

# QIAGEN Service Report



Work Order Number 2511-0504728

Case Number 25117391348

## Account & Contact Information

Account	Phyathai 3 Hospital	Job Type	IS - Installation Preparation
Department		Activity Type	Sales Support
Address	111 Petchkasem Rd, Pak Khlong Phasi Charoen, Phasi Charoen, Bangkok 10160 Bangkok 10160 Thailand		
Contact	Rattana NA		
Contact Phone	+66839215415	Contact Email	

## Asset Details

Product	Agreement Type
Serial Number	

## Field Service Activity Details

First Contact Date	07/11/2025 16:47	Actual Travelling Hours	3.00
Start Date	10/11/2025 09:00	Actual Working Hours	1.00
End Date	10/11/2025 09:39		
Description	Pre installation QIAstat-Dx required.		
Action Taken	Check the space in the lab if use additional table. The walk way may not enough space. Their own the table available approx. 50 cm this is sufficient for put 1OM and 2 AM. But need to move the printer down.		

Fault Reproduced ☐

Visible Electrical Safety Check ☒

## Failure & Resolution Codes

Subject	Topics	Sub Topic	Failure	Resolution
Service	Service General	Service Other	Service	Others / See Notes

## 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	<input type="checkbox"/>	Fixed First Visit	<input type="checkbox"/>

# QIAGEN Service Report



Form Compl.

Installation Test  
Run Completed



PM Checklist  
Completed



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, appearing to be "R. Utailawan".

Signed By

Ratchanun Utailawan

Date

10/11/2025 09:40