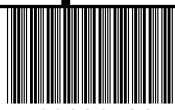




# Service Report



00086486

## Customer Information:

Trionara Technologies AB  
Ali Noorali - Sales  
Laxfiskevägen 6, Partille, 43338  
Sweden

CID:  
Tel: +46-31-135514  
Email: ali@somerfordelectronics.co.uk  
PO#: N/A

## Service Performed by:

Masimo International Sarl  
Svärdvägen 15  
SE-182 33 Danderyd Sweden  
Attn: RMA Services  
+46 8 544 98 150  
TechService-SE@masimo.com

---

**Product:** Qty: 1      **PN:** 800101      **SN/Lot#:** 262746

**Reported Description:** sensor Error

**Investigation Result:** No visual damage.

The reported issue was duplicated.

The pump is running high and low repeatedly.

The problem is related to an internal occlusion. The internal occlusion cannot be removed due to the construction of the unit and therefore it is not possible to repair.

**Action(s) Taken:** This unit is out of warranty and will no be replaced.

**Shipped Software Revision(s):** NA

**Investigation and Acceptance Procedure(s) Followed:** Product tested to Masimo specifications.

---

**Repaired by:** Hasselstroem, Johan (jhasselstroem)

**Date of Service:** 01-Feb-19

---

## Frequently Asked Questions:

- Why did I receive a product with a different serial number than what was originally sent in?
  - Due to several factors, some product sent in for repair may be replaced.
- What were the investigation results on the product originally sent in?
  - Investigation results will be included in a Service Report and returned with product that has been repaired. If a product is replaced, a Service Report may not be available at the time of product return.
- What should be done after a repaired or replaced product has been received?
  - Follow the Setup procedures contained in the Operator's Manual prior to placing this product into service.



# Service Report



00086486

## Customer Information:

Trionara Technologies AB  
Ali Noorali - Sales  
Laxfiskevägen 6, Partille, 43338  
Sweden

CID:  
Tel: +46-31-135514  
Email: ali@somerfordelectronics.co.uk  
PO#: N/A

## Service Performed by:

Masimo International Sarl  
Svärdvägen 15  
SE-182 33 Danderyd Sweden  
Attn: RMA Services  
+46 8 544 98 150  
TechService-SE@masimo.com

---

Product: Qty: 1 PN: 800101 SN/Lot#: 262609

**Reported Description:** sensor Error

**Investigation Result:** Visual inspection shows that the front label has been removed, which indicates that unit has been opened by customer.

Reported issue was duplicated.

It is not possible to locate the origin issue due to the fact that the unit has been opened. The components inside the unit may have been affected.

The flow is incorrect on arrival which is related to an internal occlusion. The internal occlusion cannot be removed due to the construction, and therefore we are not able to repair the unit.

**Action(s) Taken:** Units that have been opened by customer are not covered by warranty so the unit will not be replaced.

**Shipped Software Revision(s):** NA

**Investigation and Acceptance Procedure(s) Followed:** Product tested to Masimo specifications.

---

**Repaired by:** Hasselstroem, Johan (jhasselstroem)

**Date of Service:** 01-Feb-19

---

## Frequently Asked Questions:

- Why did I receive a product with a different serial number than what was originally sent in?
  - Due to several factors, some product sent in for repair may be replaced.
- What were the investigation results on the product originally sent in?
  - Investigation results will be included in a Service Report and returned with product that has been repaired. If a product is replaced, a Service Report may not be available at the time of product return.
- What should be done after a repaired or replaced product has been received?
  - Follow the Setup procedures contained in the Operator's Manual prior to placing this product into service.



# Service Report



00086486

## Customer Information:

Trionara Technologies AB  
Ali Noorali - Sales  
Laxfiskevägen 6, Partille, 43338  
Sweden  
  
CID:  
Tel: +46-31-135514  
Email: ali@somerfordelectronics.co.uk  
PO#: N/A

## Service Performed by:

Masimo International Sarl  
Svärdvägen 15  
SE-182 33 Danderyd Sweden  
Attn: RMA Services  
+46 8 544 98 150  
TechService-SE@masimo.com

---

Product: Qty: 1 PN: 800101 SN/Lot#: 256411

**Reported Description:** sensor Error

**Investigation Result:** Visual inspection shows that the front label has been removed, which indicates that unit has been opened by customer.

Reported issue was duplicated.

It is not possible to locate the origin issue due to the fact that the unit has been opened. The components inside the unit may have been affected.

There is a crack in the flex part leading to the emitter PCBA which causes the emitter voltage to be very low triggering the sensor error alarm.

**Action(s) Taken:** Units that have been opened by customer are not covered by warranty so the unit will not be replaced.

**Shipped Software Revision(s):** NA

**Investigation and Acceptance Procedure(s) Followed:** Product tested to Masimo specifications.

---

**Repaired by:** Hasselstroem, Johan (jhasselstroem)

**Date of Service:** 22-Jan-19

---

## Frequently Asked Questions:

- Why did I receive a product with a different serial number than what was originally sent in?
  - Due to several factors, some product sent in for repair may be replaced.
- What were the investigation results on the product originally sent in?
  - Investigation results will be included in a Service Report and returned with product that has been repaired. If a product is replaced, a Service Report may not be available at the time of product return.
- What should be done after a repaired or replaced product has been received?
  - Follow the Setup procedures contained in the Operator's Manual prior to placing this product into service.



# Service Report



00086486