

[www.fsaservice.com/forms/warranty.pdf](http://www.fsaservice.com/forms/warranty.pdf)

[How was your experience with Full Spectrum?](#)



LOCATION		SITE	BILL TO:	
City of Scottsdale, Police Department 7601 East McKellips Road, Scottsdale, AZ 85257 United States Erika Canonico, ECanonico@scottsdaleaz.gov			Customer	
Service Rep: Hong, Ryan		Service Type: Repair		Quality Level: Standard
Billing Type: Non-Billable		Payment Method: Service Contract		PO#: N/A
System ID	Manufacturer	Model		Serial#
GC w/ HS	Agilent	G4556A		US14173023
Additional Instruments				
PROBLEM DESCRIPTION:				
Run stopped due to dropped vials. Can you please check the vial tray for any issues				
WORK PERFORMED:				
Upon arrival, 1 vial had been dropped and another was stuck in the autosampler gripper. Removed the vial from the gripper and replaced the dropped vial. Returned all vials in the oven. Verified tray calibration with the blue leak test vial in multiple locations in the tray. Noticed the alignment was slightly off, with returning vials clipping the back of the tray as it placed vials. Removed customer tray and vials and performed the tray calibration. The automatic tray adjustment adjusted the rail offset by -5 units. Re-installed the trays and verified calibration in numerous positions. Performed numerous movements within the autosampler including movements to and from the oven, priority positions, barcode reader and various vial locations. The system is operational and returned to the customer for testing and use.				

Parts Total:

HOURS	RATE	TOTAL	
Labor Hours: 1.0	Labor Rate: \$342	Labor Total:	\$342
Travel Hours: 0.0	Travel Rate: \$342	Travel Total:	\$0
	Extended Travel: \$0	Misc. S&H:	\$0.00
	<b>NOT AN INVOICE, TAXES NOT INCLUDED</b>	Total Labor:	\$342
		Report Total:	\$342.00
		Credit Amount:	\$342.00
		<b>Balance Due:</b>	<b>\$0.00</b>