



647 E. Young Santa Ana, CA 92705 • Toll Free: 800-297-2241 • Fax: 714-549-7835

Telemetry Service Form

<p>Tenacore requires that this form be completed and included with each repair sent to its service center. Please be sure to include the name and telephone number of a person who can respond to questions regarding the failure of this device. Feel free to call Tenacore should you have any questions and please retain a photocopy of this form for future reference.</p>			
Customer Name:			
Customer Telephone:		Model:	
Serial Number:		MAC Address (M4841A Only):	
What is the frequency of the unit?			
What model monitor are you using with your defective unit?			
Does the unit power on?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is the unit giving a reading?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is the reading intermittent?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If the unit has SPO2, is it giving a reading?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are there any physical damages to the unit including communication and ECG pins?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If so, what parts are damaged?			

Terms & Conditions:

1. For Philips M4841A/TRX please unassign the MAC address prior to sending for repair.
2. In accordance with county specific Transport Regulations, the customer is responsible for ensuring the product is clean and free of any biological hazards.

Tenacore Use only

SO# _____

Repairable

Un-repairable