

Service Request Form

Product:	Magister C24	Product no:	K7320
Category:	Hardware/Software		
Document type:	Service & Maintenance		
Release:	22 November 2023	Version:	3.0

1. Introduction

This document is intended for service technicians to report problems to technical specialist from Essange Reagents on Magister C24 related hard- & software. By providing this report, Essange Reagents is able to identify and asses which actions need to be taken to resolve issues found.



IMPORTANT

For professional use only! Changes to hardware, software or software parameters should only be performed by technicians trained by Essange Reagents. If you have any questions please contact us by e-mail; magistersupport@essange-reagents.nl or telephone; +31 20 457 0707. Software updates should only be performed by technicians who have followed adequate training by Essange Reagents.

Version control

Version	Released	Comment
3.0	2023-11-22	<ul style="list-style-type: none">Changing reference from Sanquin- to Essange Reagents.Removed Magister (K7310/11) instrument.
2.0	2018-04-10	<ul style="list-style-type: none">Layout improvements;Removed Cyclops6 SA-BC (K7309) instrument;Added Magister C24 (K7320) instrument.
1.0	2012-02-16	Initial release by Sanquin Reagents.

Service Request Form

Release:	22 November 2023	Version:	2.0
----------	------------------	----------	-----

Name/Company		
Magister C24 Serial Number		

Instrument status: <i>What was the instrument doing at the time of the problem?</i>	
Problem description: <i>Please explain the problem in as much detail as possible. If needed, attach any relevant documentation e.g. emails, photos, screenshots to explain the problem in further detail.</i>	

Magister C24 SW versions: <i>Provide the software versions for each individual (sub-)applications. Attach a zip file including specific files like screenshots, Gladstone/Log/yyyy/mm/dd logs and/or Gladstone/Archive/Temp/RecordHistory_YYYYMMDD-ttt.xml files.</i>	
Gladstone:	
Toolbox:	
TatamiComposer:	

Send this form to magistersupport@essange-reagents.nl upon completion.