

TO: WMI INTERNAL

FROM: White Mountain Imaging, Technical Support

DATE: 02.19.2014

SUBJECT: Escalation Procedures for FUJI Unit Replacements

Product: ALL Units

Resolution:

Below is the **MANDATORY** information that FUJI will need in order to escalate severe issues that may require unit replacements. This information will need to be sent to **Chris Hamann** directly for his review. He will determine next steps in the process which may include additional troubleshooting an escalation prior to unit replacement. Once the information has been gathered please forward to **Scott Wilson** or **Duane Bartlett** and we will forward to Chris.

It is also **CRUCIAL** that Installation reports be filed by the dealer **immediately after install** so FUJI can get the units entered into their systems.

- **RU serial number**
- **RU installation date**
- **Date the problem began**
- **Were any changes made before the problem began, including any environmental changes (network settings, IT work, etc.)**
- **Exact date and time (in the captured log set) that the problem occurred**
- **List of any error codes that the user saw**
- **Does it happen with all of the IPs/Cassettes the customer has, or only certain one(s)**
- **Does it only happen with 1 particular size of IP/Cassette, or does it occur with all sizes (and indicate which sizes the customer has)**
- **What has been done so far to address the problem, including a list of any parts replaced**
- **Any other pertinent information to the particular issue**

