



Customer Service Event Summary

Service Order Number: 6002027680

Instrument ID Number: KA04/HPL/003

Customer Name: Indian Immunocare Ltd

Customer Contact: Mr. Kamandja Kishan

Address: Survey No: 281-984-391, Biotech Park Phase-II, Kankarpatla W.

Designation: Senior Executive

Markook (M), Siddipet (Dist) TS

Telephone: 8143260036

Product Number: 67111A

E-mail Address: k.kishan@indimmune.com

Product Description: Quat Pump

Sales Order Number: 0306957477

Product Serial Number: DEAEY00779

Purchase Order Number: 4511002266

Standard Hours: 10:00 to 02:00 Travel Hours: 06:00

Request Received Date: NA

Service Start Date / Time: 26/SEP/2017

Schedule Date / Time: NA

Service End Date / Time: 28/SEP/2017

Problem Description: SW and HW installation and qualification.

Services Provided: Consignment verification as per PO and Packing List done, EQP reviewed and signed off from customer, performed installation as per check list attached, performed IQ and OQ as per protocols for HW and SW, all tests passed, documents reviewed and handed over to customer, system is working satisfactorily.

Customer feedback:

- Root cause of problem and preventive action explained to you by engineer?
Area left clean and tidy after job was completed?
Problem has been resolved to my satisfaction & no further action needed.
Customer acceptance for closure

Customer Comments: IQ and OQ complete

Parts Used / Recommended

Table with 4 columns: Qty., Part Number, Description, Use Code. Content is mostly empty with a handwritten 'NA' in the Description column.

Customer Engineer Name: k. sushra/nakara / M. Ravi Kumar

Customer Engineer Signature: [Signature]

Date: 28/sep/2017

Customer Name: k. kishan

Customer Signature: [Signature]

Date: 28/sep/2017

Handwritten notes: 8000 14 36, 5000 3461 39, 5102 29145

Handwritten notes: 16/12/17, ORIGINAL FOR CUSTOMER, 88675



Customer Service Event Summary

Service Order Number: 6009022481
Customer Name: Indian Immunologicals Ltd
Address: Survey No: 281-284 on 391, Biotech Park Phase-II, Karakoram Road, Maricoor M, Siddipet (Dist), TS
Product Number: 177111A
Product Description: Quat Pump P
Product Serial Number: DEAEY00776
Standard Hours: 12:00 / Travel Hours: 06:00
Service Start Date / Time: 26/sep/2017

Instrument ID Number: KA04/HPL/002
Customer Contact: Mr. Komandisa Kishan
Designation: Senior Executive
Telephone: 8143260036
E-mail Address: k.kishan@indimmune.com
Sales Order Number: 0306957477
Purchase Order Number: 4511002966
Request Received Date: NA
Schedule Date / Time: NA
Service End Date / Time: 28/sep/2017

Problem Description: SW and HW installation and qualification.

Services Provided: Consistent verification as per Po and Packings List done, FOP reviewed and signed off from customer, performed installation as per checklist attached, performed TA and QA as per protocols for HW and SW, all test's passed, documents reviewed and handed over to customer, system is working satisfactorily.

Customer feedback:

- Root cause of problem and preventive action explained to you by engineer? Yes No N/A
Area left clean and tidy after job was completed? Yes No N/A
Problem has been resolved to my satisfaction & no further action needed. Yes No N/A
Customer acceptance for closure Yes No N/A

Customer Comments: 20,00 completed

Parts Used / Recommended

Table with 4 columns: Qty, Part Number, Description, Use Code. Description contains 'NA' with a diagonal slash.

Customer Engineer Name: K. Srinivas Prakash Rao / M. Ravi Kumar
Customer Engineer Signature: [Signature]
Date: 28/sep/2017
Customer Name: K. Kishan
Customer Signature: [Signature]
Date: 28/sep/2017