



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



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

CYRIX
HEALTHCARE PVT LTD

No. : 149519

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 <i>C.H.C Ulliyeri</i>	Call Registration Date : <i>30-10-23</i>
Address <i>Calicut</i>	Caller ID : <i>77400</i>
Ph : <i>9048214399</i>	Date of Visit : <i>13-11-23</i>
	Asset No. : <i>1130962</i>
	EQPT Name : <i>Semi Auto Biochemistry Analyzer</i>
	Manufacture <i>Robanik</i> Model : <i>Prietest</i>
	S. No. <i>AT030031SRBK</i> Dept. <i>Laboratory</i>

Service Classification : Breakdown Call PMS Calibration Cust. Training

Problem Identified : *unknown language showing High Temperature and keypad not working*

Action Taken : *checked & found that Primary board, sensor board, keypad, incubator are defective. machine installed on 06-04-2015 aged up to 8 years & 7 months. The spares are not available now. OEM declared end of life in this model. So recommending for condemnation. Customer checked & verified the same.*

Completed Date : *13-11-23* Time : *11:00 AM* Spare Required

Spare Replaced Requested

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

Cyrix Engineer <i>Arun P</i>	Date	Start Time	End Time
	<i>13-11-23</i>	<i>9:00, Am</i>	<i>11:00, Am</i>

Customer Remark Completed Pending

Service Engineer Name : *Arun P*
Signature : *[Signature]*
Date : *13-11-23*
Contact Number : *9633301757*



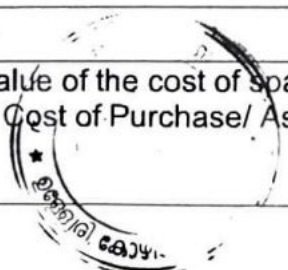
Customer Name : *Medical Officer*
Signature : *[Signature]*
Date : *[Date]*
Contact Number : *04962964225*
Designation : *Dr. Vincent George*
Hospital Seal :


**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	Kozhikode
2	Name of Hospital	CHC Ulliyeri
3	Name of Equipment with Make, Model and Serial Number	Semi Auto Biochemistry Analyzer Make: Robonik Model: Prietest Serial No: AT0300315RBK
4	Equipment ID & Barcode	1130962
5	Date of purchase / Year of manufacture /Installation Date	06/04/2015
6	Warranty details (Yes/No)	No warranty
7	*AMC/ CAMC Period agreed at the time of purchase	No AMC / CAMC
8	Date of breakdown(Date of registration of complaint through email/ Toll free)	30/10/2023
9	Action taken	Checked and found that primary board, sensor board, keypad, Incubator are defective. Those spares are not available now. OEM declared end of life. Recommending the equipment for condemnation.
10	Present status of the equipment (Fully damaged / partially damaged)	Fully damaged
11	Recommendations for repair (required service details)	Not Recommending
12	Cost of spares (specify parts and cost)	End of life declared model
13	Asset Value	64760.
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	End of life declared model




15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	EOL from OEM & Cyrix service Report Attached
16	Reasons for recommending the equipment as BER	Checked and found that primary board, sensor board, keypad, Incubator are defective. Machine installed on 06/04/2015 aged upto 8 years & 7 months. Those spares are not available now. OEM declared end of life in this model. So recommending the equipment for condemnation.
17	Name & Signature of CYRIX Authority	ARUN P 

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

* Attach Photograph

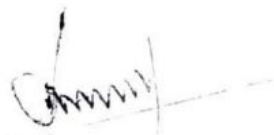
Remarks and Recommendations of Junior Consultant (Biomedical) NHM:

checked & found that senses board, primary board, sensors board, keypad, incubator, are defective. Machine installed on 6/4/15


 Consultant Bio Medical Engineer
 National Health Mission
 Kozhikode
 Signature of JC BM (NHM)



Dr. Vincent George



Superintendent / Medical Officer (i/c)

Medical Officer
 Community Health Centre
 Ulliyeri, Kozhikode, Kerala - 673023

Signature of
 Seal

Date

Date: 15th June 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. AT0300315RBK**.

With that we regretfully have to announce the above instrument Semi Automated Biochemistry Analyser (Model: Prietest Touch) having **Serial No. AT0300315RBK** as **End of Life (EOL) Notified**. (Duration from installation is 08 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**

A handwritten signature in black ink, appearing to read 'Dhanraj'.

AUTHORIZED SIGNATORY



Abijith A <abijithacyrix@gmail.com>

**Spare availability of Robonik. Prietest touch model Biochemistry Analyser
(Barcode - 1130962)**

Abijith A <abijithacyrix@gmail.com>

Mon, Jun 12, 2023 at 2:27 PM

To: service@robonikindia.com

Cc: vijay.service@robonikindia.com, Blessen Jose <bleseencyrix@gmail.com>

Dear Sir,

Please check the availability of primary board for semi automatic biochemistry analyzer, Robonik prietest touch bearing serial no - AT0300315RBK

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Thanks & Regards,

Abijith A**District Incharge****Mob-7593847141**abijithacyrix@gmail.comwww.cyrixhealthcare.com**Cyrix Healthcare Pvt Ltd****| 30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India****KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH**

Tel: 0251 268 9000

Mob: 9930360252

From: service Robonik <service@robonikindia.com>
Sent: Monday, June 12, 2023 2:43 PM
To: Sanjana support <sanjana.support@robonikindia.com>
Cc: vijay service <vijay.service@robonikindia.com>
Subject: Need EOL letter for AT0300315RBK.

Dear Madam,

Kindly provide EOI letter for below instrument.

With Regards,

Arun Yadav
Service,

Robonik (INDIA) Pvt. Ltd.,

Plot No 3 & 4, MIDC, Near Ladi Naka,
Morivali, Ambarnath - 421501.
Maharashtra, INDIA.
Mobile No.: +91 98 33 6969 80
E-mail: service@robonikindia.com

Please register all service complaints at,
Customer care toll free: 1800 5727 977
Customer Service: +91 251 2689080
E-mail: service@robonikindia.com

"Save Trees. Save Nation. Don't print this email unless absolutely necessary."

From: Abijith A <abijithacyrix@gmail.com>
Sent: Monday, June 12, 2023 2:28 PM
To: service Robonik <service@robonikindia.com>
Cc: vijay service <vijay.service@robonikindia.com>; Blessen Jose <bleseencyrix@gmail.com>
Subject: Spare availability of Robonik. Prietest touch model Biochemistry Analyser (Barcode - 1130962)

Dear Sir,

Please check the availability of primary board for semi automatic biochemistry analyzer, Robonik prietest touch bearing serial no - AT0300315RBK

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Abijith A <abijithacyrix@gmail.com>

EOL letter for AT0300315RBK.

service Robonik <service@robonikindia.com>
To: Abijith A <abijithacyrix@gmail.com>
Cc: vijay service <vijay.service@robonikindia.com>

Thu, Jun 15, 2023 at 3:09 PM

Dear Sir,

Please find the attached EOL letter.

With Regards,

Arun Yadav
Service,**Robonik (INDIA) Pvt. Ltd.,**

Plot No 3 & 4, MIDC, Near Ladi Naka,
Morivali, Ambarnath - 421501.
Maharashtra, INDIA.
Mobile No.: +91 98 33 6969 80
E-mail: service@robonikindia.com

Please register all service complaints at,
Customer care toll free: 1800 5727 977
Customer Service: +91 251 2689080
E-mail: service@robonikindia.com

"Save Trees. Save Nation. Don't print this email unless absolutely necessary."

From: Sanjana support <sanjana.support@robonikindia.com>
Sent: Thursday, June 15, 2023 2:30 PM
To: service Robonik <service@robonikindia.com>
Cc: vijay service <vijay.service@robonikindia.com>
Subject: Re: Need EOL letter for AT0300315RBK.

Regards

Sanjana

Robonik India Pvt. Ltd.

Plot No. 3&4, MIDC Indl Area,

Morivali Village, Near Ladinaka

Ambarnath (W), Thane – 421501