

**CUSTOMER SUPPORT DIVISION : SERVICE REPORT**

Customer Name : <b>Gritangali Hospital/Chme Path Lab</b>			CRN. No.		
Address : <b>Near Idjah Masjid, Borasod</b>			Instrument Name : <b>Turbostat Plus</b>		
			SI No. <b>ES1012302CT213</b>		
			Call Received Date		Time
			Call Attended Date		Time
			Call Closed Date		Time
Contact Person : <b>Mr. Mohammed Hanif</b>			<b>NATURE OF CALL</b>		
Telephone No : <b>7014159169</b>			Technical Support		
E-mail Id :			Scheduled Service		
Instrument Agreement	AMC	CMC	Others (Specify)		
Status	Warranty	Reagent Rental	Breakdown		
			Others (Specify) <input checked="" type="checkbox"/>		

**PROBLEM REPORTED**

**Installation**

**TECHNICAL FINDINGS**

Error Code :	<b>Installation</b>	Power	Main	Batt.	General	
Error Description :		PN (V)			UPS	<input checked="" type="checkbox"/>
		PG (V)			A/C	<input checked="" type="checkbox"/>
		NG (V)			Room Temp	<b>22°C</b>

**ACTION TAKEN**

1. Installed the Instrument.
2. Give full training to customer.
3. Run kinetic and End point Test.
4. Run Standard.
5. final 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 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 : <b>[Signature]</b>	Engineer Signature : <b>[Signature]</b>
Customer Name : <b>Mr. Mohammed Hanif</b>	Name : <b>Parveen Kumar</b>
Date : <b>14/05/2023</b>	Date : <b>14/05/2023</b>

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**CPC Diagnostics**

Enabling Better Outcomes

Corporate Office :

No:70/6, Old No:108/6, 4th Floor, Westminster,

Dr.Radhakrishnan Salai, Mylapore, Chennai-600004.

Toll Free : 1800 425 1101, 1800 425 1105 Email : support@cpcdiagnostics.in

**CUSTOMER SUPPORT DIVISION : SERVICE REPORT**

Customer Name : Grihanjali Hospital / Shree Path Lab CRN. No.  
 Address : Near Idgah Masjid, Borawad, Instrument Name : Junalcount 30  
Distt :- Najaur. SI No. 087 021591032  
 Call Received Date \_\_\_\_\_ Time \_\_\_\_\_  
 Call Attended Date \_\_\_\_\_ Time \_\_\_\_\_  
 Call Closed Date \_\_\_\_\_ Time \_\_\_\_\_

Contact Person : Ms. Mohamed Hanif  
 Telephone No : 7014159164  
 E-mail Id :

**NATURE OF CALL**

Instrument Agreement	AMC	CMC	Others (Specify)	Technical Support	
Status	Warranty	Reagent Rental		Scheduled Service	
				Breakdown	
				Others (Specify)	<input checked="" type="checkbox"/>

**PROBLEM REPORTED**

Installation

**TECHNICAL FINDINGS**

Error Code :	<u>Installation</u>	Power	Main	Batt.	General	
Error Description :		PN (V)			UPS	<input checked="" type="checkbox"/>
		PG (V)			A/C	<input checked="" type="checkbox"/>
		NG (V)			Room Temp	<u>22°C</u>

**ACTION TAKEN**

1. Installed the Instrument, check all parameter.
2. Give Maintenance.
3. Run sample 10 times check Repeatability.
4. Give full training to Customer.
5. final 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 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] Engineer Signature : [Signature]  
 Customer Name : Mr. Mohammed Hanif Stamp : \_\_\_\_\_ Name : Parveen Kumar  
 Date : 14/05/2023 Date : 14/05/2023