

Ortho Clinical Diagnostics
Complaint Information
SO No : 1082191

Common Information

Type*: **Field Engineer**
Complaint Call Date & Time: **15-06-2023 13:54**
Nature of call*: **Preventive Maintenance(PM)**
Customer Name: **Shree Hanuman Balaji Charitable Centre**
Contact Person*: **KALPANA**
Email Id*: **pathlab.shbcdc@gmail.com**
Instrument Type*: **SOLD**
Service cd Description: **VITROS 4600 CHEMISTRY SYSTEM**
Observed details of **Functioning well**
Instrument*:
SO No./ TRR NO: **98238652**

J Number*: **J46001140**
Created Time: **15-06-2023 13:54:31**
Modified Time: **15-06-2023 13:54:31**
Address:,,
Mobile No.*: **7827945649**
Lab Phone No:
End Usercode: **1040577**
Serial No: **46001140**
Status: **Closed**
PRR & SAP Order No:

Assign To and Share With Information

Anurag Kumar Singh

Assign To:

ABHISHEK SINGH,Abhishek Kumar Sharma,Amit Singh,Anurag Singh,Arun Jassal,DEVENDER ,Gaurav Gupta,KALYAN ROY,Kuldeep Kumar,Lalit Kumar,MAHENDER PRATAP
Share With: **SINGH,Manish Kumar,Naushad Alam,NIKETAN KUMAR,Nitin Kumar,Rohit Sharma,SAHIL SHARMA,SANDEEP DHULL,SANDEEP SINGH,SAURABH KUMAR,Sultan Singh Khanna,VINAY YADAV**

Customer Details

Report No:

Problem Reported


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

Customer Information

Customer Message:

Customer Uploaded Images

Call Closure Information

Date of complaint closure: **16-06-2023**
Closure statement:
Preventive Action:
LS / FE Signature: 
Is verification of closure done by LS?:
Probable root cause*: **PM DUE**
Remark: **FINE**
Attach Service Report/PRR:

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Spare Parts Requisition Information

Purchase Requisition Id	Part Number	Part Name	Quantity	Source	SPRN No /Order No	Remarks	Mode	Status
1082199	J23940	ERF Assy tub 5.1/4600/5600 CRU	2	Company	1000191125	USED		Closed Consumption status:Consumed Remarks :USED
1082197	J24980	BEARING PAD	6	Company	1000191125	USED		Closed Consumption status:Consumed Remarks :USED

Customer Call Closure Information

Customer Comment*: FINE

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
Anurag Kumar Singh	2023-06-16 21:26:00	Visit	0000-00-00 0:0	0.00	2023-06-16 14:0	2023-06-16 14:0	2023-06-16 14:0	2023-06-16 18:0	4.00	0.60	2.00	0.00	NIL	No	PM DUE	DONE PM AS PER AS PROTOCOLS . VERIFIED ALL REQUIRED ADJUSTMENT AND RUN QC . SAMPLES SUCCESSFULLY.	Job Complete			0000-00-00					0
Total									4 Hours	1 Hour	2 Hours		Grand Total:	7 Hours											