RMA

Apogee Imaging Systems, Inc.

Apogee Imaging Systems, Inc.
151 N. Sunrise Ave.
Suite 902
Roseville, CA 95661
Phone: 916-218-7450

R3682

Customer:	UC San Diego
Created:	Wednesday, July 18, 2012
Expires:	

Status:	Fulfilled
Location Group:	Customer Service

#	Quantity	Part	Issue	Type	Resolution
1	1 ea	RMA ITEM(s) - RMA	Other (see notes)	Repair	Repaired

Parts Received
Rma Item1: Alta U42 with Nikon adapter.   SN: 101731
RMA Item2: Power supply (no cord).

Problem: Connection/detection problems following powerline disturbance.

Corrective action:
Replaced Cypress and 6 EEPROMS.
Replaced 16 bit IC and U109
Rebuilt camera to current MPI.
Camera fully tested.

Camera Test Report

Camera Serial Number 101731

Part Number D02F-MG43D-U04240-MB1A

Camera Series Alta **Interface** U

Sensor E2V CCD42-40

Sensor Serial Number 10251-09-05

Sensor Size 2048 x 2048

Test Date 8/14/2012

Tested by E. Valencia

Model 42

CCD Type Midband

Bits 16

Cooling 2 Stage

TEST DATA

Gain	1.2 (electrons per count)
Standard Deviation	8.49 (counts)
RMS Noise	10.4 (electrons)
Maximum Digitized Well Capacity	78K (electrons)
Bias level	1277 (counts)
120 Second Dark	1293 (counts; includes bias level)
Dark Current	0.16 (electrons per pixel per second)
Test Temperature	-17 (°C); **Delta** 42 (°C)

Firmware Version 33

MAC Address

DLL Version 5.3.351.2306

Shutter Type MG43

Finish: Back Nickel-plated

Finish: Front Blue Anodized

Configuration D02 **ConfigRev**

Drawing Rev PR3

Back Focal Distance (Physical) (inches)

Back Focal Distance (Optical) (inches)

Window D

Window Material Fused Silica w/MgF2

Notes

Refer to RMA#: R3682

Gmail
by Google

Allan Schweitzer <allan.schweitzer@gmail.com>

Re: sorry -- forgot to attach completed RMA Request form (Schweitzer) ! Here it is ...

3 messages

Everardo Valencia <Evalencia@ccd.com>   Mon, Jul 30, 2012 at 9:09 AM
To: Allan Schweitzer <allan.schweitzer@gmail.com>
Cc: figueroa@physics.ucsd.edu

Dear Allan,

Here is an update on your camera. The camera has been fixed, but unfortunately once we cooled the camera, it had moisture. The camera is currently being repaired for moisture and we will expedite this repair. Approximate time for repair ~ 1-2 weeks.

Everardo

From: Everardo Valencia
Sent: Tuesday, July 10, 2012 2:39 PM
To: Allan Schweitzer
Subject: Re: sorry -- forgot to attach completed RMA Request form (Schweitzer) ! Here it is ...

Dear Allan,

Please reference RMA#: R3682 when returning the camera and follow all shipping instructions on page 2.

Thanks,

Everardo

From: Allan Schweitzer
Sent: Tuesday, July 10, 2012 2:19 PM
To: Everardo Valencia
Subject: sorry -- forgot to attach completed RMA Request form (Schweitzer) ! Here it is ...

Thanks again,

- Allan Schweitzer

Allan Schweitzer <allan.schweitzer@gmail.com>   Mon, Aug 13, 2012 at 7:35 AM
To: Everardo Valencia <Evalencia@ccd.com>

re RMA # R3682 (Kleinfeld Lab/UCSD Alta camera repair)

How do things look? Were you able to resolve the moisture issue?

Please give me an update, and the cost of the repair.

Thank you,

- Allan Schweitzer

[Quoted text hidden]

Everardo Valencia <Evalencia@ccd.com>   Mon, Aug 13, 2012 at 8:49 AM
To: Allan Schweitzer <allan.schweitzer@gmail.com>
Cc: Marisa Bowman <mbowman@ccd.com>

Dear Allan,

We are in the final stages of testing your camera and should be ready to ship today if all goes well.
Marisa should be following up with you with sales order once the camera is ready for shipping.
The repairs are covered under warranty. So you only need to pay for shipping.

Everardo

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Sent: Monday, August 13, 2012 8:35 AM
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Apogee RMA correspondance

July 10 ALS → Apogee [support@ccd.com]

Please provide an RMA# and shipping address for return-for-repair of our Apogee Alta U42 CCD camera, S/N 101731.

The camera appears to have failed during a recent campus-wide electrical failure which also took out several other instruments and PC power supplies. We have been using the camera with a USB interface for some time prior to this incident. While the fans run when the camera is plugged-in, the LEDs do not illuminate, and Windows reports "USB device not recognized" when the camera is plugged into the PC. The diagnostic program USBView is also unable to recognize the camera. I re-installed the drivers, to no avail. I did not try the ethernet interface, as I lack an adapter for the mini-RJ45 jack.

Our host PC is an IBM ThinkPad T41 running WinXP Pro SP2 with 512 MB of RAM. We have been usng the Alta with MicroCCD v4.01 software to acquire images from a fluorescent microscope.

Thank you for your assistance,

July 10 Everardo Valencia → me

Please fill out the RMA Request form and once received we will issue you an RMA# for your return.

Jul 10 ALS → Everardo Valencia [evalencia@ccd.com]

I've attached the completed RMA Request form.
Please reply ASAP so I can ship this out to you tomorrow, before leaving for vacation.

I will ask Dr. Celine Mateo in our lab to follow-up with you during my absence.

Apogee
IMAGING SYSTEMS

Return Material Authorization Request

Request Date: 7/10/2012

REQUESTING FOR		
Replacement Exchange	Repair Credit Demo Return	
CUSTOMER INFORMATION		
*Company Name:	Univ of Calif San Diego	*Phone:	858.534.3562
*Contact Name:	Allan Schweitzer	Fax:	858.534.7497
*E-mail:	als@physics.ucsd.edu	PO:	
*Company Address:	9500 Gilman Drive Dept 0374 La Jolla, CA 92093-0374	*Return Address:	Room 7108 Urey Hall Univ of California San Diego 9500 Gilman Drive Dept 0374 La Jolla, CA 92093-0374

DEVICE IDENTFICATION	
*Product Model/Description	*Unit Quantity
Alta U42 S/N 101731	1

NONCONFORMANCE REPORT	
*Serial Number/Product model	*Explanation of problem (provide details such as, exposure time, light conditions, temperature, digital integration mode, etc...)
101731	USB device not recognized following major powerline disturbances. Driver re-installed, registry OK, but problem persists. WinXP reports "unidentified USB device". USBView indicates malfunctioning USB device.

All returns require a Return Material Authorization (RMA) number; no returns will be accepted without a RMA number.

*Required fields to be completed

Apogee Use Only:

Return Material Authorization Number

RMA Number: R3682   Date Issued: 7/10/2012   Under Warranty: **Yes** No

Apogee

IMAGING SYSTEMS

151 N. Sunrise Ave. Suite 902
Roseville CA 95661 USA
tel 916-218-7450
fax 916-218-7451
www.ccd.com

Return Material Authorization Request

Packaging Instructions:

Apogee Imaging Systems has specific guidelines for packaging and shipping a camera. Please follow them as closely as possible; failure to do so may compromise your warranty.

Place the camera in its original protective bag prior to shipment. If the bag is not available an equivalent anti-static bag can be used in its lieu. Use a sturdy cardboard box; make sure it is structurally sound and is free from defects. Protect the camera by using foam cushioning and ensure that the camera does not move when inside the box.

> *The camera must be placed in an anti-static bag
> *The camera must be surrounded on all sides with solid foam cushioning
> * The camera must be sealed in a sturdy cardboard shipping container

When shipping more than one camera in a single box, ensure that the cameras do not touch and that both are cushioned individually.

Shipping Instructions:

All items are to be listed under Device Identification of the RMA request form. Apogee Imaging Systems will not be liable for any lost or damaged non original/non listed items.

Address package(s) to Customer Support, noting the RMA number(s) on the address label. Be sure to include a copy of the approved RMA request form in the return box.

Return packages to:
      Customer Support, RMA #:_____
      Apogee Imaging Systems, Inc.
      151 N. Sunrise Ave. Ste 902
      Roseville, CA 95661 USA

Refer to our Return and Exchange policy for further information.