

15-Dec-2023

**CERTIFICATE OF CALIBRATION**

Name and Address of Customer : Regional Research Institute of Unani Medicine.  
Location : Guzri, Patna city, Patna-800008  
Model : Automated Hematology Analyzer Sysmex XP -100.  
Make : Sysmex, Japan  
Serial No : B2887  
Calibration Date : 15-12-2023  
Next Calibration Date : 15-12-2024  
Material Used : SCS1000 (LOT NO. 33320525)  
Expiry : 31-12-2023

**Note: This is to certify that the above mentioned instrument installed in the lab has been calibrated using the above mentioned calibrator satisfactorily. The following procedure were done and passed ok.**

S.NO	PROCEDURE	PASS
1.	Background Check	OK
2.	Precision	OK
3.	Calibrator Run	OK
4.	Tri Level QC run	OK

For Meridian Life Care

  
Auth. Sign.

**SERVICE REPORT**

Customer Name : <u>Regional Research Institute of Unani Medicine.</u>			
Address : <u>Guyard, Patna City - 800008</u>			
<b>Analyzer Condition</b>			
Is the room Air conditioned? <input checked="" type="radio"/> Yes <input type="radio"/> No	Approximate Room temp: <u>22</u>	Location of Installation: <u>Patna</u>	
is the unit clean, free of dust/dirt/sample material? Yes <input type="radio"/> No <input type="radio"/>	Tests/day: <u>5-10</u>	System Down : (Please circle) Yes <input type="radio"/> No <input checked="" type="radio"/>	
Visual Inspection (Description of Visual Flaw, Damages, missing items/parts/ accessories)			

**REASON FOR CALL / NATURE OF PROBLEM REPORTED**

Calibration of XP-100 Haematology Analyzer.

Service Agreement Status : Warranty <input checked="" type="radio"/> <b>AMC</b> <input type="radio"/> CMC <input type="radio"/>	Reagent rental	Reagent Purchase	Invoice (Ad-hoc)
Equipment Type: <u>Haematology analyzer</u>	Reagents information: <u>CC, CP, SL-10H</u>		
Equipment Make: <u>Systemex</u>	Model <u>XP100</u>	Serial No.: <u>B2887</u>	

**SERVICE ACTION DETAILS**

Checked Machine status - SRV cleaned, RBC, WBC clog adjusted, HGB convert value adjusted, TD, waste chamber cleaned. Machine Rackground checked ok. QC High, Normal run before & after calibration. Calibration performed. Result ok. All level QC passed.

**SPARE PARTS INFORMATION:**

Spare replacement Type :		FOC	Invoice	Warranty
Indent / Replaced	Part no./ Cat. No	Description	Serial No. / Lot No.	Qty
/	/	/	/	/
/	/	/	/	/
/	/	/	/	/

**Status after Service : (Please circle/tick mark)**

<input checked="" type="checkbox"/> Complete	<input type="checkbox"/> Working satisfactorily	<input type="checkbox"/> Under Observation	<input type="checkbox"/> Follow-up required
<input type="checkbox"/> Incomplete	<input type="checkbox"/> Pending for Spares	<input type="checkbox"/> Working solution provided	<input type="checkbox"/> Analyzer Down

**Call Intimation Details (Please circle/tick mark)**

Call Reported by: (Please circle)	Client	Sales	FSE	Application	Marketing	HO	Proactice/courtesy	Follow up
	Name:		Phone:		email:			
	Date	Time		Date	Time			
Call received	<u>15-12-2023</u>	<u>9:30 AM</u>		Start Service	<u>15-12-2023</u>	<u>12:00 PM</u>		
Call Assigned	<u>15-12-2023</u>	<u>9:45 AM</u>		End Service	<u>15-12-2023</u>	<u>7:30 PM</u>		
Travel Time (Hours)		<u>2 hrs.</u>		Hand over Time	<u>15-12-2023</u>	<u>6:30 PM</u>		

**CUSTOMER FEEDBACK (Please Circle/ Tick Mark)**

CSAT: (Please tick mark)	<input type="checkbox"/> Annoyed	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Can Improve	<input type="checkbox"/> Satisfied	<input checked="" type="checkbox"/> Extremely Satisfied
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Signatory's Name (Client) : <u>Dr. Mangal Singh</u>	Designation: <u>ARO (Bio-chemist)</u>	Phone: <u>8791824295</u>	Email: <u>mangal.ccrum@nic.in</u>
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**Signatures**

Client	Technical Specialist
<u>RRUM, Patna</u>	<u>Krishna Kumar.</u>

Customer Confidential

डॉ. मंगल सिंह  
सहायक प्रमुख, रीजियल रिसर्च इंस्टीट्यूट ऑफ़ अनूनी चिकित्सा, पटना  
(कैम्पस, 29, पतापार्गंज, पटना - 800008)  
उपग्रह मंगलय, मोबाइल (8791824295)





Tri level QC run

Low

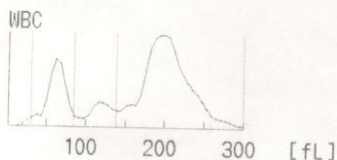
Normal

High

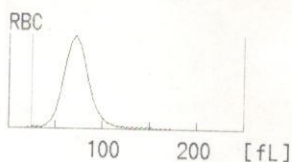
File 3  
 LotID 33080821  
 Exp. 2024/02/10

ID. QC03  
 Date 15/12/2023  
 Time 20:34

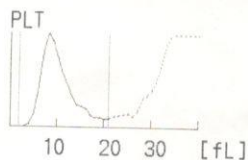
WBC 3.4  $\times 10^3/\mu\text{L}$   
 RBC 2.65  $\times 10^6/\mu\text{L}$   
 HGB 6.6 g/dL  
 HCT 19.0 %  
 MCV 71.7 fL  
 MCH 24.9 pg  
 MCHC 34.7 g/dL  
 PLT 75  $\times 10^3/\mu\text{L}$



LYM% 19.6 %  
 MXD% 9.9 %  
 NEUT% 70.5 %  
 LYM# 0.7  $\times 10^3/\mu\text{L}$   
 MXD# 0.3  $\times 10^3/\mu\text{L}$   
 NEUT# 2.4  $\times 10^3/\mu\text{L}$   
 W-SMV 60.4 fL  
 W-LMV 202.7 fL



RDW-SD 36.5 fL  
 RDW-CV 12.5 %

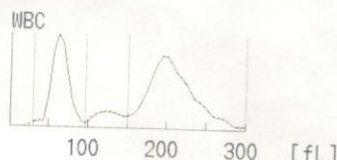


PDW 11.1 fL  
 MPV 10.3 fL  
 P-LCR 25.9 %  
 PCT 0.08 %

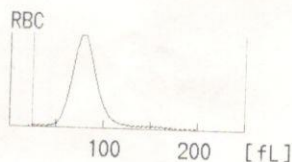
File 4  
 LotID 33080822  
 Exp. 2024/02/10

ID. QC04  
 Date 15/12/2023  
 Time 20:38

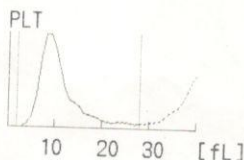
WBC 7.1  $\times 10^3/\mu\text{L}$   
 RBC 4.29  $\times 10^6/\mu\text{L}$   
 HGB 12.3 g/dL  
 HCT 33.9 %  
 MCV 79.0 fL  
 MCH 28.7 pg  
 MCHC 36.3 g/dL  
 PLT 216  $\times 10^3/\mu\text{L}$



LYM% 29.5 %  
 MXD% 9.0 %  
 NEUT% 61.5 %  
 LYM# 2.1  $\times 10^3/\mu\text{L}$   
 MXD# 0.6  $\times 10^3/\mu\text{L}$   
 NEUT# 4.4  $\times 10^3/\mu\text{L}$   
 W-SMV 62.7 fL  
 W-LMV 207.6 fL



RDW-SD 34.5 fL  
 RDW-CV 10.2 %

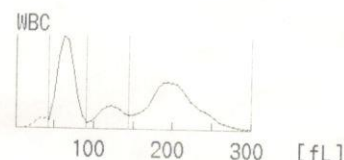


PDW 10.3 fL  
 MPV 11.2 fL  
 P-LCR 29.8 %  
 PCT 0.24 %

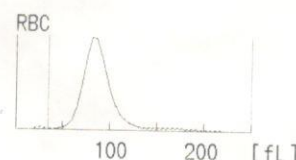
File 5  
 LotID 33080823  
 Exp. 2024/02/10

ID. QC05  
 Date 15/12/2023  
 Time 20:41

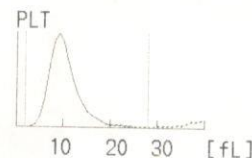
WBC 17.9  $\times 10^3/\mu\text{L}$   
 RBC 5.12  $\times 10^6/\mu\text{L}$   
 HGB 15.5 g/dL  
 HCT 43.3 %  
 MCV 84.6 fL  
 MCH 30.3 pg  
 MCHC 35.8 g/dL  
 PLT 516  $\times 10^3/\mu\text{L}$



LYM% 34.8 %  
 MXD% 13.3 %  
 NEUT% 51.9 %  
 LYM# 6.2  $\times 10^3/\mu\text{L}$   
 MXD# 2.4  $\times 10^3/\mu\text{L}$   
 NEUT# 9.3  $\times 10^3/\mu\text{L}$   
 W-SMV 63.4 fL  
 W-LMV 202.2 fL



RDW-SD 35.3 fL  
 RDW-CV 9.9 %



PDW 9.5 fL  
 MPV 10.3 fL  
 P-LCR 23.7 %  
 PCT 0.53 %