



The name you can trust

NEWTRONIC LIFECARE EQUIPMENT PVT. LTD.

108-ABCD, Kandivli Co-op. Ind. Estate Ltd., Charkop, Kandivli (W), Mumbai-400 067, India.

Tel: +91-22-2867 9326 | Fax: +91-22-2867 6059

Website: www.newtronic.in | E-mail: sales@newtronic.in, service@newtronic.in

SERVICE REPORT

No.

20812

CUSTOMER	EQUIPMENT	COMPLAINT
Name : <u>VIJAY JOHNSON</u> Dept : <u>Quality Control</u> Add : <u>Doty, Human Biologicals</u> <u>Inchhite</u> Tel : <u>96779177701</u> Email / Fax :	Type : <u>---</u> Model No. : <u>---</u> Serial No. : <u>---</u> Set Condn : <u>---</u> Controller No. : <u>---</u>	SCR No. : _____ Date : <u>23/10/18</u> Call Type : <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off : _____
DATE OF VISITS <u>23.10.18</u> TO <u>23.10.18</u>	ENGINEER <u>Pravin P.</u>	NO. OF DAYS : <u>01 days</u>

Nature of complaint :

Installation & qualification for ICDS 2.1 software

Service Done :

1. checked all prerequisites for client pc and server pc & found to be ok.
2. Informed user to give IP address range to systems & chambers

Further Action :

Prepare the IQ documents for client & server pc & submit for pre approval

Parts Replaced / Required

S. No.	Description	Qty.	Amount
NA			

Charges

Service Charges
Spares Charges
Other
Total

NA	
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How do you rate your experience with Newtronic during this service :

Excellent Good Average Poor

Remarks : IQ is in progress

The service has been carried out & completed to our satisfaction. We agree to pay charges as applicable.

Customer Signature with seal.

Name of Engineer

Pravin Patankar

Pravin Patankar
23/10/18
Sign



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SERVICE REPORT

No. 20813

CUSTOMER	EQUIPMENT	COMPLAINT
Name : <u>VITAY JOHNSON</u>	Type : <u>---</u>	SCR No. : <u>---</u>
Dept : <u>Quality Control</u>	Model No. : <u>---</u>	Date : <u>24.10.18</u>
Addr : <u>Human Biological centre</u>	Serial No. : <u>---</u>	Call Type : <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC
Tel : <u>9672917701</u>	Set Condn : <u>---</u>	<input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH
Email / Fax : <u>---</u>	Controller No. : <u>---</u>	Weekly Off : <u>---</u>
DATE OF VISITS	ENGINEER	NO. OF DAYS :
<u>24.10.18 TO 24.10.18</u>	<u>Pravin P.</u>	<u>01 days</u>

Nature of complaint :

Installation & qualification for ICONS 2.1 software.

Service Done :

- IQ Documents for client PC and server PC prepared
- Got the approval, so IQ for both the systems started.
- Antivirus software is not installed yet, same is informed to user

Further Action :

- complete the IQ for client PC and server PC and submit the documents for post approval

Parts Replaced / Required

S. No.	Description	Qty.	Amount

Charges

Service Charges

Spares Charges

Other

Total

NA

How do you rate your experience with Newtronic during this service :

Excellent Good Average Poor

Remarks : 1 @ ~~Completed~~, approved complete QA. It is in Progress.

The service has been carried out & completed to our satisfaction. We agree to pay charges as applicable.

Customer Signature with seal.

[Signature]
24.10.18

Name of Engineer

Pravin Patankar

[Signature]
24.10.18
Sign



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Website: www.newtronic.in | E-mail: sales@newtronic.in, service@newtronic.in

SERVICE REPORT

No. 20814

CUSTOMER	EQUIPMENT	COMPLAINT
Name : <u>VISAY JOHNSON</u> Dept. : <u>Quality Control</u> Add. : <u>Human Biological centre</u> <u>oohy</u> Tel. : <u>9677 917701</u> Email / Fax :	Type : <u>---</u> Model No. : <u>---</u> Serial No. : <u>---</u> Set Condn : <u>---</u> Controller No. : <u>---</u>	SCR No. : _____ Date : <u>25.10.18</u> Call Type : <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off : _____
DATE OF VISITS <u>25.10.18</u> TO <u>25.10.18</u>	ENGINEER <u>Pravin P.</u>	NO. OF DAYS : <u>01 days</u>

Nature of complaint :

- IQ for client pc completed
- Documentation completed and submitted for post approval

Service Done :

Further Action :

Parts Replaced / Required

S. No.	Description	Qty.	Amount

Charges

Service Charges _____
Spares Charges _____
Other _____
Total _____

How do you rate your experience with Newtronic during this service :

- Excellent Good Average Poor

Remarks :

The service has been carried out & completed to our satisfaction.
We agree to pay charges as applicable.

Name of Engineer

Customer Signature with seal.

Sign



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SERVICE REPORT

No. 20815

CUSTOMER	EQUIPMENT	COMPLAINT
Name: <u>VITAY JOHNSON</u> Dept.: <u>Quality Control</u> Add.: <u>Human Biological center</u> <u>copy</u> Tel.: <u>9677917701</u> Email / Fax: <u>---</u>	Type: <u>---</u> Model No.: <u>---</u> Serial No.: <u>---</u> Set Condn: <u>---</u> Controller No.: <u>---</u>	SCR No.: <u>---</u> Date: <u>25.10.18</u> Call Type: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off: <u>---</u>
DATE OF VISITS <u>25.10.18</u> TO <u>27.10.18</u>	ENGINEER <u>Pravin P.</u>	NO. OF DAYS: <u>01 days</u>

Nature of complaint :

Installation and qualification of ICDA 2.1 software

Service Done :

- client PC IQ completed
- Documentation for IQ of client PC done & submitted for post approval.

Further Action :

- prepare OQ documents, submit for pre approval

Parts Replaced / Required

S. No.	Description	Qty.	Amount
NA			

Charges

Service Charges
Spares Charges
Other
Total

NA	

How do you rate your experience with Newtronic during this service :

- Excellent Good Average Poor

Remarks: Client PC - IQ completed

The service has been carried out & completed to our satisfaction.
We agree to pay charges as applicable.

Customer Signature with seal.

[Handwritten Signature]
25/10/18

Name of Engineer

Pravin Patil

[Handwritten Signature]
25.10.18
Sign



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SERVICE REPORT

No. 20816

CUSTOMER	EQUIPMENT	COMPLAINT
Name: <u>VIJAY JOHNSON</u>	Type: <u>---</u>	SCR No.: <u>---</u>
Dept.: <u>Quality Control</u>	Model No.: <u>---</u>	Date: <u>26.10.18</u>
Addr.: <u>Human Biologicals centre,</u>	Serial No.: <u>---</u>	Call Type: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC
<u>ooty</u>	Set Condn: <u>---</u>	<input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH
Tel.: <u>9677917701</u>	Controller No.: <u>---</u>	Weekly Off: <u>---</u>
Email / Fax: <u>---</u>		
DATE OF VISITS	ENGINEER	NO. OF DAYS:
<u>26.10.18 TO 26.10.18</u>	<u>Pravin P.</u>	<u>01 days</u>

Nature of complaint:

Installation and qualification of ICDA3 2.1 software.

Service Done:

- server PC IQ completed, documents prepared and submitted for post approval.
- client PC post approval completed for IQ.

Further Action:

- start the op, prepare client PC and server PC documents

Parts Replaced / Required

S.No.	Description	Qty.	Amount
NA			

Charges

Service Charges

Spares Charges

Other

Total

NA	
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How do you rate your experience with Newtronic during this service:

Excellent Good Average Poor

Remarks:

Both server and client PC installation completed.

The service has been carried out & completed to our satisfaction. We agree to pay charges as applicable.

Vijay Johnson
Customer Signature with seal.

26.10.18

Name of Engineer

Pravin Patankar

Pravin Patankar
26.10.18
Sign



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SERVICE REPORT

No. 20817

CUSTOMER	EQUIPMENT	COMPLAINT
Name: <u>VIJAY JOHNSON</u> Dept: <u>Quality Control</u> Add: <u>Human Biologicals Institute,</u> <u>Coth.</u> Tel: <u>9677917701</u> Email / Fax: <u>-</u>	Type: <u>-</u> Model No.: <u>-</u> Serial No.: <u>-</u> Set Condn: <u>-</u> Controller No.: <u>-</u>	SCR No.: <u>-</u> Date: <u>27.10.18</u> Call Type: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off: <u>-</u>
DATE OF VISITS <u>27.10.18</u> TO <u>27.10.18</u>	ENGINEER <u>PRAVIN P.</u>	NO. OF DAYS: <u>01 days</u>

Nature of complaint:

Installation and qualification of ICQAS 2.1 software

Service Done:

- Got the preapproval for client PC & server PC op.
- started server PC operational qualification
- completed 6.1, 7, 8, 8.2, 8.3 bullets points for server PC op.

Further Action:

- complete the remaining points from server PC op document
- complete the documentation for server PC op.

Parts Replaced / Required

S. No.	Description	Qty.	Amount
<i>NA</i>			

Charges

Service Charges
Spares Charges
Other
Total

<i>NA</i>	

How do you rate your experience with Newtronic during this service :

Excellent Good Average Poor

Remarks:

Server PC op was started and most of points are completed.

The service has been carried out & completed to our satisfaction. We agree to pay charges as applicable.

Vijay Johnson
Customer Signature with seal.

h
27.10.18

Name of Engineer

Pravin Patankar

Pravin Patankar
27.10.18
Sign



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SERVICE REPORT

No. 20818

CUSTOMER	EQUIPMENT	COMPLAINT
Name : <u>VIJAY JOHNSON</u> Dept : <u>Quality control</u> Add : <u>Human Biologicals Institute</u> <u>ooty</u> Tel : <u>9677917701</u> Email / Fax : <u>---</u>	Type : <u>---</u> Model No. : <u>---</u> Serial No. : <u>---</u> Set Condn : <u>---</u> Controller No. : <u>---</u>	SCR No. : <u>---</u> Date : <u>28.10.18</u> Call Type : <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off : <u>---</u>
DATE OF VISITS <u>28.10.18</u> TO <u>28.10.18</u>	ENGINEER <u>Pravin Patankar</u>	NO. OF DAYS : <u>01 days</u>

Nature of complaint :

Installation & qualification of TCDNS 2.1 software.

Service Done :

- completed 8.4-Realtime, 8.5- Data Log Analysis, 8.6 Audit Trail, 8.7. Archive Analysis 8.8 Company Information, 8.9 User Access Rights Groups verification points from server PC OQ document

Further Action :

- complete the remaining bullet points.
 - complete the documentation of server PC OQ.

Parts Replaced / Required

S. No.	Description	Qty.	Amount
NA			

Charges

Service Charges
 Spares Charges
 Other
 Total

NA	

How do you rate your experience with Newtronic during this service :

Excellent Good Average Poor

Remarks :

All mentioned points are completed properly.

The service has been carried out & completed to our satisfaction.
 We agree to pay charges as applicable.

Vijay Johnson
 Customer Signature with seal.

Name of Engineer

Pravin Patankar
 28.10.18

Patankar
 28.10.18
 Sign



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SERVICE REPORT

No. 20819

CUSTOMER	EQUIPMENT	COMPLAINT
Name: <u>VISAY JOHNSON</u> Dept: <u>Quality control</u> Add: <u>Human Biologicals Institute</u> <u>Coim.</u> Tel: <u>9677917701</u> Email / Fax:	Type: <u>---</u> Model No.: <u>---</u> Serial No.: <u>---</u> Set Condn: <u>---</u> Controller No.: <u>---</u>	SCR No.: <u>---</u> Date: <u>29.10.18</u> Call Type: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off:
DATE OF VISITS <u>29.10.18</u> TO <u>29.10.18</u>	ENGINEER <u>Pravin Patankar</u>	NO. OF DAYS: <u>01 days</u>

Nature of complaint:

Installation of qualification of JCDAS 2.1 software.

Service Done:

- completed points from server PC OQ document - 9, 9.1, 9.2, 10, 10.1, 10.2, 10.3

Further Action:

- complete the documentation work for server PC OQ & submit for post approval.
 - start the client PC OQ

Parts Replaced / Required

S. No.	Description	Qty.	Amount
<u>N/A</u>			

Charges

Service Charges
 Spares Charges
 Other
 Total

<u>N/A</u>
<u>N/A</u>
<u>N/A</u>
<u>N/A</u>

How do you rate your experience with Newtronic during this service:

Excellent Good Average Poor

Remarks:

All the mentioned services are completed & ready.

The service has been carried out & completed to our satisfaction. We agree to pay charges as applicable.

Visay Johnson
 Customer Signature with seal.

29/10/18

Name of Engineer

Pravin Patankar

Pravin Patankar
 29/10/18
 Sign



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SERVICE REPORT

No. 20820

CUSTOMER	EQUIPMENT	COMPLAINT
Name: <u>VISAY JOHNSON</u> Dept: <u>Quality Control</u> Add: <u>Human Biologicals Institute</u> <u>Coim</u> Tel: <u>9677917701</u> Email / Fax: <u>---</u>	Type: <u>---</u> Model No.: <u>---</u> Serial No.: <u>---</u> Set Condn: <u>---</u> Controller No.: <u>---</u>	SCR No.: <u>---</u> Date: <u>30.10.18</u> Call Type: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off: <u>---</u>
DATE OF VISITS <u>30.10.18</u> TO <u>30.10.18</u>	ENGINEER <u>Pravin Patankar</u>	NO. OF DAYS: <u>01 days.</u>

Nature of complaint :

Installation and qualification of ICDS 2.1 software.

Service Done :

- completed points from server PC op documents - 11, 12.
- completed all documentation for server PC op & submitted for post approval.

Further Action :

- start the client PC op
- Prepare client PC & server PC op Documents

Parts Replaced / Required

S. No.	Description	Qty.	Amount
NA			

Charges

Service Charges
Spares Charges
Other
Total

NA	
---------------	--

How do you rate your experience with Newtronic during this service :

Excellent Good Average Poor

Remarks: Above mentioned work are completed properly.

The service has been carried out & completed to our satisfaction. We agree to pay charges as applicable.

Visay Johnson
Customer Signature with seal.

Name of Engineer

Pravin Patankar

Patankar
30.10.18
Sign



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Website: www.newtronic.in | E-mail: sales@newtronic.in, service@newtronic.in

SERVICE REPORT

No. 20821

CUSTOMER	EQUIPMENT	COMPLAINT
Name : <u>VISAY JOHNSON</u> Dept. : <u>Quality control</u> Add. : <u>HUMAN BIOLOGICALS INSTITUTE</u> <u>ODH.</u> Tel. : <u>9677917701</u> Email / Fax : <u>—</u>	Type : <u>—</u> Model No. : <u>—</u> Serial No. : <u>—</u> Set Condn : <u>—</u> Controller No. : <u>—</u>	SCR No. : <u>—</u> Date : <u>31.10.18</u> Call Type : <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off : <u>—</u>
DATE OF VISITS <u>31.10.18 TO 31.10.18</u>	ENGINEER <u>Pravin Patankar</u>	NO. OF DAYS : <u>01 days</u>

Nature of complaint :

Installation & qualification of ICODAS 2.1 software.

Service Done :

- completed client PC operational qualification
- Documentation for client PC OQ also completed and submitted for post approval.

Further Action :

- Prepare server-PC and client-PC PQ documents and submit for pre approval

Parts Replaced / Required

S. No.	Description	Qty.	Amount
NA			

Charges

Service Charges
Spares Charges
Other
Total

NA	
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How do you rate your experience with Newtronic during this service :

- Excellent Good Average Poor

Remarks :

Client PC OQ completed

The service has been carried out & completed to our satisfaction. We agree to pay charges as applicable.

N Vijay Johnson
Customer Signature with seal.

31/10/18

Name of Engineer

Pravin Patankar

31.10.18
Sign



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SERVICE REPORT

No. 20822

CUSTOMER	EQUIPMENT	COMPLAINT
Name : VITAY JOHNSON Dept : Quality control Add : HUMAN BIOLOGICALS INSTITUTE, Coth Tel : 9677 317701 Email / Fax : -	Type : _____ Model No. : _____ Serial No. : _____ Set Condn : _____ Controller No. : _____	SCR No. : _____ Date : 01.11.18 Call Type : <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off : _____
DATE OF VISITS 01.11.18 TO 01.11.18	ENGINEER Pravin Patankar	NO. OF DAYS : 01 days

Nature of complaint :

Installation and qualification of JCDAS 2.1 software.

Service Done :

- Got the approval for client PC and server PC Pq documents
- started Pq for both the server PC and client PC

Further Action :

- complete the Pq for both server PC and client PC and submit for post approval

Parts Replaced / Required

S. No.	Description	Qty.	Amount
N/A			

Charges

Service Charges
Spares Charges
Other
Total

N/A	
-----	--

How do you rate your experience with Newtronic during this service :

Excellent Good Average Poor

Remarks :

Both server PC and client PC Pq work started

The service has been carried out & completed to our satisfaction. We agree to pay charges as applicable.

Vitay Johnson
Customer Signature with seal.

Name of Engineer

Pravin Patankar

Pravin Patankar
1.11.18
Sign



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SERVICE REPORT

No. 20823

CUSTOMER	EQUIPMENT	COMPLAINT
Name: <u>VISAY JOHNSON</u> Dept.: <u>Quality Control</u> Add.: <u>HUMAN BIOLOGICALS INSTITUTE</u> <u>004</u> Tel.: <u>0677917701</u> Email / Fax: <u>---</u>	Type: <u>---</u> Model No.: <u>---</u> Serial No.: <u>---</u> Set Condn: <u>---</u> Controller No.: <u>---</u>	SCR No.: <u>---</u> Date: <u>02.11.18</u> Call Type: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off: <u>---</u>
DATE OF VISITS <u>02.11.18</u> TO <u>02.11.18</u>	ENGINEER <u>Pravin Patankar</u>	NO. OF DAYS: <u>01 days</u>

Nature of complaint:
Installation and qualification of ICDAS 2.1 software

Service Done:
 - completed server PC performance qualification with post approval
 - completed client PC performance qualification with post approval
 - given client users training on ICDAS 2.1 software

Further Action:
 - check the documents of IQO, OQ, PQ again and handover to customer.

Parts Replaced / Required

S. No.	Description	Qty.	Amount
<u>NA</u>			

Charges

Service Charges
 Spares Charges
 Other
 Total

<u>NA</u>	

How do you rate your experience with Newtronic during this service:
 Excellent Good Average Poor

Remarks:
Server and client PC performance completed and along post approval
Training also given by him

The service has been carried out & completed to our satisfaction.
 We agree to pay charges as applicable.

A. VISAY JOHNSON
 Customer Signature with seal.

Pravin Patankar
 02.11.18

Name of Engineer

Pravin Patankar

Pravin Patankar
 02.11.18
 Sign



The name you can trust

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SERVICE REPORT

No. 20824

CUSTOMER	EQUIPMENT	COMPLAINT
Name: <u>T. SUBRAMANJA SIVA</u> Dept.: <u>Quality Control</u> Add.: <u>HUMAN BIOLOGICALS</u> <u>INSTITUTE, 66M</u> Tel.: <u>9822912201</u> Email / Fax: <u>—</u>	Type: <u>—</u> Model No.: <u>—</u> Serial No.: <u>—</u> Set Condn: <u>—</u> Controller No.: <u>—</u>	SCR No.: <u>—</u> Date: <u>03.11.18</u> Call Type: <input type="checkbox"/> W <input type="checkbox"/> NW <input type="checkbox"/> AMC <input type="checkbox"/> PM <input type="checkbox"/> CAL <input type="checkbox"/> BD <input type="checkbox"/> OTH Weekly Off: <u>—</u>
DATE OF VISITS <u>03.11.18 TO 03.11.18</u>	ENGINEER <u>Pravin Palankar</u>	NO. OF DAYS: <u>01 days</u>

Nature of complaint:

Installation and qualification of ICDS 2.1 software.

Service Done:

- Got the approval for both client PC PP and server PC documents.
- All IQ, PO, OQ document checked & handed over to customer

Further Action:

NA

Parts Replaced / Required

S.No.	Description	Qty.	Amount
<u>NA</u>			

Charges

Service Charges
 Spares Charges
 Other
 Total

<u>NA</u>
<u>NA</u>
<u>NA</u>
<u>NA</u>

How do you rate your experience with Newtronic during this service:

Excellent Good Average Poor

Remarks:

The service has been carried out & completed to our satisfaction.
 We agree to pay charges as applicable.

Customer Signature with seal.

Pravin Palankar
03.11.18

Name of Engineer

Pravin Palankar

Pravin Palankar
3.11.18
 Sign