



Smart Labtech Pvt. Ltd.

Plot # 75B, SV Co-Op. Industrial Estate, Phase-II, Balanagar, Hyderabad - 500 037, TS, INDIA.
 Phone: +91 40 2377 4310, 2377 4311, Fax: +91 40 2377 4309
 E-mail: info@smartlabtech.net, service@smartlabtech.net, customercare@smartlabtech.net
 Website: www.smartlabtech.net

QSR.No.SLPL/SCR/SR/01

SERVICE REPORT

Service Report No.: 1765		Contact Person: T. SHANMUGASUNDARAM.	
Customer Name & Address Human biological institute (IIL), Kozhupannai, Pudukkottai, dist.		Designation: Sr. EXECUTIVE	
Purchase Order No. & Date:		Department: Quality CONTROL.	
		Tel No.: 9912942102 Fax No.:	
Login ID No. & Date:		Invoice No. & Date:	
Engineer Name: K. Vijay Kumar		Visit No. I / II / III / IV / V	
Make & Model		Serial No.	
AC2-USB-Ns		2021-167382	
(Bio-safety cabinet)		Problem: Installation.	
		TYPE OF VISIT	
		Warranty <input checked="" type="checkbox"/> Courtesy <input checked="" type="checkbox"/>	
		Consignment Verification <input checked="" type="checkbox"/> AMC <input checked="" type="checkbox"/>	
		Chargeable <input checked="" type="checkbox"/> Calibration <input checked="" type="checkbox"/>	
		Installation <input checked="" type="checkbox"/> Breakdown <input checked="" type="checkbox"/>	
		Re-installation <input checked="" type="checkbox"/>	
OBSERVATION / ACTION TAKEN			
20/7 :- Equipment Inspection done, consignment verification done. no short-shipment is found.			
21/7 :- BSC shifted, assembled and installed carefully. User manual, FAT, SG, service pictures handed over to customer. UPS connected. IQ & OQ done. Submitted the document to customer.			
Completion Remarks	BSC IQ, OQ done.	Call Attended Date	Call Closed Date
Pending Reason			
Quality of Service		Status	
Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor <input type="checkbox"/>		Open <input type="checkbox"/> Closed <input type="checkbox"/>	
Customer's Remarks / Feedback		Engineer Comments / Remarks	
 Customer Name / Signature		 Engineer Name / Signature	
Mobile / Direct No.		Mobile No. 966698444	

REGIONAL OFFICES
 VIZAG - 96666 55312
 BENGALURU - 88844 40068
 CHENNAI - 9381206940

Please register your complaints with
OUR CUSTOMER CARE MOBILE: +91 9848 444 907
 Email: customercare@smartlabtech.net



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QSR.No.SLPL/SCR/SR/01

SERVICE REPORT

Service Report No.: 1766	Contact Person: T. SHANMUGASUNDARAM
Customer Name & Address Human Biological Institute (HBI) Kozhupannai, Pudukottai, Dist.	Designation: Sr. EXECUTIVE
	Department: Quality Control
	Tel No.: 9942942102 Fax No.:
	Email ID: shanmuga@intimmune.com.
Purchase Order No. & Date:	Invoice No. & Date:
Login ID No. & Date:	Visit Date: 23/07/21 Date of Installation: 20/07/21
Engineer Name: K. Vijay Kumar	Visit No. I / II / III / IV / V Start Time: End Time:

Make & Model	Serial No.	Problem	TYPE OF VISIT	
A12-MS8-A/S	2021-167382	Qualification	Warranty <input type="checkbox"/>	Courtesy <input type="checkbox"/>
			Consignment Verification <input type="checkbox"/>	AMC <input type="checkbox"/>
			Chargeable <input type="checkbox"/>	Calibration <input type="checkbox"/>
			Installation <input type="checkbox"/>	Breakdown <input type="checkbox"/>
			Re-installation <input type="checkbox"/>	

OBSERVATION / ACTION TAKEN
 Above mentioned RSC PQ has been carried out as per ins. protocol and all found satisfactorily as well in acceptable limit. Document filled and submitted to user.
 RSC is ready for regular activities.

Completion Remarks RSC qualification is done	Call Attended Date	Call Closed Date 23/07/21	Status Open <input type="checkbox"/> Closed <input checked="" type="checkbox"/>
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Quality of Service: Excellent Good Average Poor

Customer's Remarks / Feedback 	Engineer Comments / Remarks
Customer Name / Signature	Engineer Name / Signature

Mobile / Direct No. Mobile No. 9888060467

REGIONAL OFFICES

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