

QIAGEN Service Report



Work Order Number 2511-0507952

Case Number 25117430315

Account & Contact Information

Account	Phyathai 3 Hospital	Job Type	IS - Installation
Department		Activity Type	Customer Charge
Address	111 Petchkasem Rd, Pak Khlong Phasi Charoen, Phasi Charoen, Bangkok 10160 Bangkok 10160 Thailand		
Contact	Rattana รัตนา Rattana Chanpiriyaporn จันทร์พิริยะพร		
Contact Phone	+66839215415	Contact Email	rattana.cha@nhealth-asia.com

Asset Details

Product	QIAstat-Dx Analytical Module	Agreement Type	Service Agreement
Serial Number	10723049		

Field Service Activity Details

First Contact Date	20/11/2025 10:12	Actual Travelling Hours	0.50
Start Date	26/11/2025 13:00	Actual Working Hours	3.00
End Date	26/11/2025 17:00		

Description Installation - QIAstat-Dx Analytical Module, 10723049 - 41003482 - 10

Action Taken Complete installation according to ICS. Perform spindle lubrication and VP1 passed. Update FW to version 2.1 is passed.

Functional verification using ACC run also completed and passed.

The AM is now ready to operate.

Fault Reproduced ☐

Visible Electrical Safety Check ☐

Failure & Resolution Codes

Subject	Topics	Sub Topic	Failure	Resolution
Service	Service General	Installation	Installation	Installed/PM Visit/Certified

Parts & Material

Product Name	Material Number	Quantity Consumed	Serial Number	Batch
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Additional FSE Comments

Inst. Feedback Form Compl.	<input type="checkbox"/>	Customer Trained	<input type="checkbox"/>
Inst. Acceptance Form Compl.	<input type="checkbox"/>	Fixed First Visit	<input type="checkbox"/>
Installation Test Run Completed	<input type="checkbox"/>	PM Checklist Completed	<input type="checkbox"/>

Certified Tool

Certified Tools

QIAGEN Representative

Technician Parinyachat Somchai

Customer Signature

The above work has been carried out to my satisfaction and the equipment is in good working order, unless determined incomplete.

Signature

A handwritten signature in black ink, consisting of a large, stylized 'W' followed by a series of loops and a final flourish.

Signed By Wipawee

Date 26/11/2025 16:44