

## Factory Communication

**Factory:** MSD - Madison  
**Model:** FTIR  
**Instrument:** FTIR Systems  
**Author:** Ali Yilmaz

**Date:** August 17, 2020  
**Product Line:** FTIR  
**Revision Level:** 00  
**ECCN #:** EAR99

**FC #:** IR5092

**Read and Understood is:**  Required  Not Required

**Notice:** [Please read the safety statement before following this procedure](#)

### Title: FTIR Issue Tracking Form – Thermo Employees

#### Issue

The Madison product focus team needs your help to provide information after a system repair which include replacement of the following parts:

- Detector
- Laser
- Interferometer

We are currently collecting data for only these service parts as they are the heart of the optical engine.

The response you provide will help to identify and provide the basis for root cause analysis and corrective action. We can then be proactive in monitoring real time part failures of critical parts as they occur in the field. We will request that you complete an online MS Teams Form by answering 6 easy questions.

The focus team may reach out to you for additional information, including the request to have the defective part returned to the factory for evaluation.

Click [here](#) to access the form. Please check the box at the end of the form before submitting the form to receive an email receipt of your response.

**Tip:** The **issue tracking form** is created using MS Teams application. This will make it easy to complete and to help monitor the results that are entered via your laptop or phone. If you don't have the App on your phone, please visit your phones App store to download.

**This technical communication has been reviewed and approved by the Unity Lab Services Global Service Product Support Group. Any technical questions or comments regarding this communication must be directed to the respective product line support group. Any questions regarding the distribution of this communication or administrative questions should be directed to [uls.sps@thermofisher.com](mailto:uls.sps@thermofisher.com).**

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## SAFETY STATEMENT

Thermo Fisher Scientific products have been designed to meet all safety requirements applicable to industrial electrical, laser, motorized stage, chemical, radiation devices, etc. However, potential hazards exist in the operation and service of all electrical equipment. In addition, Thermo Fisher Scientific products and the OEM equipment built into it present potential hazards specific to their modes of operation.

Thermo Fisher Scientific provides information about its products and the potential hazards associated with the use and care of these products. The instructions and information presented in service manuals and procedures are intended to help the service technician develop safe practices for working on Thermo Fisher Scientific equipment. NOTES, IMPORTANT, CAUTIONS and WARNINGS are an integral part of the instructions and in accordance with federal, UL and industry standards, are used as follows:

- **NOTES:** Notes contain helpful supplementary information.
- **IMPORTANT:** Follow instructions with this label to avoid damaging the system hardware or losing data.
- **CAUTIONS:** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **WARNINGS:** Indicates a hazardous situation which, if not avoided, could result in death or serious injury

Field service engineers must be thoroughly familiar with and understand the safety procedures, know how to recognize hazardous or potentially hazardous conditions, and know how to take adequate precautions to protect themselves and others from possible injury while installing or servicing Thermo Fisher Scientific products.

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