1-188593192045

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 28-Apr-2016 19:19

PO #:

Closed Date/Time(ET):

Engineer Name: Wall, Michael

Problem Found: Cancelled - Reference SR 1-188336823950



Action Taken:

Verification Details:

Activity #: 1-188593641118

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 28-Apr-2016 19:19

PO #:

Closed Date/Time(ET):

Engineer Name: Djus, Yevhen

Problem Found: Cancelled - Reference SR 1-188336823950

Action Taken:

Verification Details:



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-195773529041

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00121. MM3 LCC - Comp Off FFA Link -- <https://ffam.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0012120160803160738>

Open Date/Time(ET): 03-Aug-2016 12:07

Closed Date/Time(ET): 06-Aug-2016 12:43

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-195773529075	03-Aug-2016	03-Aug-2016 12:28	03-Aug-2016 12:39	0.19	0.19	0.00	0.00
1-195773529075	03-Aug-2016	03-Aug-2016 12:35	03-Aug-2016 12:35	0.00	0.00	0.00	0.00
Total Activity Labor Hours:				0.19	0.19	0.00	0.00
1-195775218074	03-Aug-2016	03-Aug-2016 12:30	03-Aug-2016 13:00	0.50	0.50	0.00	0.00
Total Activity Labor Hours:				0.50	0.50	0.00	0.00
Total Service Request Labor Hours:				0.69	0.69	0.00	0.00



Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00

Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
No Parts Used.				

Activity #: 1-195773529075

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 03-Aug-2016 12:07

PO #:

Closed Date/Time(ET): 03-Aug-2016 12:39

Engineer Name: Rice, Timothy

Problem Found: The Root Cause is:. Site Chiller. The Compressor is OFF. Pressure is In spec at: 1.12 PSI and is Increasing. He Level is In spec at: 64.67 %. Water Flow is Out of spec at: 0.06 GPM and is Site Chiller issue. Water Temp is In spec at: 73.58 F and is Site Chiller issue.

Action Taken: Magnet Monitor data reviewed to verify issue. The compressor is off. The RTE did not attempt to reset it.. . Handed off the Service Request to an FE and contacted FE. Hold-off have been placed on the following: Comp Off 24 hrs,Comp Fuse Off 24 hrs,Comp Temp Limit 24 hrs,Comp Pressure Low 24 hrs,Comp No 24 volts 24 hrs,Bottom Shield Temp Limit 168 hrs,HePressure Limit 72 hrs,HeLevel Low 168 hrs,.

Verification Details: Handed off the Service Request to an FE and contacted FE. FE Please leave dispatch open in your queue until the issue is resolved. Activity #1-195775218074 has been created for the Paged FE



Activity #: 1-195775218074

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 03-Aug-2016 12:37

PO #:

Closed Date/Time(ET): 06-Aug-2016 12:43

Engineer Name: Evangelista,Charles

Problem Found: Compressor Off Alarm, Site has no contract and has no intention of resolving tis issue.

Action Taken: No FE follow up required, OLC to set master hold off so no further alarms from site.

Verification Details: NA



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-195826994921

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00123. MM3 LCC - Comp Temp Limit FFA Link <https://ffa-am.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0012320160804180706>

Open Date/Time(ET): 04-Aug-2016 14:07

Closed Date/Time(ET): 04-Aug-2016 14:18

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-195826994955	04-Aug-2016	04-Aug-2016 14:15	04-Aug-2016 14:17	0.03	0.03	0.00	0.00
Total Activity Labor Hours:				0.03	0.03	0.00	0.00
Total Service Request Labor Hours:				0.03	0.03	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-195826994955

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 04-Aug-2016 14:07

PO #:

Closed Date/Time(ET): 04-Aug-2016 14:18

Engineer Name: Roen,Brian

Problem Found: The Root Cause is:. Site Chiller. The Compressor is OFF. Pressure is Out of spec at: 5.43 PSI. He Level is In spec at: 75.27 %. Water Flow is Out of spec at: 0.06 GPM and is Site Chiller issue. Water Temp is In spec at: 72.32 F and is Site Chiller issue.

Action Taken: FYI, issue resolved or duplicate activity. Hold-off have been placed on the following: Comp Off 24 hrs,Comp Temp Limit 24 hrs,Comp Fuse Off 24 hrs,Comp Pressure Low 24 hrs,Comp No 24 volts 24 hrs,Bottom Shield Temp Limit 168 hrs,HePressure Limit 96 hrs,HeLevel Low 168 hrs,.

Verification Details: FYI, issue resolved or duplicate activity. Repeat call, There is an open Service request for this alarm under service event ID 1-195775218074.



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-195941047531

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00121. MM3 LCC - Comp Off FFA Link <https://ffa-am.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0012120160806040658>

Open Date/Time(ET): 06-Aug-2016 00:07

Closed Date/Time(ET): 06-Aug-2016 12:03

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-195941047565	06-Aug-2016	06-Aug-2016 11:37	06-Aug-2016 11:37	0.00	0.00	0.00	0.00
Total Activity Labor Hours:				0.00	0.00	0.00	0.00
Total Service Request Labor Hours:				0.00	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-195941047565

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 06-Aug-2016 00:07

PO #:

Closed Date/Time(ET): 06-Aug-2016 12:03

Engineer Name: Baxter,David

Problem Found: The Root Cause is:. Pressure is recovering. The Compressor was reset and is on. Pressure is Out of spec at: 5.77 PSI and is Decreasing. He Level is In spec at: 75.24 % and is Steady. HDC is at: 0 % and is Steady. Water Flow is Out of spec at: 0.06 GPM and is Site Chiller issue. Water Temp is In spec at: 71.96 F and is Site Chiller issue.

Action Taken: Magnet Monitor data reviewed to verify issue. The compressor was off.The RTE attempt to reset it was successful.. . FYI, issue resolved or duplicate activity. Hold-off have been placed on the following: Bottom Shield Temp Limit 168 hrs,HePressure Limit 96 hrs,HeLevel Low 168 hrs,Comp Off 6 hrs,Comp Fuse Off 6 hrs,Comp Temp Limit 6 hrs,Comp Pressure Low 6 hrs,Comp No 24 volts 6 hrs,.

Verification Details: FYI, issue resolved or duplicate activity.



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-195963216561

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: System no longer entitled. Will be removed from effectivity FFA Link <https://ffa-am.gehealthcare.com/home/onwatch/LONGWOOD15MRCALR0012120160806160710>

Open Date/Time(ET): 06-Aug-2016 12:07

Closed Date/Time(ET): 06-Aug-2016 18:06

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-195963216595	06-Aug-2016	06-Aug-2016 17:47	06-Aug-2016 18:05	0.31	0.00	0.30	0.00
Total Activity Labor Hours:				0.31	0.00	0.30	0.00
Total Service Request Labor Hours:				0.31	0.00	0.30	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-195963216595

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 06-Aug-2016 12:07

PO #:

Closed Date/Time(ET): 06-Aug-2016 18:06

Engineer Name: Sweatt,Edward

Problem Found: The Root Cause is:. Site Chiller. The Compressor is OFF. Pressure is Out of spec at: 5.78 PSI and is Increasing. He Level is In spec at: 75.27 %. Water Flow is Out of spec at: 0.06 GPM and is Site Chiller issue. Water Temp is In spec at: 72.32 F and is Site Chiller issue.

Action Taken: Magnet Monitor data reviewed to verify issue. The compressor is off. The RTE did not attempt to reset it.. . Handed off the Service Request to an FE. Hold-off have been placed on the following: Master Hold-Off 1000 hrs,.

Verification Details: Handed off the Service Request to an FE. FE Please leave dispatch open in your queue until the issue is resolved.

Activity #: 1-195969494126

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 06-Aug-2016 17:53

PO #:

Closed Date/Time(ET): 06-Aug-2016 18:00



Engineer Name: Evangelista, Charles

Problem Found: System no longer entitled. Will be removed from effectivity

Action Taken: System no longer entitled. Will be removed from effectivity

Verification Details: System no longer entitled. Will be removed from effectivity



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-198082780191

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00121. MM3 _ - Comp Off FFA Link
<https://ffa.am.health.ge.com/home/onwatch/LONGWOOD15MRCALR0012120160920035609>

Open Date/Time(ET): 19-Sep-2016 23:56

Closed Date/Time(ET): 20-Sep-2016 08:46

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-198082780225	20-Sep-2016	20-Sep-2016 08:15	20-Sep-2016 08:45	0.52	0.50	0.00	0.00
1-198082780225	20-Sep-2016	20-Sep-2016 08:35	20-Sep-2016 08:35	0.00	0.00	0.00	0.00
Total Activity Labor Hours:				0.52	0.50	0.00	0.00
Total Service Request Labor Hours:				0.52	0.50	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
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Total Service Request Travel Hours: 0.00 0.00 0.00 0.00

Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-198082780225

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 19-Sep-2016 23:56

PO #:

Closed Date/Time(ET): 20-Sep-2016 08:46

Engineer Name: Rice, Timothy

Problem Found: The Root Cause is:. Magnet Monitor. The Compressor is OFF. Pressure is Out of spec at: 4.85 PSI. He Level is Out of spec at: 0 %. Water Flow is Out of spec at: 0.06 GPM. Water Temp is In spec at: 71.96 F.

Action Taken: Per FE Charles Evangelista, set MM to non-proprietary mode.

Verification Details: FYI, issue resolved or duplicate activity. Repeat call, There is an open Service request for this alarm under service event ID 1-198079064841.



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-198092786491

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00121. MM3 _ - Comp Off FFA Link
<https://ffa.am.health.ge.com/home/onwatch/LONGWOOD15MRCALR0012120160920123817>

Open Date/Time(ET): 20-Sep-2016 08:38

Closed Date/Time(ET): 20-Sep-2016 11:51

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-198092786525	20-Sep-2016	20-Sep-2016 11:35	20-Sep-2016 11:51	0.27	0.27	0.00	0.00
1-198092786525	20-Sep-2016	20-Sep-2016 11:47	20-Sep-2016 11:47	0.00	0.00	0.00	0.00
Total Activity Labor Hours:				0.27	0.27	0.00	0.00
Total Service Request Labor Hours:				0.27	0.27	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
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Total Service Request Travel Hours: 0.00 0.00 0.00 0.00

Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-198092786525

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 20-Sep-2016 08:38

PO #:

Closed Date/Time(ET): 20-Sep-2016 11:51

Engineer Name: Rice, Timothy

Problem Found: The Root Cause is:. System has recovered. No issue at the present time. The Compressor is OFF. Pressure is Out of spec at: 4.87 PSI. He Level is Out of spec at: 0 %. Water Flow is Out of spec at: 0.06 GPM. Water Temp is In spec at: 71.42 F.

Action Taken: Cryogen cooler circuit issue has recovered. Monitored parameters now returning to specifications. Hold-off have been placed on the following: Bottom Shield Temp Limit 168 hrs, HeLevel Low 168 hrs, Comp Fuse Off 6 hrs, Comp Temp Limit 6 hrs, Comp Off 6 hrs, Comp Pressure Low 6 hrs, Comp No 24 volts 6 hrs, HePressure Limit 72 hrs, .

Verification Details: Cryogen cooler circuit issue has recovered. Monitored parameters now returning to specifications. Repeat call, There is an open Service request for this alarm under service event ID 1-198079064841.



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-198121827181

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: ALR00121. MM3 _ - Comp Off FFA Link
<https://ffa.am.health.ge.com/home/onwatch/LONGWOOD15MRCALR0012120160920215238>

Open Date/Time(ET): 20-Sep-2016 17:52

Closed Date/Time(ET): 22-Sep-2016 17:58

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
1-198121827215	21-Sep-2016	21-Sep-2016 06:20	21-Sep-2016 07:19	1.00			
1-198121827215	21-Sep-2016	21-Sep-2016 10:21	21-Sep-2016 10:21	0.00	0.00	0.00	0.00
Total Activity Labor Hours:				1.00	0.00	0.00	0.00
Total Service Request Labor Hours:				1.00	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
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Total Service Request Travel Hours: 0.00 0.00 0.00 0.00

Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-198121827215

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 20-Sep-2016 17:52

PO #:

Closed Date/Time(ET): 22-Sep-2016 14:27

Engineer Name: Baxter,David

Problem Found: site chiller issue.

Action Taken: Found the compressor as off with stale magnet data. Unable to contact the site. Paged the FE to follow up locally.

Verification Details: verify recommendations and test locally Activity #1-198193790985 has been created for the CSC

Activity #: 1-198193790985

Activity Type: Field Support

Final Equip Status: Up

Open Date/Time(ET): 22-Sep-2016 06:36

PO #:

Closed Date/Time(ET): 22-Sep-2016 17:58



Engineer Name: Djus, Yevhen

Problem Found: Auto-generated FFA Alarm. Magnet is ramped down and not in use anymore. System not on contract. This is a repeated auto-generated call

Action Taken: Customer does not plan on using the magnet going forward and did not want any further action done Magnet vented and lost all of its helium back in August. This is a repeated auto-generated call

Verification Details: This is a repeated auto-generated call. No further action is necessary.



Facility Name: BRIGHAM & WOMENS HOSPITAL INC

Service Request #: 1-208117182591

Equipment ID: LONGWOOD15MR

Serial #:

Service Type: Corrective

Product Description: 1.5 ECHOSPEED HD 16-CH
800-AP

Model: 1.5 ECHOSPEED HD 16-CH
800-AP

Initial Equip Status: Up

Contact Name: Smith,Jenny

Contact Phone:

Contact Email:

Problem Description: MAC00012 _2. MM3 _ - MM3 Stale LCC,No Updates for 2 Days FFA Link
<https://ffa.am.health.ge.com/home/onwatch/LONGWOOD15MRCMAC00012220170426154459>

Open Date/Time(ET): 26-Apr-2017 12:45

Closed Date/Time(ET): 26-Apr-2017 14:33

Labor:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Labor Hours:				0.00	0.00	0.00	0.00

Travel:

Activity#	Date	Start Time (ET)	End Time (ET)	Total Hours	Billable Standard Hours	Billable Overtime Hours	Billable Premium Hours
Total Service Request Travel Hours:				0.00	0.00	0.00	0.00



Parts:

Activity#	Product Identifier	Product Description	Quantity	ListPrice/Part
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No Parts Used.

Activity #: 1-208117182625

Activity Type: Tech Support

Final Equip Status: Up

Open Date/Time(ET): 26-Apr-2017 12:45

PO #:

Closed Date/Time(ET): 26-Apr-2017 14:33

Engineer Name: Roen,Brian

Problem Found: MM3 does not have connectivity.

Action Taken: MM3 does not have connectivity.

Verification Details: Due to no contract or customer refusal

