



Service Report 1395_201025112922

To:		For:		
Contact Name	Sophie Merlin	Date	25-Oct-2020 12:29 PM	
Contact Email	s.merlin@genesdiffusion.com	Work Order Number	WO-00501395	
Contact Phone	+33320877890	Case Number	02076428	
Account				
Name	Genes Diffusion	Address	3595 route de Tournai BP 70023, Douai, Nord, 59500, 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				
Customer reported red laser to have failed and is below specification. ICS error: Error message: The scan cannot proceed because the red laser power output is below specification.				
Closure				
Evaluation	Service contract: Bronze # 8000054714 Account # 6000000875			
Work Performed	23-Oct-2020: FSE Onsite. Red Laser need to be replaced. FSE replaced the Red Laser as par service Guide. Adjustements done			
Verification Results	Verification completed. Run Customers Samples after the service visite			
Billing Details				
Service Contract		Service Contract End Date		
iScan Bronze Support Plan		24-Oct-2021		
PO Number		N/A		
Parts Used				
Part Number	Description	Lot /Serial Number	Quantity	Type
15005106S	SPARE, COHERENT RED LASER, 658NM	N/A	1	Spare
Tools Used				
Part Number	Description	Serial Number	Calibration Due date	
15063941	TOOL, Sensor Wand, Newprt, 818-ST2-UV/DB	0477	02-Jul-2021 9:00 AM	
Labor & Travel Details				
Field Support	Activity Type	Labor Hours	Start Date and Time	End Date and Time
Jacky Bismuth	Repair/Troubleshooting	9:30	23-Oct-2020 9:00 AM	23-Oct-2020 6:30 PM

Illumina Signature

Customer Signature

Jacky Bismuth