Customer copy

SERVICE REPORT

Breakdown / PPM / installation visit

GSTIN

Service desk

Report no.	Job / call no.	Visit type	Date

Customer and site	Contract cover
Customer	Contract no.
Site	Cover
Contact	Valid to
Phone	Customer PO

Equipment	Make and model	Serial no.
Asset tag and location	Run hours	Warranty

Call logged	Response due (SLA)	Arrived on site
Work completed	Time on site	Response SLA

Complaint as reported

Fault found	Failure code	Root cause

Work done

Readings

Parameter	Unit	Before	After	Normal range

Checklist

Sr.	Check	OK / not OK	Remarks

Sr.	Check	OK / not OK	Remarks
Parts and	consumables used		

Sr.	Part no. and description	New serial / old part	Qty used	Chargeable qty	Rate	Chargeable amount
					Chargeable parts	

Charges

Chargeable parts (total above)	
Chargeable labour and call-out	
Taxable value	
GST at 18%	
Amount to be invoiced	

Photos

Equipment status at handover	Follow-up needed	Next visit

Customer remarks

Technician (name and ID)	Customer representative (name and signature, or OTP approval with time)	Service supervisor

PREVENTIVE MAINTENANCE (PPM) VISIT REPORT

PPM visit ___ of ___

Report no.	Contract no.	Site	Date
Planned month	Technicians	Time in / out	Units planned / done

Units serviced

Sr.	Asset tag	Equipment and location	Filters	Coil and tray	Belt and bearings	Supply air °C	Motor A	Status	Remarks

Observations and recommendations

Technician

Customer representative (signature or OTP)

Service supervisor