



Rexis case id : CAS - 0013994223

Report No.	Instrument Model	Instrument Serial No.	Visit Date	Call Type
C 17538	C111	13082	26.08.21	<input type="checkbox"/> Engineering <input type="checkbox"/> Application <input type="checkbox"/> Other (pls specify):

Charge Type:

Service Contract
 Warranty
 Ad-hoc
 Placement / Rental
 Other (pls specify):

Lab / Inst./Hosp. Name: minu clinical laboratory Contact / User Name: Dr. chiaoq shah

Call Received Date: <u>26.08.2021</u>	Call Attended Dates: <u>26.08.2021</u>	Travel Hours: <u>1 Hr</u>	Work Hours: <u>2 Hrs.</u>	<input checked="" type="checkbox"/> In Station
Time: <u>9:00 - 10:00</u>	Time: <u>10:00 - 12:00</u>			<input type="checkbox"/> Out-Station

Problem Description : Preventive maintenance

Action Summary :

- System checked
- Done preventive maintenance as per std. procedure
- Replaced inlet filter from customers stock.
- cleaned rotor, lens.
- Ran samples - results ok.
- machine working ok

Spares / Parts Reagent Consumables Used (as Applicable):					
GMMI No.	Item	Qty.	Batch No.	Total Value (Est.)	Notes :

Service Engineer / Application Specialist Remarks : machine working ok

Customer Remarks :	Problem Resolved
	Yes / No

Service Feedback :
 1. Poor
 2. Fair
 3. Good
 4. V.Good
 5. Excellent

Service Engineer / Application Specialist Name : <u>Dhanraj Dhanraj</u>	3 SP Address Seal	Customer's / User's Name : <u>Dr. Chiaoq. J. Shah</u>
Service Engineer / Application Specialist Signature : <u>[Signature]</u>		Customer's / User's Signature : <u>[Signature]</u>

For Internal / Office Use Only (as Applicable)

SA Code :	Function:	Cause :	Remedy :	Cause :	Code :	Fix :
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Please Specify with Code (for any 'XD' reasons):