



TechnoValue Solutions Pvt. Ltd.

The Infinite Value for Technology

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CUSTOMER SERVICE REPORT

Report No: TVSPL/SER/2020/2021/CSR/515K/11LK/21/1020	Visit No: 1	Date: 21-10-2020
Customer Ref: mail Telephonic		Date: 16-10-2020
Engg. Name/Code: Sravan Kumar TS74		Principal: TEC Services
Company Name: Indian Immunologicals Ltd		Instrument: Aerosol photometer
Company Add: Kaskapatta, Masakook Mandal Hyd.		Model No: PH5 with printer
Contact Person: Mr. Venkatesh-K		Serial No: 3493
Tel./Mob. No: 9701808978		Software Version: -
E-mail: K.venkatesh@indimmune.com		Firmware Version: V1.52J
Reported Problem: Installation / Qualification / Training of Aerosol photometer.		Probable Cause: Installation / Qualification

SERVICE NATURE: <input checked="" type="checkbox"/> Installation <input checked="" type="checkbox"/> Warranty <input type="checkbox"/> Paid Service <input type="checkbox"/> Service Contract <input type="checkbox"/> Calibration <input type="checkbox"/> Repair <input type="checkbox"/> Misc.						
Service Period On (Date)	From Hrs.	To Hrs.	Service Period On (Date)	From Hrs.	To Hrs.	Total Hrs.
21/10/2020	9:00AM	5:00PM				

Action taken: ① Box opened by me & all accessories found o.k.
 ② Instrument training / Qualification completed.
 ③ Complete material supply full filled as per P.O ④ Test report also submitted.

Spare Utilised - SOURCE : Customer Stock TVSPL Stock Local Purchase Others

Billing Instructions: please process payment as per P.O terms.

Engineer Comments/Follow-up action: Installation / Training / Qualification Completed Successfully.

Job Status : Completed Partially Completed Not Completed

Reason for partially completed / not completed:
 WA

Customer's Comments/Remarks:
 Installation & operation Qualification aerosol photometer was performed well found satisfactory
 21/10/20

Customer name	K. Venkatesh
Mob. No.	9701808978
Email Id:	K.venkatesh@indimmune.com



** Please note report no : csr / service engg initial / customer initial / date for csr no. for eg. If report dt is 28.03.18 then report no. would be 280318 visit no. would be as per the number of visit to that particular customer 1st, 2nd, 3rd and so on.