

Ortho Clinical Diagnostics

Complaint Information

SO No : 994815

Common Information	
Type*: Field Engineer	J Number*: J30005712
Complaint Call Date & Time: 05-03-2022 13:59	Created Time: 05-03-2022 13:59:52
Nature of call*: Preventive Maintenance(PM)	Modified Time: 05-03-2022 13:59:52
Customer Name: SHRI MAHESHWARI DIALYSIS AND DIAGNOSTICS RESEARCH CENTER	Address: ,,
Contact Person*: DR.DEVENDRA LODHA	Mobile No.*: 9829060761
Email Id*: DRLODHA@YAHOO.CO.IN	Lab Phone No: 9829060761
Instrument Type*: RRC	End Usercode: 1396252
Service cd Description: VITROS ECI SYSTEM*	Serial No: 30005712
Observed details of Instrument*: Functioning well	Status: Closed
SO No./ TRR NO: 98199284	PRR & SAP Order No:


Assign To and Share With Information	
Assign To: Manvendra Singh	Share With: Abhishek Kumar Sharma,Amit Singh,Ankush Verma,Arun Jassal,DEVENDER ,Kuldeep Bharadwaj,Lalit Kumar,MAHENDER PRATAP SINGH,Manish Kumar,Naushad Alam,Nitin Kumar,Ravi Ranjan,Rohit Sharma,SANDEEP DHULL

Customer Details
Report No:

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

Customer Information
Customer Message:

Customer Uploaded Images

Call Closure Information	
Date of complaint closure: 06-03-2022	Is verification of closure done by LS?: No
Closure statement:	Probable root cause*: PM DUE
Preventive Action:	Remark:
LS / FE Signature: 	Attach Service Report/PRR:

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Spare Parts Requisition Information

PurchaseRequisition Id	Part Number	Part Name	Quantity	Source	SPRN No /Order No	Remarks	Mode	Status
994933	J19057	FILTER - WW ASPIRATE	2	Company	1000142315	WORKING		Closed Consumption status:Consumed Remarks :WORKING
994932	J09975	ROLLER BUSHING DERLIN AF	2	Company	1000142315	WORKING		Closed Consumption status:Consumed Remarks :WORKING
994931	1h1148	ASY, 2 WAY MANIFOLD VALVE	1	Company	1000142315	WORKING		Closed Consumption status:Consumed Remarks :WORKING

Customer Call Closure Information

Customer Comment*: **ALL OK**

Customer Signature:



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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	2022-03-05 19:45:00	Visit	0000-00-00 0:0	0.00	2022-03-05 13:0	2022-03-05 14:0	2022-03-05 15:0	2022-03-05 19:0	4.00	1.00	2.00	0.00	N/A	No	PM WAS DUE	DONE THE PM AS PER PROCESS, CHECK THE ADJUSTMENT AND PERFORMANCE TEST. RUN THE SAMPLES. ALL OK	Job Complete		N/A	0000-00-00						0
Total									4 Hours	1 Hour	2 Hours		Grand Total:	7 Hours												