

Fault Report
Fault detail and diagnostics

Customer:	Report No.
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Date:	Time: (GMT)
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Product:

Serial Number	Fault Severity level:
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Severity 1 – the Product is not operational, or if operational, there is serious risk to on-air performance.

Severity 2 – the Product is operational, but a major subsystem or component is not operational, or there is an issue that creates a serious risk to on-air performance, but the issue occurs infrequently.

Severity 3 – the Product is operational, but a minor feature or functionality is operating incorrectly.

Severity 4 – the Product is operational but nuisance level inconsistencies exist, such as documentation errors or inconvenient work-rounds.

Severity 5 – for record keeping. A defect is reported, but in fact no fault exists.

Description of Fault

Hardware serial numbers/Description

PCB TYPE:	Serial No:

Please indicate other hardware issues and or serial numbers:(if not applicable stike through)

Power supply serial No	Fan position (1ru 1-6 front to back) (3ru 1-5 left to right)	Other(please detail)

Further Investigation/Fault Diagnosis instructions

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**Fault Report
Remedial Action and fault report**

Customer:	Report No.
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Product:

Serial Number	
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Return unit for repair:	Return component for repair:	RMA No
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Remedial action required
Replacement Hardware serial numbers/Description

PCB TYPE:	Serial No:

Please indicate other hardware replacements and or serial numbers:(if not applicable stike through)

Power supply serial No	Other(please detail)

Engineering report :

Charges	Parts	Labour	Carriage	Total

Warranty repair y / n	Charge to Customer y / n
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Report number closed by service dept	Date:	Closed By:
Report closed by customer	Date:	Closed By: