

WARRANTY CLAIM FORM/PROBLEM REPORT
FOR
MEDICAL PRODUCTS AND COMPONENTS

PROPER COMPLETION OF THIS FORM IS VITALLY IMPORTANT TO THE PROMPT &
EFFICIENT HANDLING OF PRODUCT WARRANTY CLAIMS.

1. This claim form, properly completed, must accompany any returned Product and be received by Communications & Power Industries Canada Inc. ("CPI") prior to expiration of the adjustment period. Compliance with this requirement assures the user of the most prompt and thorough service possible. **A Product returned within the adjustment period, but without a completed copy of this Warranty Claims Form, will be treated as out of warranty.**

2. Complete the following information regarding the product to be returned.
 - A. Company name: _____
 - B. Contact name: _____
 - C. Date: _____
 - D. Phone #: _____
 - E. Email: _____
 - F. Fax #: _____
 - G. Serial Number of product: _____
 - H. Part Number of product: _____ Revision: _____
 - I. Description of part: _____

General Questions

1. Date event occurred? _____
2. Did failure/ malfunction occur during a procedure? _____
3. Was the procedure delayed? If so for how long? _____
4. Did failure or malfunction result, or contribute to a serious injury to the patient or healthcare personnel? _____
5. Was the patient or healthcare personnel exposed to unnecessary radiation?

Failure / Malfunction Information

1. Please explain the specific failure symptoms and your thoughts on the failure mechanism. (i.e. Does the problem appear in the high voltage oil tank, inverter section, DSS or cables? Is there any evidence of over heating?)

2. How long has the unit been installed in this location and state the location?

3. Record the last 5 error messages with times from the error log. _____

4. Repair or replacement to be sent to:
Name: _____
Address: _____

Signature: _____
Date: _____

Return the completed form promptly to CPI Product Support for verification and assignment of Return Material Authorization number (RMA#). This approved form will then be returned to you and should accompany the returning Product to CPI.

Communication & Power Industries Canada Inc.
45 River Drive
Georgetown, ON
Canada L7G 2J4
Attn. Product Support/ Medical Products
For Customs Clearance Contact: CPI Customs & Traffic

Telephone: 905-877-0161
Fax: 905-877-8320
Email: marketing@cmp.cpii.com

From the United States use:

CPI
C/O SAM-SON Distribution
203 Eggert Road
Buffalo NY, 14215
Telephone: 1-800-677-25

CPI Authorization: _____
Date: _____ RMA#: _____