



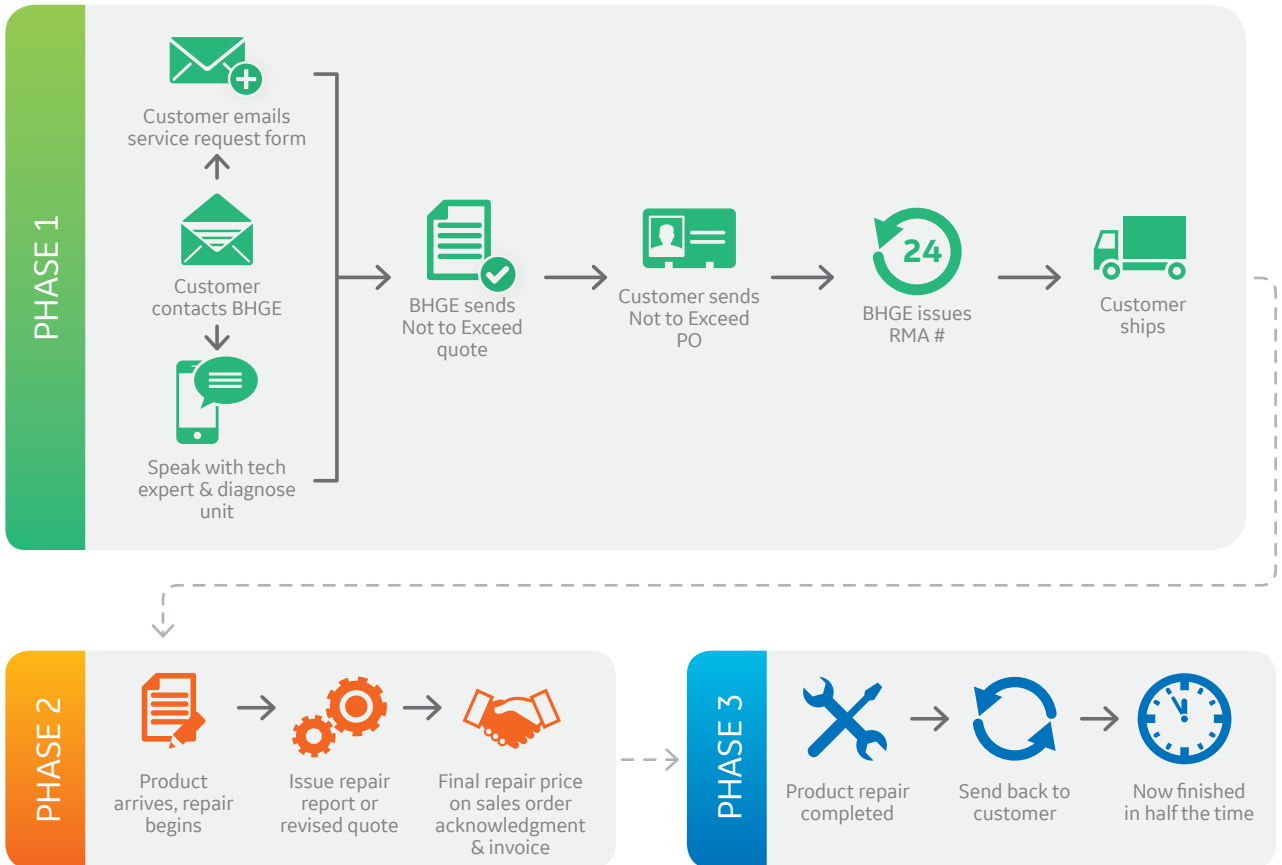
FREQUENTLY ASKED QUESTIONS

AVAILABILITYWORKS!

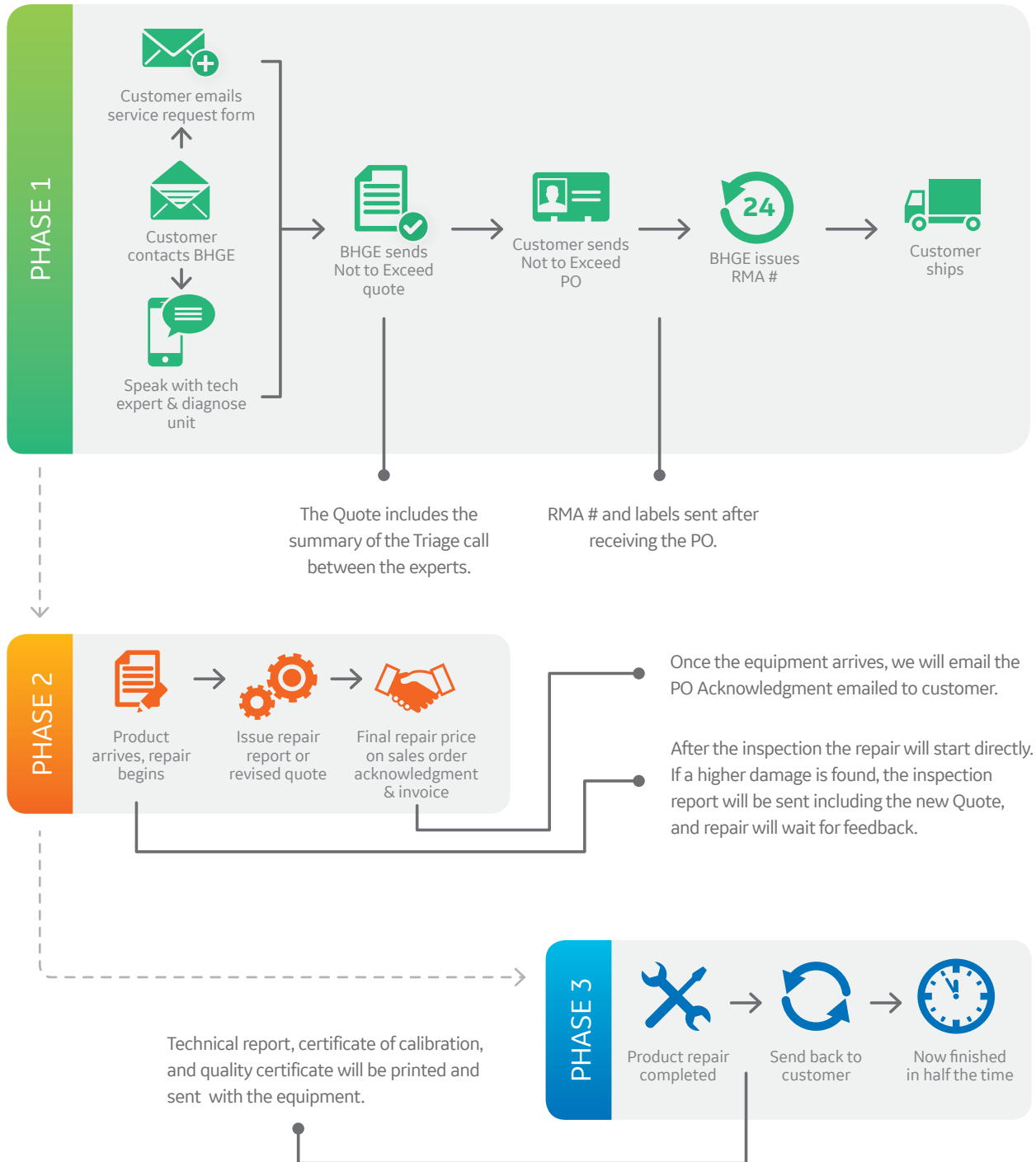
BHGE VideoProbe™ and Ca-Zoom™ Improved Repair Service Experience.

STREAMLINED REPAIR PROCESS

BHGE is simplifying the repair process. By giving you immediate quotes, we help you create a Not to Exceed PO to send BHGE before you are issued a RMA #. Keep your assets with you longer and let BHGE move from evaluation to repair price. 90% of final repair prices are at or below original quoted price.



Which Communication Will I Receive Through the RVI Repair Process?



Which Information Will Be Included in a RVI Quote?



1. The **primary contact** as provided by the equipment owner.

Section 1: Primary Contact¹

Email:

First Name:

Last Name:

Phone Number: [Ext]

Ship-To Address:

City, State, Zip: [Country] USA



2. **Product information** as supplied by the equipment owner.

Section 2: Product Information²

System Information Model and serial numbers for the major devices to be serviced from a single Videoprobe system.

Model Number	Serial Number
1. MVV04P6130	1111A2222
2. MVV00CH	153304444



3. **Not to Exceed (NTE) price estimate.**

Section 3: Price

Repair Price (NTE) ³	Price
Repair Sub-Total: <input type="text"/>	Repair Tar Required: 3 <input type="text"/>
Total Price (NTE)³	\$9,900

Payment Method: Purchase Order

Conditions: The price quoted above is subject to the accuracy of Sections 2 and 4. See Footnotes for more information.



4. **Reason for return.** This is the failure description as provided by the equipment owner.

Section 4: Reason for Return

Reason for Return⁴ Details of the failure experienced by the customer:

Performance Requirements⁴ Checked boxes indicate the statement is "True", blank indicates "False".

- Image Quality, Performance Requirements - When repairs are done, we expect the Image Quality of our probe to meet the same specifications as when it was new.
- Articulation Quality, Performance Requirements - When repairs are done, we expect our Videoprobe to Articulate to the same specifications as when it was new.
- Leak Integrity, Performance Requirements - When repairs are done, we expect our videoprobe to meet the same Leak Integrity specifications as when it was new.
- Physical Damage - After inspecting the camera assembly, articulation section, insertion tube, and housings of our Videoprobe we found signs of damage.

In House Service Team Phone: +1 281-542-3650
 NAM Remote Visual Inspection Email: NAMService@bhge.com

BAKER HUGHES a GE company

AvailabilityWorks[®] Service Quote #: Z0920324A

Quote date: 12/12/2018
 Quote valid through: 12/24/2018

Section 1: Primary Contact¹

Email:

First Name:

Last Name:

Phone Number: [Ext]

Ship-To Address:

City, State, Zip: [Country] USA

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- Leak Integrity, Performance Requirements - When repairs are done, we expect our videoprobe to meet the same Leak Integrity specifications as when it was new.
- Physical Damage - After inspecting the camera assembly, articulation section, insertion tube, and housings of our Videoprobe we found signs of damage.



Additional clarifications for the repair scope are explained in the repair report.

What is in the RVI Repair Report?

REPAIR REPORT & CERTIFICATE OF CONFORMANCE



GE Inspection Technologies LP
721 Vision Drive
 Skaneateles, NY 13152-6475
 T +1 281-942-3690
NAMService@bhe.com

REPORT TO:
 Customer: GE
 Contact: Customer #01
 E-mail: customersupport@bhe.com
 Phone: 000-000-0000

SELLER RMA NO:
 20001009388
SELLER QUOTE NO:
 20920324
REPORT DATE:
 7-Dec-2018

Customer Requirements - System Details:
 Probe requires repairs for functionality. Please check system for calibration specs.

Quote Date: 11/07/2018
Quote Total: \$9,900
Repair: Tier3 29,900
Acry: 0 50
Upgrade: 0 50

Customer Requirements - Performance Criteria:
 Our Technician has evaluated your system based on the Customer Requirements - Symptom Details (above) and the Performance Criteria (below). These Symptom Details and Performance Criteria were provided to us in either a Service Request Form or during a live call. This information was also presented in your quote.

- Yes Image Quality, Performance Requirements - When repairs are done, we expect the Image Quality of our probe to meet the same specifications as when it was new.
- Yes Articulation Quality, Performance Requirements - When repairs are done, we expect our Videoprobe to Articulate to the same specifications as when it was new.
- Yes Leak Integrity, Performance Requirements - When repairs are done, we expect our videoprobe to meet the same Leak Integrity specifications as when it was new.
- No Physical Damage - After inspecting the camera assembly, articulation section, insertion tube, and housings of our Videoprobe we found signs of damage.

Product Evaluation
 The following represents our Technician's findings when evaluating your product. Our Technician evaluated your product to factory specifications for those Symptom Details and Performance Criteria listed above. Required Repairs plus any Accessory or Upgrade Purchases will be addressed during this Service event.

Model Number	Serial Number	Description	Sell Date	Last Repair	Warranty Determination
MVQA4130	111142322	Mentor Visual IQ Probe 6.1MM X 3M	11/14/17	N/A	NWR New Equip. warranty expired

Evaluation Findings

Required Repairs	Description	Tier
RIQ-40-46	RIQ-40-46	3
RIQ-4030-26	Camera Replacement	3
RIQ-4030-04	Insertion Tube & Bending Neck	3

Warranty Determination

Warranty Determination	Tier
NWR New Equip. warranty expired	3

Blk

Blk	Tier
Keypad, Monitor Base Assembly	3

Tech Comments: TORN JOYSTICK ROOT BEING REPLACED.

Accessories Received

Model	Description	Serial No.	Expires	Model	Description	Serial No.	Expires
MVQA4HOLDER	Mentor Visual IQ SYSTEM HOLDER			MVQAMAGICARM	Mentor Visual IQ MAGIC ARM KIT		
XA BALL	Sonnet Ball			MVQABATT	Mentor Visual IQ Battery Pack, 2 Hr	17681269	
MVQABATT	Mentor Visual IQ Battery Pack, 2 Hr	17681435		MVQACPOUCH	Accessory pouch-mentor visual IQ		
MVQACASE-WS	Mentor Visual IQ Workstation Case			MVQAPOLE	Mentor Visual IQ POLE FOR WS CASE		
MVQATPCASE-40	Mentor Visual IQ 4.0 MM OPTICAL TYP CASE			XAL31	3.9mm Griggar		
GIR-411	4 Drem Right Guide Tube, 16.75"			TAB03F	Head Guard 00 (Doc End)_35mm-1st		
MVQOCHARGER	Mentor Visual IQ Battery Charger 8 Rev			MVQOCHARGER	Mentor Visual IQ Battery Charger 8 Rev		

Accessory Evaluation
 No accessory failures observed and no accessory repairs required.

Technicians Inspection: Geoff Carvey Quality Ck: Barry Martz	Sales: US Customer Care Group +1 281-942-3690 NAMService@bhe.com	Pricing Results \$9,900 USD Repair Price \$0 USD Tier3 Accessory & Upgrade Purchases \$9,900 USD Total
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Certificate of Conformance

I certify that all required repairs have been performed and meet specifications. I certify that all accessories received have been included in the return shipment unless being replaced during this service event. I further certify that any accessories purchased meet specifications and have been included in the return shipment and any upgrade purchases have been performed and meet specifications.



Customer Requirements - Performance Criteria.

This is the information provided by the equipment owner detailing the reason for return (Image Quality, Articulation, Leak Integrity, Physical Damage).



Detailed results of the equipment as evaluation by the technician.



Description of repair and replaced parts.



Final price paid by equipment owner.

Our Goal: Simplify the Repair Process

Remote Visual Inspection

TIER 1 MINOR REPAIRS

- All parts and labor for any issues identified during the triage; does not include replacement of a VideoProbe insertion tube or camera.
- Maintenance on the unit to ensure it has the latest software and achieves the highest level of performance.
- Factory Repair Warranty will apply.

TIER 2 MID-LEVEL REPAIRS

- All parts and labor for any Tier 1 issues identified during the triage, plus replacement of VideoProbe insertion tube or camera.
- Factory recalibration of any measurement lenses to replaced cameras.
- Maintenance on the unit to ensure it has the latest software and achieves the highest level of performance.
- Factory Repair Warranty will apply.

TIER 3 MAJOR REPAIRS

- All parts and labor for any Tier 1 & 2 functional issues identified, plus replacement of VideoProbe insertion tube and camera.
- Factory recalibration of any measurement lenses to replaced cameras.
- Maintenance on the unit to ensure it has the latest software and achieves the highest level of performance
- Factory Repair Warranty will apply.

System upgrades, adding additional functionality, and tip-only calibrations are available.

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