

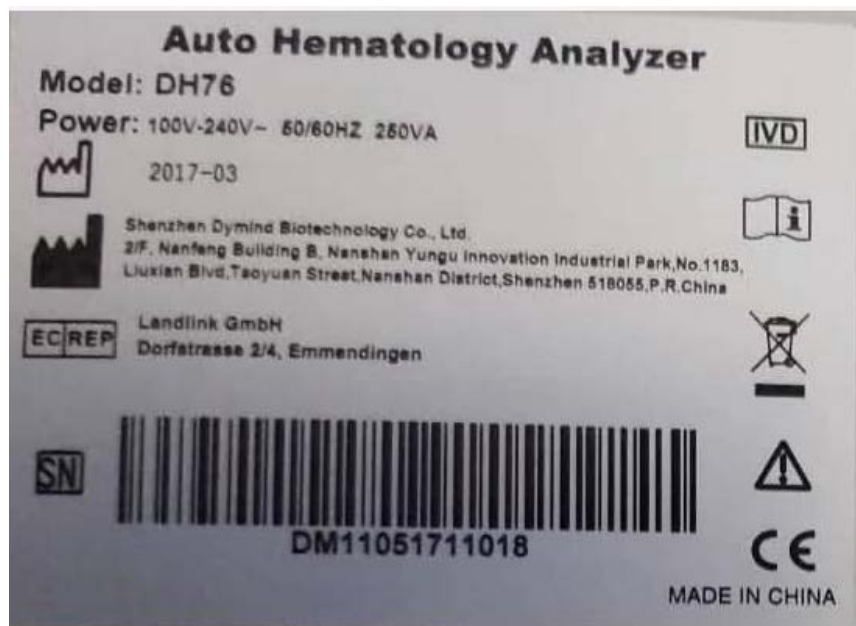
CUSTOMER FEEDBACK REPORT

Series Number: DM10012127016 Software Version:	Date of report: 16-12-2021
Dealer Name:	Service engineer in charge
Date of installation: Diluent type used: Lot no: Lyser 1 type used: Lot no: Lyser 2 type used: Lot no: Lyser 3 type used: Lot no:	Service log folder need
Delivery complaint: Damage to shipment <input type="checkbox"/> Delayed <input type="checkbox"/> Missing/incorrect parts <input type="checkbox"/>	Performance complaint Instrument malfunction <input type="checkbox"/> Accessory malfunction <input type="checkbox"/> Spare part malfunction <input type="checkbox"/> Other <input type="checkbox"/> Service <input type="checkbox"/>
Symptom of failure: No start up <input type="checkbox"/> Error message <input type="checkbox"/> Other <input type="checkbox"/> Incorrect measuring result <input checked="" type="checkbox"/> Leakage of fluid <input type="checkbox"/>	

Please provide us below information to Dymind service team so that we can confirm the problem details and provide the solution accordingly. Below information must be provided without any missing details.

1) Pictures of the SN of the problematic analyzers

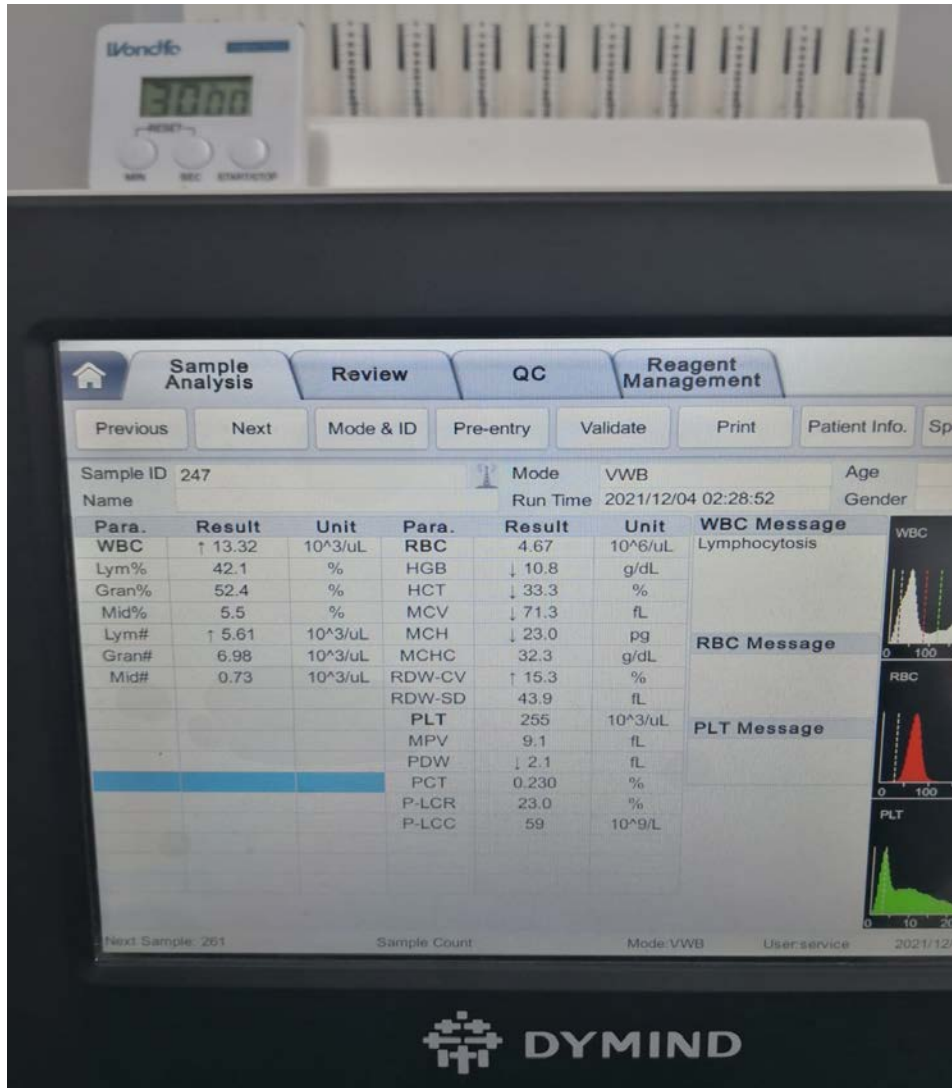
SN information for the analyzer (Example for reference only)



2) Problem description and Pictures of the problem description

PDW IS too low

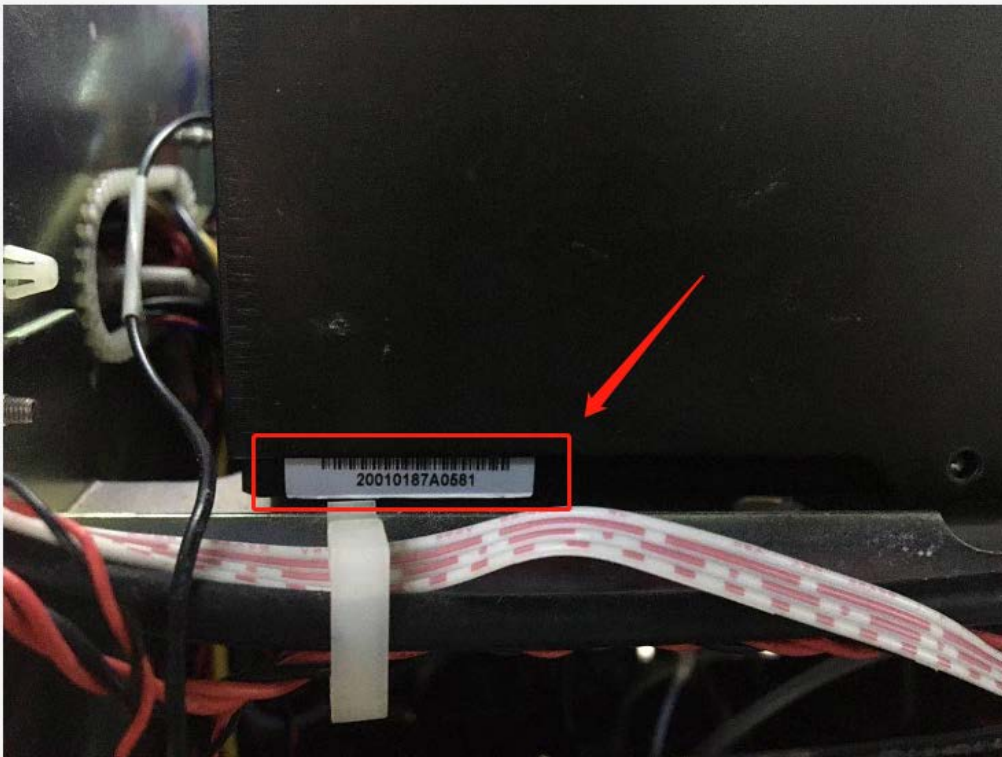
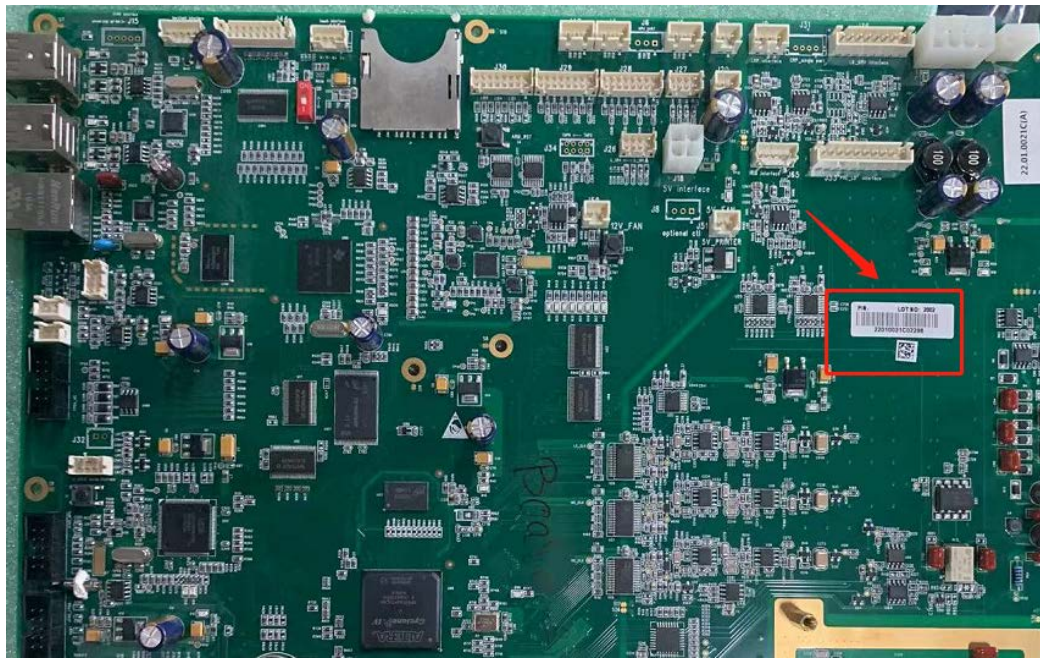
Action taken: we replace mainboard & RBCs chamber



3) Pictures of the damaged spare parts

Note: For the Key components (**Main board, Power Supply, Laser assembly, Syringe assembly, WBC/RBC counting chamber**) please provide the pictures of the SN label information on these parts so that we can confirm

- SN information for the main board/Laser assembly (Example for reference only)



Date part(s) changed:

Part(s) number(s):

Part(s) description:

Procedure:

- a. Fill out this document in case of any malfunction of equipment or accessories and consumables produced by Dymind, except cases described in c) below.
- b. Send this document via attached e-mail (only) to Dymind responsible service department.
- c. This document is only for regular service or product complaint feedback.