



CUSTOMER SERVICE REPORT

cytiva WO-00404426

Case Number: 07097985	Billing Type: Billable	Date: 04/21/2022
Work Order Number: WO-00404426	Purchase Order: Salil Approval/ PO#4511003791	Work Order Status: Completed
Extended from Work Order Number:	Contract Name/Number: Cytiva Default Service Contract - India	Work Order Type: Upgrades/Conversions

Customer Details

Account Number: 90010016	Location Number: INDIAN IMMUNOLOGICALS LIMITED	Contact Name: Srinivas Rao
Account Name: INDIAN IMMUNOLOGICALS LIMITED	Location Address: GACHIBOWLI POST HYDERABAD, 500032	Contact Phone: 9502429300
		Contact Email: n.srinivasrao@indimmune.com

Product Details

Asset Tag: HYD	Model Description: AKTApilot system	Serial Number: 29008612-2086733
Software License:	Software Version: Unicorn 7.6	UDI#:

Work Details

Engineer Name: Satish Kumar Teki

04/19/2022 Problem: Update / Upgrade **Notes:** Software upgrade

Action Taken: CCP Performed, Upgrade / Update Performed **Notes:** Installed the new PC with windows 10 Installed the unicorn 7.6 software version and performed the CCP and 21CFR protocols. Documented the results and found ok. Taken all backup from old software database

Test Performed: System test / performance test, Verified instrument functionality **Notes:** Done the unicorn upgrade activity as per the protocol(CCP and 21CFR) and documented the results.

Tools Used

Tool	Description	Tool Comments
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Parts, Labor, and Travel Lines

Type	Start Date	Part Number	Product Description	Work Description	Qty	Lot/Serial Number
Labor	04/11/2022	28989293	BP Field Labor Tier 1, 1Hr	Upgrade	7	
Labor	04/12/2022	28989293	BP Field Labor Tier 1, 1Hr	Upgrade	8	
Travel	04/11/2022	28989281	Zone 1 Travel Fee		1	
Travel	04/13/2022	28989281	Zone 1 Travel Fee		1	
Travel	04/13/2022	28989281	Zone 1 Travel Fee		1	
Travel	04/11/2022	28989281	Zone 1 Travel Fee		1	
Travel	04/12/2022	28989281	Zone 1 Travel Fee		1	
Labor	04/13/2022	28989293	BP Field Labor Tier 1, 1Hr	Upgrade	8	
Travel	04/12/2022	28989281	Zone 1 Travel Fee		1	

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<p>WO-00404426 Thursday, 21 April 2022 4:52 PM WO-00404426 Thursday, 21 April 2022 4:52 PM WO-00404426 Thursday, 21 April 2022 4:52 PM</p>  <p>Satish Kumar Teki</p>	<p>WO-00404426 Thursday, 21 April 2022 4:53 PM WO-00404426 Thursday, 21 April 2022 4:53 PM WO-00404426 Thursday, 21 April 2022 4:53 PM</p>  <p>Mr.N.Srinivas</p>
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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.