

X-Sieve: CMU Sieve 2.2
X-Spam-Checker-Version: SpamAssassin 3.2.5 (2008-06-10) on postal2.who.edu
X-Spam-Level:
X-Spam-Status: No, score=-3.7 required=7.5 tests=AWL,BAYES_00,HTML_MESSAGE,
LOCAL_WHOI_URI autolearn=ham version=3.2.5
From: "Misty Burnett" <misty@wetlabs.com>
To: "'Rick Chandler'" <rhandler@who.edu>
Subject: RE: Quote for RMA# 2673
Date: Thu, 3 Dec 2009 14:34:34 -0800
X-Mailer: Microsoft Office Outlook 12.0
Thread-Index: Acp0WWZCJTCOGaqUTiOkEImBemeFlwADxQgw
X-Virus-Status: No

Hello Rick,

Thank you for your quick response! We will get started with the repair work right away.

You can contact me with your credit card information at your convenience. It is required before the instrument is shipped back.

My phone number is below.

Best wishes,

Misty

WET Labs Customer Support

Tel. 541-929-5650

F 541-929-5277

Misty Burnett x.10

support@wetlabs.com

620 Applegate Street

Philomath, OR 97370

From: Rick Chandler [mailto:rhandler@who.edu]

Sent: Thursday, December 03, 2009 12:42 PM

To: Misty Burnett

Subject: Re: Quote for RMA# 2673

Hi Misty,

Let's go ahead and do the repairs, including the cable.

Drop me a note when you need the credit card info.

Thanks!

Rick

At 02:42 PM 12/3/2009, Misty Burnett wrote:

Hello Rick,

We have completed the evaluation of CST-854DR. There is some repair work required. Please refer to the attached quote for your reference

WET Labs has changed our bulkhead connector from the old 4 pin style. These bulkhead connectors are needing replacement far too often. We found that the new 6 six pin style is much more robust and stable. You will not need to replace them nearly as often. We have also included a 4 pin to 6 pin adaptor cable to use with this new style. If you