



Corporate Office :
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CUSTOMER SUPPORT DIVISION : SERVICE REPORT

Customer Name : Thiru Neuro & Multi Speciality Hospital	CRN. No. 201810-1334
Address : Ammappett	Instrument Name : Turbolyte
Solem	SI No. BA 180722
Contact Person : Dr. Prasad	Call Received Date - Time -
Telephone No : 9443788791	Call Attended Date 17-10-18 Time -
E-mail Id :	Call Closed Date 17-10-18 Time -
Instrument Agreement	NATURE OF CALL
Status	Technical Support
AMC	Scheduled Service <input checked="" type="checkbox"/>
CMC	Breakdown
Others (Specify)	Others (Specify)
Warranty	
Reagent Rental	

PROBLEM REPORTED

Installation of Turbolyte Instrument of s.no: BA180722

TECHNICAL FINDINGS

Error Code :	Power	Main	Batt.	General
Error Description :	PN (V)			UPS
	PG (V)			A/C
	NG (V)			Room Temp °C

ACTION TAKEN

- * Successfully installed the instrument Turbolyte with the serial no:- BA180722.
- * Given instructions and training to customer
- * Run samples & QC results getting fine.
- * Now instrument working fine

PART REPLACEMENT DETAILS

Part Description	Part No.	Qty.	Used : Replaced on Instrument	Defective : Return to H.O.	Unused : Return to B.O/H.O.	Unused Defective : Return to H.O.

FINAL INSTRUMENT STATUS	<input checked="" type="checkbox"/> Working fine	<input type="checkbox"/> Not Working	Customer feedback			
	<input type="checkbox"/> Working Under Observation	<input type="checkbox"/> N/A	Parameters	Fair	Good	Excellent
Note/Suggestions to Customer :			Response to queries			
			Timely Solution			
			Service Quality			

Customer Comments :

Customer Signature : [Signature]	Dr. THIRU, MULTI SPECIALITY HOSPITAL PVT. LIMITED Stamp : 46, IInd Agraharam, SALEM-1. Ph: 0427-2266889	Engineer Signature : [Signature]
Customer Name :		Name : Shemil Sebastian
Date :		Date : 17-10-2018