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<b>LOCATION</b>		<b>SITE</b>	<b>BILL TO:</b>	
Houston Forensic Science Center 500 Jefferson St Houston, Houston, TX 77002 United States Mr. James Miller, jmill@houstonforensicscience.org			Customer	
Service Rep: Busch, Lisa		Service Type: Repair		Quality Level: Standard
Billing Type: Non-Billable		Payment Method: Service Contract		PO#: N/A
System ID	Manufacturer	Model	Serial#	
GC/MS #3 - Dayong Lee's Dept., Toxicology	Agilent	G3170A	US92013456	
Additional Instruments				
<b>PROBLEM DESCRIPTION:</b>				
<p>Corissa Rodgers croddgers@houstonforensicscience.org +18329751245 Agilent/7890 &amp; 5975 After shutting down the instrument yesterday in preparation for Hurricane Laura, when trying today to bring it back up, the pressure is too high and it will not pump down. Shutdown procedure was to vent fully, then power down, close gas lines, unplug. We did the reverse, and can hear the pump turn on but the pump down window shows the pressure above 4000. We attempted to re-vent the MS (in the software) and it confirms the system is vented but we cannot open the side panel and no pressure is being released when turning the vent knob. Restarting the system and trying to pump down still shows pressure too high. Emailed with Lisa Busch this morning; she is coming onsite for another lab in our building Monday, if she can please add us to her schedule. Thanks.</p>				
<b>WORK PERFORMED:</b>				
<p>08-31-2020 System powered down upon arrival. Tightened vent valve, wiped side plate o-ring down with meoh and snugged up on interface nut in GC oven. Powered instrument up. Rough pump comes on as usual. Foreline pressure pulls down to below 100 mtorr. After starting to heat up the MS, the foreline pressure went up to around 130 mtorr. System has been down for 5 days. MS scans normally with no air leaks. Customer will tune 09-01-2020 and advise if further attention is needed. 9-1-2020 Customer advises that MSD has pumped down normally and autotunes as expected. Instrument operational.</p>				

Parts Total:

HOURS	RATE	TOTAL	
Labor Hours: 1.0	Labor Rate: \$342	Labor Total:	\$342
Travel Hours: 1.0	Travel Rate: \$342	Travel Total:	\$342
	Extended Travel: \$0	Misc. S&H:	\$0.00
	<b>NOT AN INVOICE, TAXES NOT INCLUDED</b>	Total Labor:	\$684
		Report Total:	\$684.00
		Credit Amount:	\$684.00

	<b>Balance Due:</b>	<b>\$0.00</b>
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