

**ImageVision, Inc. - CSR**  
**CUSTOMER SERVICE REPORT**

|                      |  |                     |          |                  |          |
|----------------------|--|---------------------|----------|------------------|----------|
| <b>IV Project #:</b> | LG31034 - S&S CSR0385                      | <b>IV Ship Date</b> | 02/01/06 | <b>CSR Date:</b> | 02/14/06 |
| <b>Contact Name:</b> | Customers Name Here                        |                     |          |                  |          |
| <b>Company/City</b>  | Example - Large Chemical Plant_Houston, TX |                     |          |                  |          |

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|--|--|
| <b>Complaint:</b>  | <b>Record all customer comments below - Assure customer you'll open a CSR record &amp; review/respond promptly.</b>  |
| 1. List detailed & specific customer description of each issue/problem separately. | laminates on two units of the consoles are "bubbling up"; customer sending photos<br>Fabricator/Assy open CSR 0385 getting new laminate & will send onsite person to make repair   |
| 2. Assume nothing - just get & record details.                                     | After initial repair, customer called back with laminate coming loose again  |
| 3. Don't offer opinions, or speculate about causes or resolutions.                 | After Mgr Quality made on-site f/u repair visit he felt adhesive was OK & paint was OK but needed to change laminate gap specs. see email of 3/14/06 Also determined thru heat cycle testing the laminate/laminate substrate was not defective |

| <b>List all Root Cause Analysis &amp; Actions Taken To Correct</b>   | <b>Person Responsible</b> | <b>Date Assigned</b> | <b>Completion Date</b> | <b>Action Taken: To Resolve &amp; Not Repeat</b>  |
|--|---------------------------|----------------------|------------------------|---|
| Problem/Cause 1: inspection onsite leads him to believe the root problem is that the laminates have been cut too large in order to minimize the side gaps (which are more visible on light colored laminates like this job). We do not get enough side & back gap to let laminate change with temp/humidity w/o buckling up inside recessed area | Mgr Quality               | 3/7/2006             | 3/14/2005              | Corrective Action 1: Cut new replacement laminates with larger gaps on sides & back & replaced<br><br>Brian suggest we keep front edge of laminate flush with front bezel of worksurface to minimize wrist irritation. Brian passed along his recommendatio re max/min gap spec for future laminate sizes |
| Problem/Cause 2: Dare R email to Ken H on 3/27/06 asking him to initiate ECN to change laminate drawing dims; add an installation note re the specs recommended by Mgr Quality   | Ken H/Engineer            | 3/27/2006            |                        | Corrective Action 2:<br>1. Change Form part Dwg dims & add note re gap spec   |
| Problem/Cause 3:   |                           |                      |                        | Corrective Action 3:  |

**File Completed & Closed By:**  **Date Closed :**

**DAR REVIEW**  
(Initial in Box when Closed)

**Resolution Comments:**