



Case number CAS-0022675400

Order number WO-31926510 | Visit Date 20/03/2025

Instrument Details

Instrument/Module cobas 6800
Serial Number 1376

Internal Instrument Name

Additional Details

PO

Customer Details

Customer Number

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 Tele/RemoteDiag

Purpose of Visit

Related instrument: cobas 6800 sn. 1376.
Location: Phrachomklao hospital.

Issue:

RFID on the lysis bottle in the position 2 could not be read during the HIV-1 run. The invalid result have been generated with R01 flag (supply could not validated), Q01 and Q02.

Note:

The loss of 96 reagent tests for cobas HIV-1.

Solution:

- Remove the lysis with RFID error and load with the valid bottle.
- Repeat the run with the original samples.

Performed Activities

Remote to IG server and analyze the problem report. Identify the root cause and provide the solution to customer.

Time Report

Category	Start	End	Hours	Billing Type
05913616001-Service labour time	20/03/2025 16:15	20/03/2025 18:30	2.25	Free of Charge

Customer
Supaporn Sae-aeaw

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Roche Customer Support Center