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-100263467
Revision No.:

Customer Service Report

Customer Name	Sri Vishnu Healthcare Unit		
Contact Person	E.Mahipal		
Installation Date	30/01/2021	**Login Date/Time**	
Equipment ID	10133465	**FSR Name**	M Prathik Goud
Model	XN-350	**From Date/Time**	28/01/2023 05:01:02 PM
Serial No.	16464	**To Date/Time**	28/01/2023 07:54:00 PM
Total Cycle Count	18,181	**Case No.**	

Defect Analysis

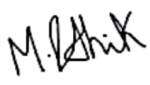
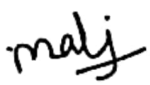
Issue Code	Cause Code
Issue	**Cause**
Calibration	Calibration

Action Taken	Action Code	Value Before Adjustment	Value After Adjustment
Test Calibration Task	Completed		

Remarks

Items Consumed

Product ID	VPN	Product Description	QTY	UOM

Name:- M Prathik Goud	**Acknowledged By :** E.Mahipal
Sign: 	**Sign :** 
Date: 29/01/2023 05:45:53 PM	**Date:** 29/01/2023 05:45:53 PM

Customer Confidential

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sysmex

CSR No.: WO-100263470
Revision No.:

Customer Service Report

Customer Name	Sri Vishnu Healthcare Unit		
Contact Person	E.Mahipal		
Installation Date	30/01/2021	**Login Date/Time**	
Equipment ID	10133465	**FSR Name**	M Prathik Goud
Model	XN-350	**From Date/Time**	28/01/2023 02:20:05 PM
Serial No.	16464	**To Date/Time**	28/01/2023 04:59:00 PM
Total Cycle Count	18,181	**Case No.**	

Defect Analysis	
Issue Code	**Cause Code**
Issue	**Cause**

Action Taken	Action Code	Value Before Adjustment	Value After Adjustment
1. Pre-check: Perform QC analysis with XN-L Check or XN Check at least 2 times	Completed		
2. RBC Detector Block: Open the metal cover of the RBC detector block and clean the internal surfaces with moist paper towel	Completed		
3. RBC Detector Block: Perform "Drain Isolation Chamber" in Maintenance Menu of IPU program	Completed		
4. RBC Detector Block: Clean transducer aperture using aperture brush dipped in cellclean	Cleaned		
5. RBC/HGB Mix Chamber: Activate "Drain Reaction Chamber". Dispense 2ml of cellclean auto into the RBC chamber and activate sequence again to drain cellclean. Repeat twice	Completed		
6. WBC Chamber: Activate "Drain Reaction Chamber". Dispense 2ml of cellclean auto into the reaction chambers and activate sequence again to drain cellclean. Repeat twice	Completed		
7. FCM Unit: Check laser current value in "Service Menu" of IPU program [Range: 100mA to 140 mA]	Checked	129.5	
8. Vacuum Line: Clean vacuum line using ethanol or methanol (Approx 30ml)	Cleaned		
9. Shut Down: Shut down analyzer before proceeding	Completed		
10. Vacuum Line: Rinse vacuum trap chamber using DI or distilled water	Completed		
11. RBC/HGB Mix Chamber: Remove Filter No. 13 below RBC/HGB chamber and flush it with cellclean using syringe	Completed		
12. WBC Chamber: Remove Filter No. 13 below WBC reaction chamber and flush it with cellclean using syringe	Completed		
13. Waste Chamber: Remove waste chamber and clean the internal surface and the waste sensor with gauze dipped in diluted cellclean.	Cleaned		
14. Waste Chamber: Rinse waste chamber trap chamber with DI or distilled wter	Completed		
15. Waste Chamber: Replace the motorized pinch valve pharmed tubing (Total Length : 150mm) (3 Years or 60K Cycle)	NA		
16. FCM Unit: Clean flowcell using syringe and 3ml of cellclean in a back and forth motion at least 20 times	Cleaned		

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Customer Service Report

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Contact Person	E.Mahipal		
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Equipment ID	10133465	**FSR Name**	M Prathik Goud
Model	XN-350	**From Date/Time**	28/01/2023 02:20:05 PM
Serial No.	16464	**To Date/Time**	28/01/2023 04:59:00 PM
Total Cycle Count	18,181	**Case No.**	

Action Taken	Action Code	Value Before Adjustment	Value After Adjustment
17. Piercer: Clean exterior of pipette/piercer using gauze dipped in cellclean	Cleaned		
18. Piercer: Check piercer, replace if it is blunt. Replace piercer. Reset Piercer cycle count if it is replaced (120K Cycles)	Checked		
19. Piercer: Clean rinse cup using cellclean then rinse with DI or distilled water	Cleaned		
20. Piercer: Clean pipette/piercer protector using cellclean then rinse with DI or distilled water	Cleaned		
21. Sheath syringe: Check sheath syringe for leakage. Replace if there is a leak	Checked		
22. Sheath syringe: Remove old grease and lubricate the sheath motor spindle using Kluber L60 (6 Months)	Lubricated		
23. WB pump: Check WB pump for leakage. Replace WB pump if there is a leak	Checked		
24. Sampler: Remove old grease and lubricate the sampler drive unit (XN-530/550) with Grease Molykote (6 Months)	NA		
25. Pneumatic unit: Replace air pump. Reset airpump cycle count if it is replaced (2 Years or 30K Cycles)	NA		
26. Power On: Power on analyzer in service mode and ensure there are no errors. Run auto rinse once and ensure background check pass	Completed		
27. Pneumatic unit: Check 0.06 Mpa pressure from IPU software [Target: ≥ 0.06MPa]	Checked	0.0612	
28. Pneumatic unit: Check -0.03 Mpa pressure from IPU software [Target: ≥ -0.03MPa]	Checked	-0.0303	
29. Mechanical Adjustment: Check pipette/piercer position. Adjust if it is out of alignment	Checked		
30. Mechanical Adjustment: Check sampler hand and tube holder position for XN-550. Adjust if it is out of alignment	Checked		
31. Mechanical Adjustment: Check Barcode Reader functionality. Adjust barcode reading position if it is out of alignment. (XN-530/550)	NA		
32. Electronics Adjustment: Check blood aspiration sensor blank. Adjust if it is out of range [Range: 4800 to 5200]	Adjusted	7167	4941
33. Electronics Adjustment: Check blood aspiration sensor span using XN-L Check or XN Check Level 2. Adjust if it is out of range [Range: 12,500 to 13,500]	Adjusted		13057
34. Electronics Adjustment: Check RBC Clog Level. Adjust if it is out of range [Range: 99 to 101]	Adjusted	100	
35. Electronics Adjustment: Check HGB Blank. Adjust if it is out of range [Range: 4800 to 5200]	Adjusted	7638	5000
36. Operation check: Test the host communication	Completed		

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Customer Service Report

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Contact Person	E.Mahipal		
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Equipment ID	10133465	**FSR Name**	M Prathik Goud
Model	XN-350	**From Date/Time**	28/01/2023 02:20:05 PM
Serial No.	16464	**To Date/Time**	28/01/2023 04:59:00 PM
Total Cycle Count	18,181	**Case No.**	

Action Taken	Action Code	Value Before Adjustment	Value After Adjustment
37. Operation check: Perform QC analysis with XN-L Check or XN Check at least 3 times	Completed		
38. Operation check: Perform full backup and copy mmb files to desktop	Completed		
39. General Cleaning: Clean Main Unit covers	Cleaned		
40. General Cleaning: Clean IPU touch panel	Cleaned		
41. General Cleaning: Clean peripheral device (printer, etc.)	Cleaned		
42. General Cleaning: Clean the interior of sampler for XN-550	Cleaned		

Remarks

Items Consumed

Product ID	VPN	Product Description	QTY	UOM

Name:- M Prathik Goud	**Acknowledged By :** E.Mahipal
Sign: M.Prathik	**Sign :** maij
Date: 29/01/2023 05:24:09 PM	**Date:** 29/01/2023 05:24:09 PM

Customer Confidential

Calibrator Calibration History

Instrument Nickname: XN-L
Material: XN CAL

Calibration Date: 2023/01/28 18:42:00
Lot No.: 30232101

Logon Name: sysmex

	WBC	RBC	HGB	HCT	PLT
Target	7.535	4.372	11.83	34.71	247.1
No. 2	7.53	4.40	11.8	34.8	236
No. 3	7.59	4.39	11.9	34.9	240
No. 4	7.52	4.37	11.9	34.7	236
No. 5	7.37	4.42	11.8	35.0	237
No. 6	7.58	4.39	11.9	34.9	235
No. 7	7.73	4.36	11.8	34.6	238
No. 8	7.48	4.39	11.9	34.9	243
No. 9	7.45	4.32	11.8	34.2	242
No. 10	7.60	4.36	11.8	34.7	244
No. 11	7.32	4.43	12.0	35.1	242
Range Value	0.41	0.11	0.2	0.9	9
Max Range	0.58	0.13	0.2	1.0	26
Mean Value	7.517	4.383	11.86	34.78	239.3
Delta Percent (%)	0.24	0.25	0.25	0.20	3.26
Acceptable Limit (%)	2.27	1.25	0.78	2.64	4.16
Service Limit (%)	14.00	4.00	5.00	5.00	10.00
Current Rate (%)	102.3	98.9	99.0	101.2	102.9
New Rate (%)	102.5	98.7	98.7	101.2	106.3

Sample No.: QC-23501401
Patient ID:
Name:
Sample Comment:

Ward:

Adapter:

Pos.:

2023/01/28 19:40:30 WB

Doctor:

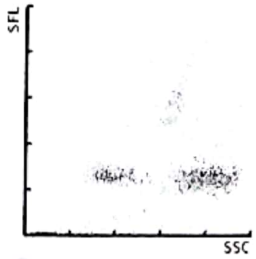
Birth:

Sex:

Nickname: XN-L

WBC	2.36	[10^3/uL]		
RBC	2.32	[10^6/uL]		
HGB	5.8	[g/dL]		
HCT	16.9	[%]		
MCV	72.8	[fL]		
MCH	25.0	[pg]		
MCHC	34.3	[g/dL]		
PLT	57	[10^3/uL]		
RDW-SD	49.5	[fL]		
RDW-CV	18.5	[%]		
PDW	9.0	[fL]		
MPV	10.5	[fL]		
P-LCR	26.1	[%]		
PCT	0.06	[%]		
NEUT	1.07	[10^3/uL]	45.4	[%]
LYMPH	0.64	[10^3/uL]	27.1	[%]
MONO	0.24	[10^3/uL]	10.2	[%]
EO	0.27	[10^3/uL]	11.4	[%]
BASO	0.14	[10^3/uL]	5.9	[%]
IG	0.29	[10^3/uL]	12.3	[%]

WDF



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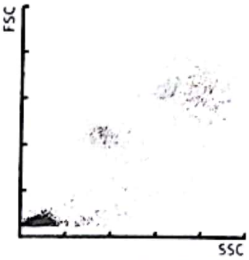
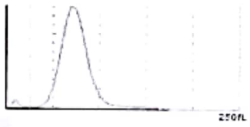


RBC



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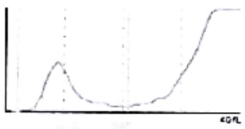


WBC IP Message

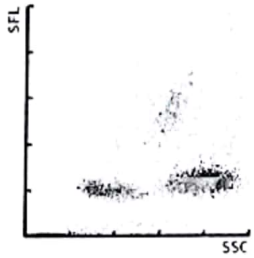
RBC IP Message

PLT IP Message

Sample No.: QC-23501402 Adapter: Pos.: 2023/01/28 19:42:49 WB
Patient ID: Ward: Doctor:
Name: Birth: Sex:
Sample Comment: Nickname: XN-L

WBC	7.19	[10^3/uL]		
RBC	4.31	[10^6/uL]		
HGB	12.7	[g/dL]		
HCT	35.9	[%]		
MCV	83.3	[fL]		
MCH	29.5	[pg]		
MCHC	35.4	[g/dL]		
PLT	266	[10^3/uL]		
RDW-SD	45.6	[fL]		
RDW-CV	14.9	[%]		
PDW	7.8	[fL]		
MPV	9.2	[fL]		
P-LCR	14.1	[%]		
PCT	0.25	[%]		
NEUT	3.58	[10^3/uL]	49.8	[%]
LYMPH	1.61	[10^3/uL]	22.4	[%]
MONO	0.61	[10^3/uL]	8.5	[%]
EO	0.92	[10^3/uL]	12.8	[%]
BASO	0.47	[10^3/uL]	6.5	[%]
IG	1.01	[10^3/uL]	14.0	[%]

WDF



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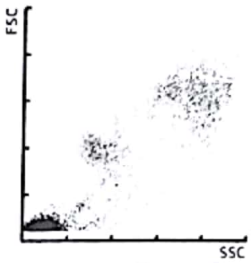
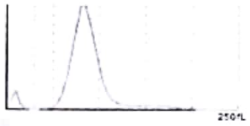


RBC



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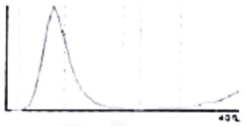


WBC IP Message

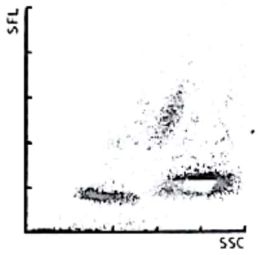
RBC IP Message

PLT IP Message

Sample No.: QC-23501403 Adapter: Pos.: 2023/01/28 19:44:39 WB
Patient ID: Ward: Doctor:
Name: Birth: Sex:
Sample Comment: Nickname: XN-L

WBC	16.47	[10^3/uL]		
RBC	5.36	[10^6/uL]		
HGB	16.8	[g/dL]		
HCT	46.9	[%]		
MCV	87.5	[fL]		
MCH	31.3	[pg]		
MCHC	35.8	[g/dL]		
PLT	644	[10^3/uL]		
RDW-SD	47.0	[fL]		
RDW-CV	15.1	[%]		
PDW	8.1	[fL]		
MPV	8.9	[fL]		
P-LCR	12.2	[%]		
PCT	0.58	[%]		
NEUT	8.51	[10^3/uL]	51.7	[%]
LYMPH	3.11	[10^3/uL]	18.9	[%]
MONO	1.43	[10^3/uL]	8.7	[%]
EO	2.23	[10^3/uL]	13.5	[%]
BASO	1.19	[10^3/uL]	7.2	[%]
IG	2.24	[10^3/uL]	13.6	[%]

WDF



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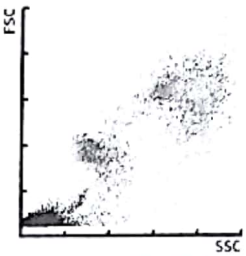

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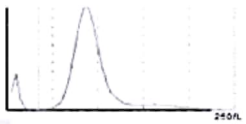

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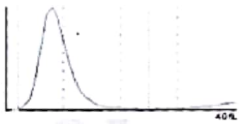

WBC IP Message

RBC IP Message

PLT IP Message