

ACCUTRACKER MAINTANENCE:

Generally, if an Accutracker is running well, it should be serviced about every 18 months. If a unit has been running poorly or is not working at all, it should be serviced right away. Use the Accutracker Use Logs to determine when a service is necessary. Gather whatever units are in need of service and whatever units are running well but haven't been serviced in some time (send three or four at a time).

1. Make sure that each component of each unit is labeled with the unit number (unit, cable, microphone, and ECG leads).
2. In Word, open the template of the letter to Suntech Service Department. It is on the Reviewer computer at C:\BP Study\ Suntech\ service letter.doc
3. Change the heading lines to reflect the correct information. In the body of the letter, describe each of the units being sent by unit number and what problems they have had. Be sure to note that the service department should call if any additional maintenance is required. **KEEP IN MIND THAT THE PURCHASE ORDER NUMBER ON THE LETTER EXPIRES MARCH 31 OF EACH YEAR.** New purchase order numbers come from Linda and are found in the blue Central Supply and Blanket Orders binder.
4. Print the letter onto Sleep Cohort Study letterhead and make one photocopy. Pack the letter along with the Accutrackers to be serviced into a sturdy box. Fill out a FedEx mailer using the following example and affix it to the box. **MAKE SURE TO FILL IN A LARGE AMOUNT FOR THE DECLARED VALUE OF THE SHIPMENT!**
5. Call 1.800.GOFEDEx to arrange for a pickup at the sleep lab.
6. On the Accutracker Use Log, make an entry in red pen detailing that the Accutracker has been sent in for servicing.
7. The service department may call within a week to explain what service needs to be done on the units. You can OK the work, or ask Mae and get back to them, use you own discretion. Generally, a total cost of at least \$800 for servicing four units is expected. If one unit is going to cost more that \$1000 to repair, definitely check with Mae first.
8. When the units are returned, ensure that all of the components are attached to the proper units (sometimes they switch things around). If any components are new, label them with the unit number and the date received.
9. On the Accutracker Use Logs, enter in red pen that the units have been returned from service, what components are new, and that the unit has checked out OK. An example of such an entry follows.
10. If the unit still has the same problem after it has been serviced, send it in again right away, explaining that the unit had just been worked on for the same problem. The unit should be serviced again free of charge.