

1. Temperature Set Point?
2. Current Location (*Building, Floor, Rm*)?
3. Point of contact (*Mobile phone number, Email for follow ups*)?
4. Did you exhaust all departmental resources (*Backups etc.*)?
 - a. If yes, continue to question 5. If no, instruct user to utilize departmental backups and call back if extra support is needed. (*Prep vendors-Awareness*)
5. Does the content needs to be transferred into backup unit (*Equipment Failure*)?
 - a. If yes, Contents are relocated to Hess Freezer farm by vendor in failing unit to be transferred into backup. If no, continue to next question.
6. Does the unit needs to be relocated due to environmental failure (*AC or Electrical*)?
 - a. If yes, Contents/unit are relocated to optimal environment for continued storage- Hess Freezer Farm
7. Current temperature reading on the unit?

Communicate updates based on answers to the Vendor to execute scope accordingly upon arrival to Mount Sinai.