



2555 Industry Lane, Norristown, PA 19403  
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## SERVICE REPORT# 331920

<b>Location</b>	USAFRC CCS 15107	<b>Service Order</b>	50005817	<b>Agreement / Type</b>	
<b>Address</b>	700 ORDINANCE ROAD	<b>Service Date</b>	03/28/22	<b>Technician</b>	DAN HAINEY
<b>City</b>	BALTIMORE	<b>Customer #</b>	TID003	<b>Skill Level</b>	
<b>State</b>	MD	<b>Customer PO</b>	WO 16779	<b>Union</b>	
<b>Zip</b>	21226	<b>Cust Phone</b>	703-565-8472	<b>Service Complete</b>	N
<b>Contact</b>		<b>Sales Rep</b>		<b>Visit Complete</b>	Y

**Problem Description:** DDC(CONTROLS) CONDUCT COMMUNICATION NETWORK DIAGNOSIS OF 1ST FLOOR VAV BOXES AND EXHAUST FANS \*NTE\*

**Visit Resolution:** Onsite work. Found AHU-1 JACE unresponsive. Unable to login into station or platform but able to ping. Connected serial shell and rebooted station with same issue. Performed FTP clean.tar.gz and npm6xx.image transfer procedure. Process was successful and was able to login into platform. Recommissioned JACE and installed backup station. Platform unreachable. Recommend that controller hardware is replaced.

*Allocation of charges is subject to change based on management review of the actual agreement coverage if applicable.*

### LABOR

	Billable	Agreement Covered/Nonbillable
Regular Hours	8.00	0.00

Visit  
Approved  
By:

Signed By: Daniel Hailey

Date: 03-29-2022 Time: 06:56

## TERMS, CONDITIONS and LIMITATIONS

The following Terms and Conditions apply only to NON-AGREEMENT WORK, authorization for which is given by the Customer's signature in the block on the face hereof. Work performed under Maintenance Agreements, Fixed- Price Agreements and/or Time and Material Agreements shall be governed by the Terms and Conditions contained in the agreement executed by the Contractor and Customer.

Customer will provide reasonable means of access to the equipment and allow Contractor to start and stop the equipment as necessary to perform our required services.

Customer agrees to pay for all services rendered and materials or parts supplied at the current rates and prices in effect at the time services are performed. Payment is due upon the receipt of invoice.

Services are being performed as required by the Customer and it is specifically understood that Contractor has not had a previous opportunity to inspect the totality of the system, the equipment, or the maintenance records and that the work must be done immediately.

Contractor does not warrant the work performed against failures or against defects in the materials or workmanship provided. However, if any replacement part or item of equipment installed by the Contractor proves defective, the Contractor will extend to the Customer the benefits of any warranty the Contractor has received from the manufacturer; removal and reinstallation of any equipment or materials repaired or replaced under a manufacturer's warranty will be at Customer's expense and at the rates then in effect.

Any legal action against Contractor relating to this Agreement, or the breach thereof, shall be commenced within one (1) year from the date of the work.

In the event Contractor must commence legal action in order to enforce its rights under this Agreement, Customer shall pay Contractor all court costs and attorneys fees incurred by Contractor.

THERE ARE NO WARRANTIES, STATUTORY, EXPRESS OR IMPLIED, IN CONNECTION WITH THE WORK PERFORMED HEREUNDER; AND SOLE AND EXCLUSIVE REMEDY OF THE CUSTOMER FOR FAILURES OR DEFECTS IN THE WORK PERFORMED IS TO HAVE THE WORK REDONE AT THE CUSTOMER'S EXPENSE.

UNDER NO CIRCUMSTANCES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE), EQUITY, OR OTHERWISE, WILL CONTRACTOR BE RESPONSIBLE FOR DAMAGES ARISING FROM LOSS OF USE, LOSS OF PROFIT, INCREASED OPERATING OR MAINTENANCE EXPENSE, CLAIMS OF CUSTOMER'S CLIENTS, OR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES.