



**BIOMEDICAL EQUIPMENT  
MAINTENANCE PROGRAMME  
UNDER  
NATIONAL HEALTH MISSION**



SERVICE PROVIDER  
Tender No. WO-37/2021-2022/698

**CYRIX**  
HEALTHCARE PVT LTD

No. : 106888

ISO 13485 : 2012 & ISO 9001-2008 CERTIFIED COMPANY | AERB Approved Service Agency

**Service Report**

30/64 1 B, Petta Junction, Poonithura, Kochi - 682 038, Kerala  
Ph : 98472 99500 Website : www.cyrix.com | E-mail : bemp.kl@cyrix.in

Health Facility : <u>PHC</u>	Call Registration Date : <u>29-3-2023</u>
Address : <u>Vilvattom</u>	Caller ID : <u>43353</u>
<u>Thiruvananthapuram</u>	Date of Visit : <u>30-3-23</u>
Ph : <u>6238062541</u>	Asset No. : <u>0843770</u>
	EQPT Name : <u>Semiatom biochemistry analyzer</u>
	Manufacture <u>ROBONIC</u> Model : <u>Protest</u>
	S. No. <u>ATOSSTO2886</u> Dept. <u>labo.</u>

Service Classification : Breakdown Call  PMS  Calibration  Cust.Training

Problem Identified : Semiatom biochemistry analyzer. Primary Board damaged, key pad damaged. Program deleted.

Action Taken : checked the equipment and found that Primary Board, key pad, damaged. This cannot be repaired for Primary Board not available. This cannot be installed on 2012 already used above 13yrs. So get ELO letter attached. Reconnecting for RBSA

Completed  Date : 21-4-23 Time : 2:00 Spare Required

Spare Replaced  Requested

Description	Qty.	Part Number	PR Number
1.			
2.			
3.			

Cyrix Engineer	Date	Start Time	End Time
<u>Absil</u>	<u>01-04-2023</u>	<u>11:00</u>	<u>2:00</u>

Customer Remark  Completed  Pending

Service Engineer Name : Absil  
Signature : [Signature]  
Date : 01-04-2023  
Contact Number : 9749322480



Customer Name : Anjitha  
Signature : [Signature]  
Date : 1/4/23  
Contact Number : 6238062541  
Designation : Lab Technician  
Hospital Seal :

**REPAIR OF BIOMEDICAL EQUIPMENTS UNDER BIOMEDICAL EQUIPMENT  
MAINTENANCE PROGRAM (BEMP)**

**Recommendations for Beyond Economic Repair (BER)**

PROFORMA

Sl. No	Particulars	Details
1	Name of District	Thrissur.
2	Name of Hospital	PHC Vilvatom.
3	Name of Equipment with Make, Model and Serial Number	Semiautomatic Biochemistry analyzer Robomic Qnetest. AT0551012RB1c
4	Equipment ID/ Barcode	0843770
5	Date of purchase/ Year of manufacture/Installation Date	2012
6	Warranty details	will
7	*AMC/ CAMC Period agreed at the time of purchase	will
8	Date of breakdown/ Date of registration of complaint	20-03-2023.
9	Action taken	checked the equipment and found it is not possible to repair. So recommended for continuation.
10	Present status of the equipment (Fully damaged / partially damaged)	Fully damaged.
11	Details of service required (Recommendations for repair)	Not Recommended for service.
12	Cost of spares (specify parts and cost)	For better attachment.

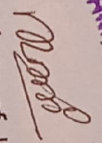
13	Asset Value	64760
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX.	Service report attached.
16	Reasons for recommending the equipment as BER	checked the equipment and found that many parts are defective and require some defective and repairs some not available this asset is 13 years old so letter screening for condition
17	Signature of CYRIX Authority	Amal


\* Not mandatory #Based on the period of life and value as per the BER guidelines

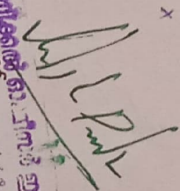
**\* Attach Photograph**

Remarks and Recommendations of Junior Consultant (Biomedical) NHM:

Binary based complaint

  
 Signature of Jr. Consultant (Biomedical) NHM, Thrissur  
  
 Signature of JC BM (NHM)



  
 Superintendent Medical Officer (I/c)

Date

Date: 29<sup>th</sup> May 2023

Dear Valued Customer,

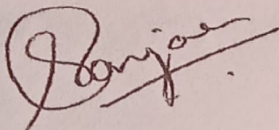
Thank you for choosing **Robonik (India) Pvt Ltd**. We appreciate the opportunity to support our business. This letter is to inform you regarding the EOL (End of Life) of the instrument Semi Automated Biochemistry Analyser (Model: Prietest Touch) having **Serial No. AT0551012RBK**.

With that we regretfully have to announce the above instrument Semi Automated Biochemistry Analyser (Model: Prietest Touch) having **Serial No. AT0551012RBK** as **End of Life (EOL) Notified**. (Duration from installation is 10 Years).

Thank you in advance for your understanding and your cooperation. If you have any questions, please contact our Customer Care Department at Toll Free No. 18005727977.

Yours faithfully,

For **ROBONIK INDIA PVT LTD**



**AUTHORIZED SIGNATORY**