

# PHOENIX

## Service Report

DATE: 10/27/2025

TO:		FOR:	
Account Name	City of Artesia	Work Order #	[REDACTED]
Contact Name		VIN/Serial #	[REDACTED]
Site	City of Artesia Public Library	Unit Number	Artesia1
Customer PO Number		Model	Catalyst 35 E2
Field Service Representative	Armando Jimenez	Work Order Type	Corrective Maintenance
Incident Occurred	11/22/2022 4:33 PM	Mileage Out	15,200
Mileage In	15,200		

WORK DETAILS						
no charge condition	Complaint	Cause: bad lock motor binding	Correction: travel on site to support in diag and part#. customer will order and install lock motor.	Labor Op Code: LM07	Billing Type: PRT Service IW SO	Warranty: Battery - Base Materials and Workmanship - 12 Year Std Start Date: 12/18/2019 End Date: 12/16/2031
	Labor	Diagnostic Time	Date: 11/22/2022	Qty: 1.5		
Low coolant on HV battery	Complaint	Cause: Possible Leak	Correction: Travel on site. Found multiple faults related to low coolant at HV battery. Perform basic visual inspect found no leaks. Advised the customer to get their maintenance shop involved to pressure test the system. Customer will handle.	Labor Op Code: CC10	Billing Type: Service Expense	
	Labor	Diagnostic Time	Date: 11/22/2022	Qty: 1		

WORK ORDER COMMENTS

Customer agrees to pay PhoenixEV in full for the services not covered under any applicable warranty as described above. Customer agrees to pay for all parts, labor, fees, taxes, and other charges incurred during the performance of stated repairs. PhoenixEV will provide an invoice upon completion of repairs detailing all fees and listing a final outstanding balance for payment. Payment terms are Net 30 and are effective from actual date of invoice unless otherwise agreed in writing by Seller. Any payments past due shall

be subject to a per month interest charge of the greater of (a) three percent (3%) or (b) the highest interest rate allowed under applicable law.

PhoenixEV shall provide a limited warranty covering the work performed under the terms of this repair contract. This warranty shall last for a period of ninety (90) days from the completion of authorized repairs. During the warranty period, PhoenixEV will, at its sole cost and expense, correct any defects in workmanship related to the repairs performed in relation to this contract. This warranty covers parts and labor used for the repairs.

Customer Signature: \_\_\_\_\_