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Customer Contact:

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Invoice To:

Houston Forensic Science Center Inc
 500 Jefferson St Fl 13
 HOUSTON TX 77002-7300
 USA

SERVICE REPORT

Customer Purchase Order Number:	Customer Number: 70449002
Service Request: 8104257087	Service Request Date: April 26, 2022
Service Order: 6005333240	Service Confirmation: 6904193693

Delivery Site:

Houston Forensic Science Center Inc
 500 Jefferson St Fl 13
 HOUSTON TX 77002-7300
 USA

Direct Inquiries to:

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Location:

Room
Bldg
Lab
Dept

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Federal Tax ID: 77-0518772

Beneficiary Bank: Bank of America
 SWIFT: BOFAUS3N
 Beneficiary Account: 12331-31561
 Beneficiary Name: Agilent Technologies Inc

ORIGINAL

Service Confirmation Number: 6904193693

Service Confirmation Date: April 28, 2022

Service Instrument:

Model Number	Model Description	Serial Number	System Handle	Parent Asset
G3440B	Agilent 7890B Series GC Custom	CN15123149	1	SYS-GC-7890-E


Service Items:

Item	Service/Part #	Description	Qty	Entitlement	Service Start	Service End
1000	REPAIR	Repair	1.00	Agreement Entitlement - 100 % covered	04/27/2022	04/28/2022
1010	G3430-61851	Lead Free AC Power PCA	1.00	Agreement Entitlement - 100 % covered		

Additional Information:

After power cycling, the GC component will not turn on. When pressing the POWER button, the screen lights up briefly then shuts off again. We have repeated rebooting and tried the

Service Information: power on using another outlet. -BAM 5/19/2022

<p>Problem Description: After power cycling, the GC component will not turn on. -BAM 5/19/2022</p>		
<p>Service Provided: Found GC unable to power on stably. Found push rod aligned well and engaged with AC board. Suspect AC board replaced. After replacement, power on observed reliably and customer test sequence completed without issue. Repair complete</p>		
<p>Service Overview Code: Reason Code: HW Diagnosis Code: Electronics failure Resolution Code: Replacement part</p>		
<p>Reported Hours: 2.0</p>	<p>Travel Hours: 2.0</p>	
<p>Customer Field Service Representative Name: Jacob Hubbell</p>	<p>Customer Field Service Representative Signature: </p>	<p>Date: 28 Apr 2022</p>
<p>Customer Name: Brooke Mendenhall</p>	<p>Customer Signature:</p>	<p>Date: 04/28/2022</p>
<p>Additional Comments: Corrections made off-site on 5/19/2022. -BAM 5/19/2022</p>		