



## Customer Service Order

Warranty

Serial #: 4200003

By #: Jon Grimm

Shipped:

#:1029

Date:

Warranty: No

Status: Closed

Valid Complaint: Yes

#4200 CRYOTerm Dual Console

### Customer (Ship To)

Customer#: 20287  
Rogers State University  
Trey Robertson  
1701 West Will Rogers Blvd.  
Claremore, OK 74017

W: (918) 343-5203

C:

H: (918) 346-3576

### Customer Description

Patient Injury: No  
Pump Control circuit board left pump not working

### Received

### Accessories

### Failure Investigation

<u>Invoice #:</u>	<u>Onsite Hrs.</u>	<u>Travel Hrs.</u>	<u>Factory Hrs.</u>	<u>Miles</u>	<u>Per Diem</u>
	0	0	0	0	0

### Service Reports

Date	Type	By	Repairs Made
07/17/2012	Field Service	Tammy Williamson	Sent replacement board
To Spec?	No		Comment
			0

### Warranty Materials

Quantity	Stock#	Description	Price	Unit	Amount
1	201003	Pump Control Board 20 Min.	22.09	Each	22.09

Total Material Cost: **\$22.09**  
Shipping Cost: **\$35.30**  
Total: **\$57.39**

### Materials Received

Quantity	Stock#	Description
1	201003	Pump Control Board 20 Min.

### Action

Date	Type	Description
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### Investigations

Date	Type	Description
07/01/2015		Pump control air actuated switch failure (after 2009)