

Title:	Faulty Power Supply	ID:	
		0105	
Date in:	Response:	Model:	Author:
2003-04-01	2003-04-01	-	CMa

Q:

It looks like the power supply unit does not work. This is the "test fit" power supply that you sent to Thermo Forma for them to test fit in the incubator. I was told by our Electrical Engineer that we were not able to communicate with it. We replaced your "test fit" power supply with the power supply that came in the crate with the rest of the robotic carousel. The assembly then functioned within expected operating parameters.

In our opinion, we have a power supply that does not work. The question then becomes do you want the faulty "test fit" power supply returned to you or should we discard it?

I hope this clarifies the situation. My apologies if I confused you or misled you in my previous e-mail.

A:

There is a fuse inside. Maybe it is gone. If not discard it..