**PRODUCT TECHNICAL SURVEY**

*Charging/data connectors on all Otoport, Docking Station and Charging Stations.*

Below are images of the Otoport, Docking and Charging Cradle connectors in good condition. Please read the advice on what wear and tear damage may look like.

Any confirmed damage to your Charging/data connectors on all Otoport, Docking Station and Charging Stations, Otodynamics will replace the connectors **FREE** of charge.

**ACTIONS**

1. Please email our Product Quality Manager [anastasios.parasiris@otodynamics.com](mailto:anastasios.parasiris@otodynamics.com) and copy in [support@otodynamics.com](mailto:support@otodynamics.com) now to report if -

**\* you have NEVER seen damage to these connectors on customer instruments**

OR

**\* if you have already seen damage to these connectors on customer instruments**

1. Through 2020 please examine every Charging/Data connector on all Otoport, Docking Station and Charging Stations returned to your Service Department, and every Otoport seen during site visits. Please report your comments in the comment boxes below.

For each Otoport please email this completed form directly to our Product Quality Manager [anastasios.parasiris@otodynamics.com](mailto:anastasios.parasiris@otodynamics.com) and copy in [support@otodynamics.com](mailto:support@otodynamics.com).

Please attach your photographs of the connectors if you see any damage. If you are not sure that you see any damage, please attach photographs and Otodynamics can advise. Any confirmed damage to your Charging/Data connectors on Otoports, Docking Stations or Charging Stations, Otodynamics will replace the connectors free of charge.

**PRODUCT TECHNICAL SURVEY**

|  |  |
| --- | --- |
| **Company Name:** |  |
| **Your Name:** |  |
| **Otoport Serial Number:** |  |
| **Charging/Docking Station Serial Number:** |  |
| **Date of inspection:** |  |

|  |  |
| --- | --- |
| **Item Description** | |
| 1. Docking Station/Charging Cradle connector | |
| **INSPECTION DETAIL** | C:\Users\oliverb\Desktop\New folder\Cradle connector1.jpg |
| Please inspect the connector inside the Charging or Docking Station for any signs of damage.   1. Look for any damage to the black plastic parts of the connector. 2. Look for any damage to the metal surround. 3. Look for any damage to the metal pins inside the connectors. 4. Please report any brown colour in the surrounding plastic |
| Comments: | |

|  |  |
| --- | --- |
| **Item Description** | |
| 1. Otoport connector | |
| **INSPECTION DETAIL** | C:\Users\oliverb\Desktop\Otoport connector.jpg |
| Please inspect the connector at the base of the Otoport for any signs of damage.   1. Look for any damage to the black plastic parts of the connector. 2. Look for any damage to the metal surround. 3. Look for any damage to the metal pins inside the connectors. 4. Please report any brown colour around the connector |
| Comments: | |

Thank you for taking the time to read and complete our Technical Survey of Charging/Data connectors on all Otoport, Docking Station and Charging Stations. Your feedback on the potential wear and tear of Otoport, Docking and Charging Cradle connectors survey will be very helpful for us in improving our service to you and your customers.

QA TEAM  
Otodynamics Ltd