

Service Report

Date:	August 10, 2022
Request Priority:	HIGH PRIORITY

Contract /PO No.:	*****	Client Name:	*****
CSR Ref No.:	*****	Job Description:	CCTV Maintenance Service for *****

Nature of Problem

Problem(s) Reported:	<ul style="list-style-type: none"> 2 cameras from ***** field were received for troubleshooting and repair at WESAM Lab. 		
Location(s):			
System Down?:	<input checked="" type="radio"/> No <input type="radio"/> Yes	Equipment type:	Stahl EX PTZ Camera
Reported by:	*****	Make Model:	Stahl
Notes :		Serial No.:	*****

Service Details

Start of Service:	August 10, 2022	End of Service:	August 10, 2022
Service(s) Rendered:	See below table		

Sr. No.	Camera Tag No.	Location	Equipment Type/Make /Model	Reported Problem(s)		Action(s) Taken		Status After Service		Remarks
				Date		Date		Date		
1.	Q58-A9-CD-CAM-08-01	--	STAHL EX PTZ Camera	Aug 10, 2022	<ul style="list-style-type: none"> Video OK PT Not OK 	Aug 10, 2022	<ul style="list-style-type: none"> Checked and tested camera module. Checked and tested communication cable. Checked and tested PT control module. 	Aug 10, 2022	Video: OK Pan/tilt: Not OK Zoom: -	<ul style="list-style-type: none"> The camera was found to have 2 broken gears: for pan and tilt. The below A7 camera (which we plan to use the spare parts of) has only 1 gear remaining since we already utilized its other gear for the previously repaired camera unit. Camera returned back to ***** on Sep. 18, 2022
2.	Q58-A7-MD-CAM-08-01	--	STAHL EX PTZ Camera	Aug 10, 2022	N/A – used as unit for PT spare part	Aug 10, 2022	<ul style="list-style-type: none"> N/A – used as unit for PT spare part 	Aug 10, 2022	Video: OK Pan/tilt: Not OK Zoom: -	<ul style="list-style-type: none"> Camera has only 1 gear remaining since we already utilized its other gear for the previously repaired camera unit. Camera returned back to ***** on Sep. 18, 2022

Status After Service: ☐ Complete ☐ Incomplete ☐ Pending for spares ☐ Under observation ☒ Working solution provided

Client Acknowledgement & Acceptance

Client Representative:	*****	Client Company:	*****
Designation:	*****	Phone/Mobile No.:	*****
Signature:			