

# One Stop Resource

Ph: (336) 472-6771 Fax: (336) 472-6775

**Company:** \_\_\_\_\_  
**Contact:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_  
**Fax:** \_\_\_\_\_

**Attention:** Repairs  
**Of:** One Stop Resource  
**Phone:** 877-434-6771  
**Fax:** 336-472-6775

This form is to help the engineers in assessing the problems the unit(s) you have sent in to OSR for repair. The little time you take to fill this form out can reduce the turnaround time for your repair. If you have any questions in regards to this form feel free to give us a call and we will be glad to answer any questions you may have. Thank you in assisting our technicians with the repair of your unit.

<u>Manufacturer</u>	<u>Part Number</u>	<u>Description of Problem</u>

During the course of doing a repair, the engineers sometimes have the following questions. In an effort to speed up the repair process we are asking these questions in advance. If you answer NO to any of these questions it does not mean that we cannot do your repair, but will stop any delay time in contacting you later if the engineer does ask.

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|---|-----|----|
| Are you or your customer in a down situation?         | YES | NO |
| Do you or your customer have a spare unit?            | YES | NO |
| Do you or your customer have a manual for the unit?   | YES | NO |
| Do you or your customer have schematics for the unit? | YES | NO |
| Do you or your customer have any hook up information? | YES | NO |
| Do you or your customer have any programming info?    | YES | NO |