

**Ortho Clinical Diagnostics**

**Complaint Information**

SO No : 994638

Common Information	
Type*: <b>Field Engineer</b>	J Number*: <b>J25015663</b>
Complaint Call Date & Time: <b>04-03-2022 15:58</b>	Created Time: <b>04-03-2022 15:59:08</b>
Nature of call*: <b>Preventive Maintenance(PM)</b>	Modified Time: <b>04-03-2022 15:59:08</b>
Customer Name: <b>SHRI MAHESHWARI DIALYSIS AND DIAGNOSTICS RESEARCH CENTER</b>	Address:,,
Contact Person*: <b>DR.DEVENDRA LODH</b>	Mobile No.*: <b>9829060761</b>
Email Id*: <b>DRLODHA@YAHOO.CO.IN</b>	Lab Phone No: <b>9829060761</b>
Instrument Type*: <b>RRC</b>	End Usercode: <b>1396252</b>
Service cd Description: <b>VITROS 250 SYSTEM *</b>	Serial No: <b>25015663</b>
Observed details of Instrument*: <b>Functioning well</b>	Status: <b>Closed</b>
SO No./ TRR NO: <b>98199137</b>	PRR & SAP Order No:


Assign To and Share With Information	
Assign To: <b>Manvendra Singh</b>	Share With: <b>Abhishek Kumar Sharma,Amit Singh,Arun Jassal,DEVENDER ,Kuldeep Bharadwaj,Lalit Kumar,Manish Kumar,Naushad Alam,Nitin Kumar,Ravi Ranjan</b>

Customer Details
Report No:

Problem Reported	
Primary Error Code*: <b>XPM</b>	Primary Error Code <b>PM WAS DUE</b>
Second Error Code:	Description*:
Second Error Code Description:	Second Error Code Date & Time: <b>00-00-0000 1:1</b>
Third Error Code:	Third Error Code Date & Time: <b>-- 1:1</b>
Third Error Code Description:	Third Error Code Description:

Customer Information
Customer Message:

Customer Uploaded Images

Call Closure Information	
Date of complaint closure: <b>04-03-2022</b>	Is verification of closure done by LS?: <b>No</b>
Closure statement:	Probable root cause*: <b>PM DUE</b>
Preventive Action:	Remark:
LS / FE Signature: 	Attach Service Report/PRR:

Spare Parts Requisition Information								
Purchase Requisition Id	Part Number	Part Name	Quantity	Source	SPRN No /Order No	Remarks	Mode	Status

**Ortho Clinical Diagnostics**

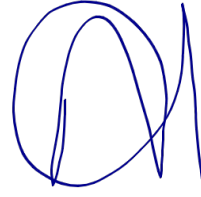
**Complaint Information**

**SO No : 994638**

**Customer Call Closure Information**

Customer Comment\*: **ALL OK**

Customer Signature:

A handwritten signature in blue ink, consisting of a large, stylized 'O' followed by a vertical line and a small 'N' shape.

**Ortho Clinical Diagnostics**

**Complaint Information**

SO No : 994638

Update Call Information																										
Call updated by	Update Call Date	Solved By	If solved over phone ? Date & Time	Time spend on phone	Call Received Date & Time	Call Attended Date & Time	Actual Start Time	Actual End Time	Actual work hours	Observation hours	Travel hours	Waiting hours	Observed damage before service/Complaint Description	PHS	Diagnosis Description	Action Taken	Status	Product	Lot No.	Date of Expiry	Supporting Evidence if any	Action taken to resolve the problem	Other Specify	Is product replacement recommended	Quantity	
Manvendra Singh	2022-03-04 18:43:00	Visit	0000-00-00 0:0	0.00	2022-03-04 14:0	2022-03-04 15:59	2022-03-04 15:30	2022-03-04 18:51	3.21	1.00	2.00	0.00	N/A	No	PM WAS DUE	DONE THE PM AS PER PROCESS, CHECK THE ADJUSTMENT AND PERFORMANCE TEST. ALL OK	Job Complete		N/A	0000-00-00						0
<b>Total</b>									<b>3 Hours 21 Minutes</b>	<b>1 Hour</b>	<b>2 Hours</b>		<b>Grand Total:</b>	<b>6 Hours 21 Minutes</b>												