



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

CYRIX

HEALTHCARE PVT LTD

No. : 172981

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

<p>Health Facility Pmc Vattankulam</p> <p>Address Vattankulam Malappuram (Dt). Kerala</p> <p>Ph : 8848415872</p>	<p>Call Registration Date : 12/1/24</p> <p>Caller ID : 90524</p> <p>Date of Visit : 13/1/24</p> <p>Asset No. : 1041250</p> <p>EQPT Name : Semi-Auto Biochemistry Analyser</p> <p>Manufacture : ROBONK Model : Pricket touch</p> <p>S. No. A2141214RBB Dept. LAB</p>
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Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Test error Display fade.

Action Taken : Checked the Semi Auto Biochemistry Analyser and found primary board and display failed to function, Enquired spare from OEM.

Completed **Date :** 19/1/24 **Time :** 11:45 AM **Spare Required**

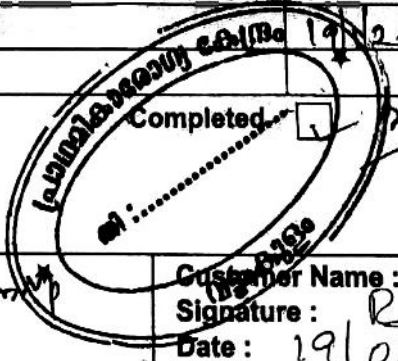
Spare Replaced **Requested**

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

Cyrix Engineer	Date	Start Time	End Time
C. Mithishan.vp	19/1/24	10:40 AM	11:45 AM



Customer Remark



Signature : [Handwritten Signature]
Date : 19/01/2024
Contact Number : 8281293638
Designation : SCF

Service Engineer Name : C. Mithishan.vp
Signature : [Handwritten Signature]
Date : 19/1/24
Contact Number : 9809648564


Customer Name : [Handwritten Name]
Signature : [Handwritten Signature]
Date : 19/01/2024
Contact Number : 8281293638
Designation : SCF
Hospital Seal :

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

Recommendations for Beyond Economic Repair (BER)

PROFORMA

	Particulars	Details
1	Name of District	MALAPPURAM
2	Name of Hospital	PHC VATTAMKULAM
3	Name of Equipment with Make, Model and Serial Number	SEMI AUTO BIOCHEMISTRY ANALYSER ROBONIK PRIETEST TOUCH A2141214 RBK
4	Equipment ID & Barcode	1041250
5	Date of purchase / Year of manufacture /Installation Date	23-9-2015
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)	12-1-2024 -TOLL FREE
9	Action taken	CHECKED THE MACHINE AND FOUND PRIMARY BOARD AND DISPLAY DEFECTIVE ENQUIRED SPARE FROM OEM.
10	Present status of the equipment (Fully damaged / partially damaged)	FULLY DAMAGED
11	Recommendations for repair (required service details)	NEED TO REPLACE PRIMARY BOARD AND DISPLAY
12	Cost of spares (specify parts and cost)	NIL.


13	Asset Value	64760/-
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	NIL
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	CYRIX SERVICE REPORT & OEM EOL LETTER ATTACHED.
16	Reasons for recommending the equipment as BER	CHECKED THE MACHINE AND FOUND PRIMARY BOARD AND DISPLAY DEFECTIVE THE EQUIPMENT WAS INSTALLED ON 23-9-2015. END OF LIFE DECLARED BY OEM. AS PER THE TENDER CLAUSE 5.3.14.2 WE RECOMMEND THIS EQUIPMENT FOR CONDEMNATION.
17	Name & Signature of CYRIX Authority	 ONNIKRISHNAN.V.P.


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

* Attach Photograph

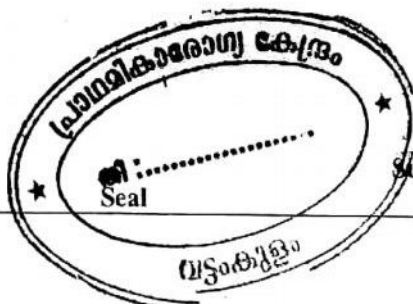
Remarks and Recommendations of Junior Consultant (Biomedical) NHM:


Verified with the damage of Primary board & display. Machine is obsolete model & no spares available. Beyond economic repair.


Signature of JC BM (NHM)



Date 24/01/24


Seal


Superintendent Medical Officer
0878571 (i/c)

Date : 13th January 2024

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. AT2141214RBK.**

As required, we stated herewith that the said instrument Semi Automated Biochemistry Analyser (Model : Prietest Touch) having **Serial No. AT2141214RBK** as **End of Life (EOL) Notified.** (During from installation is 09 years).

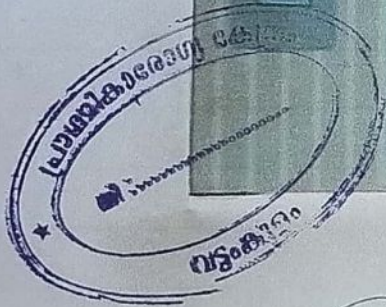
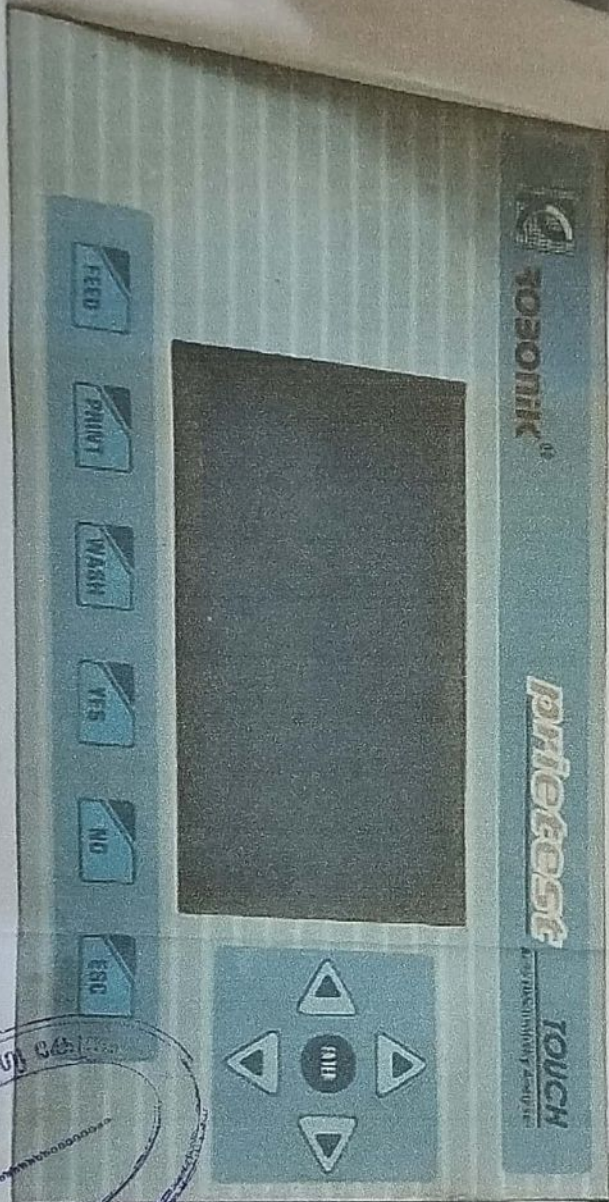
Thank you in advance for your understanding and your cooperation. If you have any questions, please contact our Customer Care Department at Toll Free No. 18005727977.

Yours faithfully,

For **ROBONIK (INDIA) PVT. LTD.**



Authorised Signatory



Handwritten signature in blue ink.

മെഡിക്കൽ ഓഫീസർ
പി.എച്ച്.സി.വടകുളം
റാജിവേലൂർ പി.ഒ
ഫോൺ - 679578



Handwritten signature in blue ink.
BMB-NHM

MFR: ROBINIAK

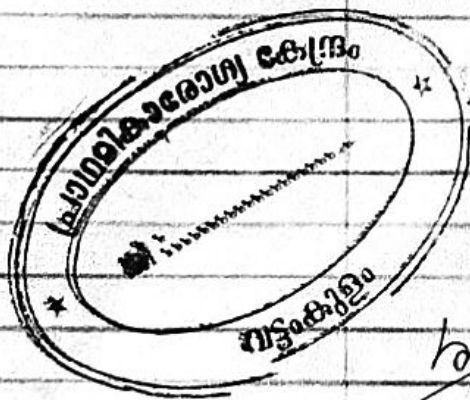
Barcode → 3167

SL: 150: AT 2141314 RBK

(Biochemical Analyser)
SEMI AUTO ANALYSER

(PRE TEST TOUCH) Pericals.

Date	Received from of use to	Inv No of issue	Rate Rs	P	Receipt	misc balance	Remarks
23-9-15	from store				1		1 Bal
23-9-15	issue to lab					1	will pay



[Handwritten Signature]
ജെ.എ.എ. സി. സി. സി.
വടകുളം പി.ഒ.
ഫോൺ - 679571

[Handwritten Signature]
BME NAM

