

ITALY(PEAKS) Technical consultation (to-do) - Request #1025

[LIST #32] HENe refurbish protocol for LABCORP (Labcorp 0000 0000)

07/14/2026 10:24 AM - Kang Min

Status:	in progress (00)	Start date:	07/14/2026
Priority:	00 (medium)	Due date:	
Assignee:	Kang Min	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Description Every HENe system at LABCORP will perform 800.000-1.000 000 labels per year. We need to understand which should be the maintenance needed in terms of spare part and FTE, with the puorpose to estimate service costs and to prepare to most accurate quotation to customer. Maybe a refurbish program is needed on a yearly base Labcorp00 0000 0 HENe 0000 00 800~1000 0000 0000. 0000 00 0000 00 00 00(FTE)0 0000 00, 00 0000 000000 00 00			

History

#1 - 07/14/2026 10:24 AM - Kang Min

[PEAKS]

29/04: we had a look to the case B. It seems that the system has to be substituted every 1,5 year. Maybe we can plan a yearly refurbish program where we can indicate the parts that we expect have to be substituted and how long it takes this activity. Only with this data we can create a specific plan of costs and we will make the economical proposal to the end user. Please let us have these info

#2 - 07/14/2026 10:25 AM - Kang Min

[ENERGIUM]

27/04: Min has uploaded a file containing Service Cycle information regarding the criteria you mentioned to 'Case #32'.

- 18/05:
1. A spare parts list has been added to the 'Case #32' folder. In this list, parts requiring regualr replacement are marked in yellow. Since the parts marked in yellow are related to the device's lifespan, please inspect and replace them regularly. It is recommended to include parts marked with a star(★).
 2. The time required for inspection and replacement of each part may vary, but please refer to the following:
 - Individual part replacement: Within 30 minutes
 - Inspection and replacement of all parts marked in yellow: Within 4 hours

#5 - 07/14/2026 10:45 AM - Kang Min

- Status changed from Receipt (00) to in progress (00)

#6 - 07/14/2026 12:04 PM - KIM Dooki

- Project changed from Technical consultation (to-do) to ITALY(PEAKS) Technical consultation (to-do)
- Assignee set to Kang Min