

M&R Service Dept

To: M&R Parts Department – M&R Service

Doc # SM 2015- 0309

From: M&R Service Dept.

Date: 03-19/2015

Re: ***EXERGEN***

Exergen Customer Return Questionnaire

It is important that we fill out the following questionnaire, in its entirety, before we can approve any RGA for Exergen Sensor #1012041A. We have attached a form for this purpose.

In addition, we require that these documents be attached to the return ,and stored digitally within our system.

It is expected that we follow this procedure for all future returns of this item.

Thanks,

Mike Sonera
General Manager
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The M&R Companies
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Date _____

M&R Parts/Service Associate _____

Equipment Serial # _____

M&R Customer # _____

Customer Contact Requesting Return _____

EXERGEN

- Is Alarm **AL3** being displayed?
 - Upon Start Up Yes _____ No _____
 - After a set amount of time? How long before AL3 _____
- Have you cleaned the sensor tip? Yes _____ No _____
 - Detail how it was cleaned? _____
- (Suggest they clean sensor tip with Q-Tip and alcohol)
- Have you cleaned your blowers and filters? Yes _____ No _____
- Does the sensor exceed its controller set temp? Yes _____ No _____
 - By How Many Degrees? _____ Degrees F/C
- Does the sensor temperature displayed on the controller fluctuate?
 - By How many Degrees? _____ Degrees F/C
- Does the sensor temperature displayed on the controller change? Yes _____ No _____

Customer claimed concern with sensor:

