TRANSASIA®

TECHNICAL SERVICE REPORT

No. 1522290

DATE : 20-04-2023

CUSTOMER DETAILS	INSTRUMENT DETAILS	SERVICE STATUS
NAME : RRIUM Lab	MODEL : EM200	☑ WARRANTY ☐ R&R ☐ AMC ☐ CMC ☐ CHARGED CALL
ADDRESS : Sainagar	SR. NO. : B2001577	
	CALL DETAILS (DATE / TIME): COMPLAINT RECD. / RESPONSE / JOB COMPLETED	**TYPE OF CALL** ☐ INSTALLATION ☐ P.M. VISIT [I II III IV] ☐ APPLICATION SUPPORT ☑ BREAKDOWN
TEL NO :		
NAME OF THE OPERATOR : Mr. Sajad Ahmed	RESPONSE TIME / TRAVEL TIME	DOWN TIME : / COUNTER READING :

PROBLEM REPORTED : Communication error.

OBSERVATIONS : "

ACTION TAKEN : checked the machine, updated the Software of EM200, reconnected the connections of Communication PCB, tested the machine, Everything seems to be OK now, sample processed, now results are coming, sample processed machine is now OK.

SITE CONDITION : LINE-NEUTRAL VOLT. : NEUTRAL-EARTH VOLT. : LINE-EARTH VOLT. :

BRAND OF REAGENT USED :

☐ FOLLOWING PARTS HAVE BEEN REPLACED
☐ FOLLOWING PARTS NEED TO BE REPLACED. PLEASE APPROVE

NO.	DESCRIPTION	QTY.	COST	TOTAL
	TOTAL Rs.			

TO BE FILLED IN BY CUSTOMER

☐ PREVENTIVE MAINTENANCE CARRIED OUT SATISFACTORILY.
☐ FAULT RECTIFIED & INSTRUMENT IS WORKING SATISFACTORILY.
☐ WE HEREBY APPROVE RS. _____ FOR PARTS
☑ COMMENTS (IF ANY) : SATISFACTORY

SEAL DATE 20/4/23 CUSTOMER'S SIGNATURE NAME : Dr Tawseef Ahmed

INVOICE NO. : DATE :

FOLLOW-UP ACTION (Required if any) :

BRANCH H. O.
RECEIVED ON :
CHECKED BY :

ENGINEER'S/APPLICATION SPECIALIST'S SIGNATURE :
TIME : NAME : Fahad Islam

JOB CARD NO. :

NOTE : Parts replaced are chargeable except during warranty Period. Consumables like printer head, lamp, tubing, paper rolls etc. & breakable parts are not covered by warranty and hence are chargeable. Parts replaced due to negligence in operation will also be charged in every case.

AT TRANSASIA, CUSTOMER SATISFACTION IS OUR PRIME CONCERN. IN CASE YOU HAVE ANY SUGGESTIONS PLEASE CONTACT : GENERAL MANAGER (TECHNICAL SERVICE), MUMBAI. TEL. : 4030 9000

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Kochi	: Tel. : (0484) 402 0511	Hubli	: Tel. : (0836) 485 0900		

CUSTOMER COPY

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