



Service Report 7098_230719085922


To:		For:	
Contact Name	Sophie Merlin	Date	19-Jul-2023 10:59 AM
Contact Email	s.merlin@genesdiffusion.com	Work Order Number	WO-00827098
Contact Phone	+33320877890	Case Number	03336789
Account			
Name	Genes Diffusion	Address	3595 route de Tournai CS 70023, Douai CEDEX, Nord, 59501, France
Work Order Details			
Installed Product	N0257-11279781	Work Order Record Type	Field Service
Product	ASSY.SCANNER, iScan	Work Order Order Type	Service Activities
Problem Description			
<p>External message, be mindful when clicking links or attachments Bonjour Illumina team tech, l'un des fours de notre plateforme de gér chauffage est correcte, toutefois, il est anormalement bruyant. Préférant anticiper tout risque de panne qui bloquerait notre activité, qu' type de problème ? Je place ma collègue L.Liétar (responsable de la plateforme 0327992949) en copie de ce mail, qui sera à même d Bien cdt, [GD Biotech]<https://urldefense.com/v3/_http://www.gdbiotech.eu_!!HrbR-XT-OQ!RMmJ5jkAljxSJGKeiTdYqnAQOJfniro14_uGRSC4j0s1 MERLIN Biomolecular Engineer, Purchasing Manager Tél. : 03 20 87 78 90 Port. : www.gdbiotech.eu<https://urldefense.com/v3/_http://www.gdbiotech.eu_!!HrbR-XT-OQ!RMmJ5jkAljxSJGKeiTdYqnAQOJfniro14_uC [LinkedIN GD Biotech] <https://urldefense.com/v3/_http://www.linkedin.com/company/86142849_!!HrbR-XT-OQ!RMmJ5jkAljxSJGKeiTdYqnAQOJfniro14_uC Institut Pasteur de Lille, 1 rue du professeur Calmette 59000 LILLE [https://adfs.aei-arsoe.com/adfs/portal/images/globe.png] Adopt the</p>			
Closure			
Evaluation	24 MAY 2023 : Customer is complaining about anormal noise on their Hybridization oven		
Work Performed	06 JUN 2023 FSE on site : Oven Replaced and installed according to the Iscan Installation Guide 13 JUL 2023 FSE on site : Adjustment done for the 48°C. (read 48.3 for set 48)		
Verification Results	06 JUN 2023 FSE on site : All tests passed, temperatures are within specification 13 JUL 2023 FSE on site : Double checked with the customer probe		
Billing Details			
Service Contract		Service Contract End Date	
iScan Bronze Support Plan		24-Oct-2023	
PO Number		N/A	
Parts Used			
Part Number	Description	Lot /Serial Number	Quantity Type Reason Not Billed
11277591	The Illumina Hybridization Oven is custom-fitted with a rotating hybridization wheel used in Infinium hybridization steps. The wheel has a variable rotation speed of 5-60 rpm and the oven has a temperature ramp from ambient to 65°C in 25 minutes. The oven holds up to 24 BeadChips at one	N/A	1 Spare

time. (220V)						
Material Consumed						
Part Number	Description	Lot /Serial Number		Quantity	Type	Reason Not Billed
Tools Used						
Part Number	Description			Serial Number		Calibration Due date
20033632	DUAL INPUT DIGITAL THERMOMETER			37430681WS		12-Aug-2023
Labor & Travel Details						
Field Support	Activity Type	Labor Hours	Travel Hours	Reason Not Billed		Start Date and Time
Hassan hadiri	Repair/Troubleshooting	4	2			13-Jul-2023 12:00 PM
Hassan hadiri	Repair/Troubleshooting	4	2			06-Jun-2023 10:00 AM

Illumina France SARL
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Illumina Signature

Customer Signature

Signature: 
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