



Case number CAS-0025405345

Order number WO-35883862 | Visit Date 03/16/2026

Instrument Details

Instrument/Module cobas 6800

Serial Number 1376

Internal Instrument Name

Additional Details

PO

Customer Details

Customer Number 0052027574

Customer Name P'CHOMKLAO HOSPITAL
รพ.พระจอมเกล้า

Street Address 53 ถ.รถไฟ ต.คลองกระเซง

ZIP 76000 - Phetchaburi

Contact Name Supaporn Sae-aeaw

Contact Phone +66864684997

Service Activity Code Service Visit

Purpose of Visit

Instrument: cobas 6800 V2 (S/N 1376), P'CHOMKLAO HOSPITAL

Issue: Transfer module error occurred during HIV-1 sample transfer (73 samples + 3 controls). No reagent was lost.

Action:

- Advised the customer to perform transfer module cleanup and then it returned to standby .
- The customer confirmed that the sample transfer head teaching and the tightness check were done before running.

Performed Activities

- Replace IM,IC
- SW Install to IG<IM<IC
- Teach Instrument
- Barcode Scanner Calibration
- Water Run
- Control Result Valid

Time Report

Category	Start	End	Hours	Billing Type
05913616001-Service labour time	03/16/2026 9:31 AM	03/16/2026 6:00 PM	8.48	Free of Charge

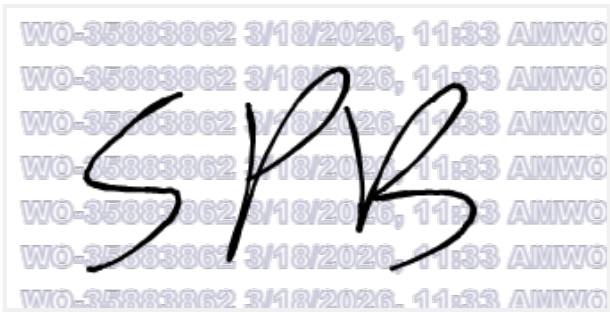
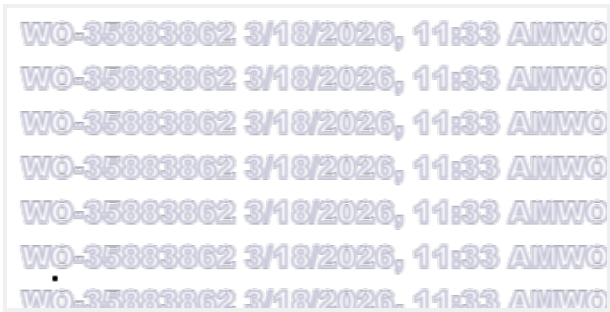
Spare Parts

Part Number	Description	Qty/Quantity	Billing Type
08973989001-CONTROL UNIT INDUSTRIAL SSD	CONTROL UNIT INDUSTRIAL SSD	2	Free of Charge

Signature or Stamp

Customer Supaporn Sae-aeaw	Roche Support Sompop Bangyeekhan
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Sign here



By signing this document

- Customer representative confirms they have reviewed the work carried out as described and accepts the system for use.
- Roche Support person confirms the above mentioned work and checks have been completed..
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