

# CUSTOMER SERVICE REPORT



Case Number: 01079188  
 Work Order Number: WO-01547718

Billing Type: Warranty  
 Purchase Order: RW5  
 Contract Name/Number:

Date: 07-03-2017  
 Work Order Status: Completed  
 Work Order Type: IQ/OQ

## Customer Details

Account Number: 82900929  
 Account Name: INDIAN IMMUNOLOGICALS LIMITED  
 Location Number: INDIAN IMMUNOLOGICALS LIMITED  
 Location Address: GACHIBOWLI POST HYDERABAD, ANDHRA PRADESH  
 Contact Name: SRINIVAS VADLA  
 Contact Phone: 9705352225  
 Contact Email: vadlasrinivas@indimmune.com  
 500032 India

## Product Details

Asset Tag: HYD  
 Model Description: AKTApilot system  
 Software License: Software Version: 29008612-2077873

## Work Details

Engineer Name: JAYABAL Rajarathinam  
 Problem: No issues Found IQOQ & 21 CFR PERFORMANCE OF AKTA PILOT SYSTEM  
 Action Taken: Additional Actions Taken - Enter Notes: IQOQ & 21 CFR PERFORMANCE HAS BEEN DONE FOR THIS SYSTEM AND NO DEVIATION RECORDED. DOCUMENT HAS BEEN SUBMITTED.  
 Test Performed: Conductivity test;Flow test;pH test;Pressure reading;Pressure test;System test;Temperature test;UV-test;Verified instrument functionality; IQOQ & 21 CFR COMPLETED AND DOCUMENT SUBMITTED. SYSTEM IS WORKING SATISFACTORILY.

## Tools Used

Tool	Description	Tool Comments
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Parts, Labor, and Travel Lines



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Type	Start Date/Time	Part Number	Product Description	Work Description	Qty	Lot/Serial Number
Travel	02-03-2017 08:00:AM	28989281	Zone 1 Travel Fee		1.5	
Labor	02-03-2017 09:30:AM	28989293	BP Field Labor Tier 1, 1Hr	IQQQ & 21 CFR PERFORMANCE OF AKTA PILOT SYSTEM	9	
Travel	06-03-2017 08:00:AM	28989281	Zone 1 Travel Fee		1.5	
Travel	07-03-2017 08:00:AM	28989281	Zone 1 Travel Fee		1.5	
Travel	03-03-2017 08:00:AM	28989281	Zone 1 Travel Fee		1.5	
Labor	03-03-2017 09:30:AM	28989293	BP Field Labor Tier 1, 1Hr	IQQQ & 21 CFR	9	
Labor	06-03-2017 09:30:AM	28989293	BP Field Labor Tier 1, 1Hr	IQQQ & 21 CFR PERFORMANCE	9	
Travel	02-03-2017 06:30:PM	28989281	Zone 1 Travel Fee		1.5	
Labor	07-03-2017 09:30:AM	28989293	BP Field Labor Tier 1, 1Hr	IQQQ & 21 CFR PERFORMANCE	4	
Travel	06-03-2017 06:30:PM	28989281	Zone 1 Travel Fee		1.5	
Travel	03-03-2017 06:30:PM	28989281	Zone 1 Travel Fee		1.5	

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India  
Phone -49307989  
supportdesk.india@ge.com

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Technician Signature:

JAYABAL Rajarathnam

Customer Signature:

GE Healthcare 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 GE Healthcare 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 GE Healthcare 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 GE Healthcare or, if there are no such master agreement or terms currently in effect, subject to the terms and conditions of sale of GE Healthcare. A copy of these terms and conditions is available on request from your GE Healthcare contact. You can also find these terms and conditions using the link: [www.gehealthcare.com/terms](http://www.gehealthcare.com/terms) for your local language terms and conditions.