

CUSTOMER SERVICE REPORT

Case Number: 06133602
 Work Order Number: WO-00348362
 Extended from Work Order Number:

Billing Type: Warranty
 Purchase Order: FE
 Contract Name/Number: Cytiva Default Service Contract - India

Date: 21/09/2021
 Work Order Status: Completed
 Work Order Type: Installation

Customer Details

Account Number: 90010016
 Account Name: INDIAN IMMUNOLOGICALS LIMITED

Location Number: INDIAN IMMUNOLOGICALS LIMITED
 Location Address: GACHIBOWLI POST
 HYDERABAD, 500032

Contact Name: A Dhanunjaya
 Contact Phone:
 Contact Email: a.dhanunjaya@indimmune.com

Product Details

Asset Tag: INDUST
 Model Description: AKTA pilot 600
 Software License:
 Software Version:

Serial Number: 29659312-2758868
 UDI#

Work Details

Engineer Name: GUNASEKAR K

21/09/2021 Problem: Installation Notes: Installation of Akta Pilot600

Action Taken: Installation Performed Notes: Checked consignment and found all the items as per po,performed installation and connected all accessories,installed software,instrument working fine and ready for use
 Test Performed: Computer boot-up,Verified instrument functionality

Tools Used

Tool	Description	Tool Comments

Parts, Labor, and Travel Lines

Type	Start Date	Part Number	Product Description	Work Description	Qty	Lot/Serial Number
Travel	12/08/2021	28989281	Zone 1 Travel Fee		1	
Labor	12/09/2021	18117783	INSTALLATION AKTA PILOT	Installation of Akta pilot	1	

Hyclone Life Sciences Solutions India Private Limited
 No 4, Kadugodi Industrial Area, Sadaramangala, Whitefield
 Karnataka Bengaluru 560 067
 India
 Phone -49307989
 optirunservice.in@cytiva.com

CUSTOMER SERVICE REPORT

Technician Signature:

[Handwritten Signature]

GUNASEKAR K

Customer signature:

S. Jayadev Reddy

Mr. Phani

/MOTISAGADESH

Cytiva is proud to offer a full 90 day warranty for all parts and labour detailed in this report, covering any subsequent repair due to the same or related failure.

Customer signatures are captured and encrypted electronically and stored on secure Cytiva servers as indication that all work has been done to customer's satisfaction and the equipment is in acceptable working condition unless Work Order Status is marked "incomplete". Any disputed repairs or charges must be acknowledged in writing within 30 days of invoice date. The image of the customer signature for this report is available from Cytiva upon request.

Should this service report be related to a product installation, the Customer confirms that the Product has been delivered & complies with the terms of the purchase contract. The customer has accepted the product after inspection and installation

This is not an invoice - Local sales taxes and any customer specific pricing will be applied prior to issue of official invoice.

All goods and services are sold subject to the terms and conditions of any master sales agreement or other negotiated and agreed terms you have with Cytiva or, if there are no such master agreement or terms currently in effect, subject to the terms and conditions of sale of Cytiva. A copy of these terms and conditions is available on request from your Cytiva contact. You can also find these terms and conditions using the link: www.cytiva.com/terms for your local language terms and conditions.

Comments:

①

Detailed Application demo/
training not completed.



CUSTOMER SERVICE REPORT

Case Number: 06133602 Billing Type: Warranty Date: 21/09/2021
 Work Order Number: WO-00348364 Purchase Order: FE Work Order Status: Completed
 Extended from Work Order Number: Contract Name/Number: Cytiva Default Service Contract - India Work Order Type: IQ/OQ

Customer Details

Account Number: 90010016 Location Number: INDIAN IMMUNOLOGICALS LIMITED Contact Name: A Dhanunjaya
 Account Name: INDIAN IMMUNOLOGICALS LIMITED Location Address: GACHIBOWLI POST Contact Phone:
 HYDERABAD, 500032 Contact Email: a.dhanunjaya@indimmune.com

Product Details

Asset Tag: INDUST Model Description: AKTA pilot 600 Serial Number: 29659312-2758868
 Software License: Software Version: unicorn7.6 UDI#

Work Details

Engineer Name: GUNASEKAR K
 21/09/2021 Problem: IQOQ
 Action Taken: IQOQ Performed
 Test Performed: Computer boot-up;Conductivity test;Flow test;pH test;Pressure test;System test / performance test;Temperature test;UV-test;Verified instrument functionality;Voltage reading / power check Notes: Completed IQOQ as per document and handed over document to customer

CUSTOMER SERVICE REPORT

Tools Used

Tool	Description	Tool Comments
------	-------------	---------------

Parts, Labor, and Travel Lines

Type	Start Date	Part Number	Product Description	Work Description	Qty	Lot/Serial Number
Travel	18/08/2021	28989281	Zone 1 Travel Fee		1	
Travel	17/08/2021	28989281	Zone 1 Travel Fee		1	
Travel	16/08/2021	28989281	Zone 1 Travel Fee		1	
Travel	13/08/2021	28989281	Zone 1 Travel Fee		1	
Labor	18/08/2021	28992658	Commissioning and Qualification Performance 5 days	IQOQ Pilot	1	
Labor	17/08/2021	28992658	Commissioning and Qualification Performance 5 days	IQOQ Pilot	1	
Labor	16/08/2021	28992658	Commissioning and Qualification Performance 5 days	IQOQ Pilot	1	
Labor	13/08/2021	28992658	Commissioning and Qualification Performance 5 days	IQOQ Pilot	1	

Hyclone Life Sciences Solutions India Private Limited
No 4, Kadugodi Industrial Area, Sadamangala, Whitefield
Karnataka Bengaluru 560 067
India
Phone -49307989
optirunservice.in@cytiva.com

Technician Signature:



GUNASEKAR K

Customer signature:



Mr. Pahnri

S. Jayadeh Kuv vendu
10.11.21

INDIA GUADESM

Cytiva is proud to offer a full 90 day warranty for all parts and labour detailed in this report, covering any subsequent repair due to the same or related failure.

Customer signatures are captured and encrypted electronically and stored on secure Cytiva servers as indication that all work has been done to customer's satisfaction and the equipment is in acceptable working condition unless Work Order Status is marked "incomplete". Any disputed repairs or charges must be acknowledged in writing within 30 days of invoice date. The image of the customer signature for this report is available from Cytiva upon request.

Should this service report be related to a product installation, the Customer confirms that the Product has been delivered & complies with the terms of the purchase contract. The customer has accepted the product after inspection and installation

This is not an invoice - Local sales taxes and any customer specific pricing will be applied prior to issue of official invoice.

All goods and services are sold subject to the terms and conditions of any master sales agreement or other negotiated and agreed terms you have with Cytiva or, if there are no such master agreement or terms currently in effect, subject to the terms and conditions of sale of Cytiva. A copy of these terms and conditions is available on request from your Cytiva contact. You can also find these terms and conditions using the link: www.cytiva.com/terms for your local language terms and conditions.