

**Sysmex India Pvt. Ltd.**

1002, Damji Shamji Business Galleria,

10th Floor, LBS Marg,

Kanjurmarg (West),

India, 400078

Tel. (+91) 22 6112 6666 Fax. (+91) 22 2577 6790

Email: sysmex@sysmex.co.in

Web: https://www.sysmex.co.in

GST Reg. No: 27AADCS1551J1ZC Co. Reg. No: ABC



CSR No.: WO-100214103

Revision No.:

**Customer Service Report**

<b>Customer Name</b>	ESIC Medical College and Hospital		
<b>Contact Person</b>	Dr R K Chandhok		
<b>Installation Date</b>		<b>Login Date/Time</b>	24/01/2022 02:54:00 PM
<b>Equipment ID</b>	10050238	<b>FSR Name</b>	Abhisek Nayak
<b>Model</b>	XN-10	<b>From Date/Time</b>	24/01/2022 07:27:26 PM
<b>Serial No.</b>	19466	<b>To Date/Time</b>	24/01/2022 11:45:00 PM
<b>Total Cycle Count</b>	1,20,730	<b>Case No.</b>	CAS-115588-R4B5N0

**Defect Analysis**

<b>Issue Code</b>	<b>Cause Code</b>
<b>Issue</b>	<b>Cause</b>
Sensitivity & Calibration	

<b>Action Taken</b>	<b>Action Code</b>	<b>Value Before Adjustment</b>	<b>Value After Adjustment</b>
Test Calibration Task,Calibrator: XN CAL LOT No:13612101;Exp:2022-01-30	Completed		
General cleaning performed along with flow cell rinse.	Cleaned		
Sensitivity task executed.	Completed		
Calibration performed after sensitivity.	Completed		
Checked with QC,instrument is opeartional.	Completed		

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**Remarks**

Instrument is operational  
 Calibration Date: 24/01/2022 Next Calibration Due Date: 24/01/2023

**Items Consumed**

Product ID	VPN	Product Description	QTY	UOM
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<b>Name:-</b> Abhisek Nayak	<b>Acknowledged By :</b> Dr R K Chandhok
<b>Sign:</b> 	<b>Sign :</b>  Chander pal
<b>Date:</b> 24/01/2022 11:50:46 PM	<b>Date:</b> 24/01/2022 11:50:46 PM

**Customer Confidential**