

## **Refeyn service report**

System: MP-0026

Issue reported: 18/05/2020

Issue description: No light detected on the iSCAT camera

Issue resolution: A TeamViewer session was used to diagnose the problem and determine that a service visit would be required. The visit was scheduled for 27-28/05/2020.

A fault was found with the laser safety shutter, which was not able to open fully. Laser safety was not compromised. The part was repaired and did not require replacement.

All repairs undertaken within the instrument warranty.

Service performed by: Emma Hooley