



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

CYRIX

HEALTHCARE PVT LTD

No. : 125488

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 : <u>THQH cherthala</u></p> <p>Address : <u>Alappuzha</u></p> <p>Ph : <u>9496496534</u></p>	<p>Call Registration Date : <u>29.06.23</u></p> <p>Caller ID : <u>56586</u></p> <p>Date of Visit : <u>30.06.23</u></p> <p>Asset No. : <u>0420249</u></p> <p>EQPT Name : <u>infusion pump</u></p> <p>Manufacture : <u>Aspen</u> Model : <u>JSB1200</u></p> <p>S. No. : <u>na</u> Dept. : <u>ward-1</u></p>
--	---

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Showing Error

Action Taken : on checking found that drop sensor damaged, main board damaged and there is irregularity in infusing volume machine is installed on 23.02.2011 aged up to 12 years. So recommended for condemnation.

Completed Date : 30.06.23 Time : 02.00pm Spare Required

Spare Replaced Requested

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

Cyrix Engineer	Date	Start Time	End Time
<u>Angel. P.P</u>	<u>03.06.23</u>	<u>12.00pm</u>	<u>02.00pm</u>

Customer Remark Completed Pending



Service Engineer Name : Angel. P.P
Signature : [Signature]
Date : 30.06.23
Contact Number : 9072923178

Customer Name : Nisha
Signature : [Signature]
Date : 30/6/23
Contact Number : 94 964 96534
Designation : N/O
Hospital Seal : THQH Cherthala

SUPERINTENDENT
HEAD QUARTER
CHERTHALA

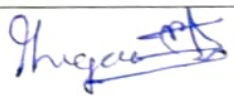
(69)

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	Alappuzha
2	Name of Hospital	THAT chesthalq
3	Name of Equipment with Make, Model and Serial Number	Infusion pump Aspeg JSB 1200
4	Equipment ID/ Barcode	0420249
5	Date of purchase/ Year of manufacture	23.02.2011
6	Warranty details	out of warranty
7	*AMC/ CAMC Period agreed at the time of purchase	na
8	Date of breakdown/ Date of registration of complaint	29.06.23
9	Action taken	checked and found it is not possible to repair (EOA) So recommending for Condensation
10	Present status of the equipment (Fully damaged / partially damaged)	fully damaged.
11	Recommendations for repair (required service details)	not recommending for service.
12	Cost of spares (specify parts and cost)	na

13	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	
14	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX.	Service Report attached.
15	Reasons for recommending the equipment as BER	On checking found that machine showing errors, irregularities in infusing volume. main board and drop sensors damaged machine is installed on 23-02-2011 aged up to 12 years. Infusion pump is inseparable so (CED) recommended for condemnation.
16	Signature of CYRIX Authority	 Angel. P.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:

Recommended for BER


JYOTHISH THOMAS
Consultant (Biomedical Engineering)
NHM ALAPPUZHA


02/05/23

Signature of JC BM (NHM)



Signature of
Superintendent Medical Officer (IC)


SUPERINTENDENT
ALUK HEAD QUARTERS
CHERTHALA

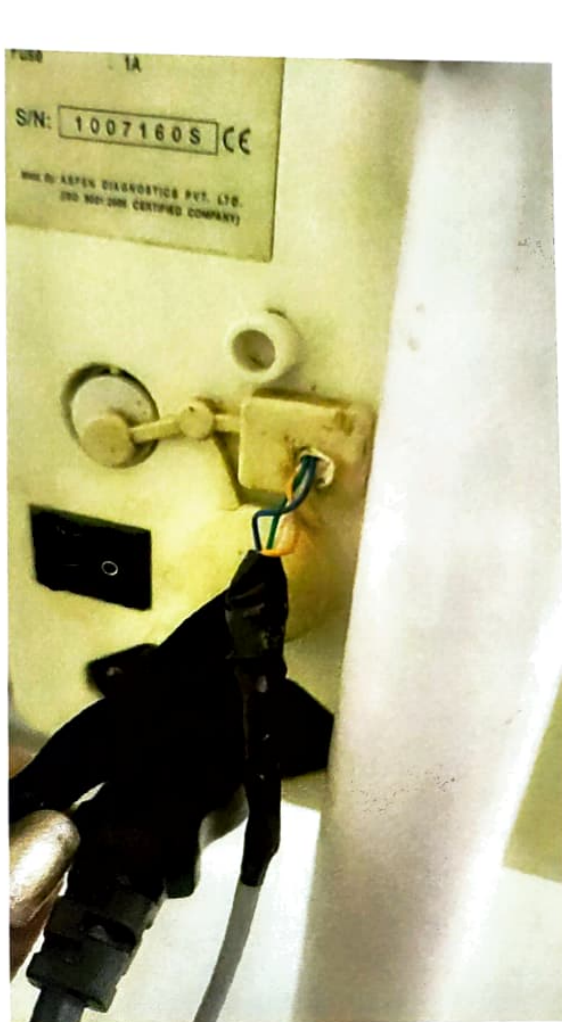
Date

STOCK REGISTER

R8

INFUSION PUMP

Date	Received from or issued to	Inv. No. or Issue	Rate		Receipts	Issues	Balance	Remarks
			Rs.	P.				
16	B-F from old Register				226		2	(5)
	Rel. date 23/2/11	Page no 425		JSB-1200				
	General Instrument Register							
	EMCO SYRINGE INFUSOR PUMP (BF-Page no 201)						1	
	Rel date 16/5/2011	(INFUSER-950)			Page no 446			
							3	(5)
	Issued to	OT		in	USP			



...wd: enquiry

Blessen Jose <bleseencyrix@gmail.com>

Thu 2/8/2024 3:04 PM

To: Afsal Yunuze <zm1.klbemp@cyrix.in>

Thanks & Regards,

Blessen Jose

zonal Manager\North Zone

BEMP-Kerala

Mobile- 7593847153

Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD

30/641B, petta, poonithura, Ernakulam-682038

www.cyrixhealthcare.com

----- Forwarded message -----

From: **Blessen Jose** <bleseencyrix@gmail.com>

Date: Sat, 12 Nov 2022, 1:37 pm

Subject: Re: enquiry

To: Project Manager KLBEMP <pm.bempkl@cyrix.in>, <rajaram.k@rdgc.in>

Cc: Service.RDG <service@rdgc.in>, <rajaram.k@rdgc.in>, <binto@rdgc.in>,
<afsalcyrix@gmail.com>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Dear rajaram sir,

Kindly update on trailing mail, still we didnt receive Eol letter from your side, for aspen jsb 1200

Thanks & Regards,

Blessen Jose

zonal Manager\North Zone

BEMP-Kerala

Mobile- 7593847153

Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD

30/641B, petta, poonithura, Ernakulam-682038

www.cyrixhealthcare.com

On Wed, 21 Sept 2022, 3:07 pm Project Manager KLBEMP, <pm.bempkl@cyrix.in> wrote:

Dear Rajaram sir,

We are waiting for this discontinuation letter for the last one month.
We are paying penalty per day for the said equipment.
Kindly request to look into this matter and issue discontinuation letter or else the spare quotation.
Please feel our pressure on the same.

Thanks & Regards

Sarath K B

Project Manager-Bemp Kerala Project

Cyrix Healthcare Pvt. Ltd.

30/641 B, Petta Junction | Poonithura

Kochi | Kerala-682038

**KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH || MAHARASHTRA || RAJASTHAN
|| KUWAIT || UAE**

Mob.:- 9744555622,9605603452

Email:- pm.bempkl@cyrix.in | Website:- www.cyrixhealthcare.com

"Genius in Healthcare"

From: Blessen Jose <bleseencyrix@gmail.com>

Sent: Friday, September 16, 2022 2:24 PM

To: Service.RDG <service@rdgc.in>; rajaram.k@rdgc.in <rajaram.k@rdgc.in>

Cc: binto@rdgc.in <binto@rdgc.in>; afsalcyrrix@gmail.com <afsalcyrrix@gmail.com>; Project Manager KLBEMP <pm.bempkl@cyrix.in>

Subject: Re: enquiry

Dear sir,

Reminder Kindly update

Thanks & Regards,

Blessen Jose

zonal Manager\North Zone

BEMP-Kerala

Mobile- 7593847153

Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD

30/641B, petta, poonithura, Ernakulam-682038

www.cyrixhealthcare.com

On Fri, 2 Sep 2022, 5:06 pm Service.RDG, <service@rdgc.in> wrote:

Dear Sir,

Kindly update.

Mail - Afsal Yunuze - Outlook

From: Blessen Jose [mailto:bleseencyrix@gmail.com]
Sent: Friday, September 02, 2022 4:12 PM
To: service@rdgc.in
Cc: rajaram.k@rdgc.in; servicesupport@rdgc.in; binto@rdgc.in; Project Manager KLBEMP; Smija James
Subject: Fwd: enquiry

Sir,

Kindly update, As mentioned in trail mail discuss with your parent company and please share the EOL Letter at the earliest.

Thanks & Regards,

Blessen Jose
zonal Manager\North Zone
BEMP-Kerala
Mobile- 7593847153
Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B, petta, poonithura, Ernakulam-682038
www.cyrixhealthcare.com

----- Forwarded message -----

From: **Blessen Jose** <bleseencyrix@gmail.com>
Date: Fri, 26 Aug 2022, 11:12 am
Subject: Re: enquiry
To: Service.RDG <service@rdgc.in>
Cc: Smija James <smijacyrix@gmail.com>, <rajaram.k@rdgc.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Cyrix Purchase Mgr. <purchasemgr@cyrix.in>, service support <servicesupport@rdgc.in>, <binto@rdgc.in>

Dear sir,

Noted.

Thanks & Regards,

Blessen Jose
zonal Manager\North Zone
BEMP-Kerala
Mobile- 7593847153
Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B, petta, poonithura, Ernakulam-682038
www.cyrixhealthcare.com

On Fri, 26 Aug 2022, 10:36 am Service.RDG, <service@rdgc.in> wrote:

Dear Sir,

We have already informed the principal company, I will inform you after receive the reply.

For further information please contact to Mr.Rajaram.

From: Blessen Jose [mailto:bleseencyrix@gmail.com]

Sent: Thursday, August 25, 2022 8:39 AM

To: Service.RDG

Cc: Smija James; rajaram.k@rdgc.in; Project Manager KLBEMP; Cyrix Purchase Mgr.; service support; binto@rdgc.in

Subject: Re: enquiry

Dear sir,

Complaint is open from since 24/6/2022, (62 days) and still now we didnt get a final decision regarding the spare availability or authorisation letter from your side regarding non availability of spare.

From the previous mail we came to know that particular model spare is not available, but as a procedure we required Authorisation Letter from your end regarding the non availability of spare parts/or particular model is discontinued for further proceedings.

So that only user can disard equipment and go forward with new.

Please do the needful at the earliest.

Thanks & Regards,

Blessen Jose
zonal Manager\North Zone
BEMP-Kerala
Mobile- 7593847153
Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B, petta, poonithura, Ernakulam-682038
www.cyrixhealthcare.com

On Wed, 24 Aug 2022, 9:40 am Blessen Jose, <bleseencyrix@gmail.com> wrote:

Dear sir,

Reminder please share the document at the earliest.

Thanks & Regards,

Blessen Jose
zonal Manager\North Zone
BEMP-Kerala
Mobile- 7593847153
Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B, petta, poonithura, Ernakulam-682038
www.cyrixhealthcare.com

On Tue, 23 Aug 2022, 10:46 am Blessen Jose, <bleseencyrix@gmail.com> wrote:

Dear sir,

please find the below attached details.

<u>S.NO</u>	<u>FACILITY NAME</u>	<u>EQUIPMENT NAME</u>	<u>MAKE & MODEL</u>	<u>S:NO</u>
-------------	----------------------	-----------------------	-------------------------	-------------

Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B, petta, poonithura, Ernakulam-682038
www.cyrixhealthcare.com

On Sat, 20 Aug 2022, 12:23 pm Smija James, <smijacyrix@gmail.com> wrote:
reminder,
please share eol letter

On Mon, Aug 8, 2022 at 3:34 PM Blessen Jose <bleseencyrix@gmail.com> wrote:

Dear Sir,

Reminder, please provide discontinuation letter in your letterhead.

Thanks & Regards,

Blessen Jose
zonal Manager\North Zone
BEMP-Kerala
Mobile- 7593847153
Email- bleseencyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B, petta, poonithura, Ernakulam-682038
www.cyrixhealthcare.com

On Wed, 27 Jul 2022, 11:05 am Smija James, <smijacyrix@gmail.com> wrote:

Dear Sir,

please provide discontinuation letter in your letterhead

On Fri, Jun 24, 2022 at 6:31 PM Service.RDG <service@rdgc.in> wrote:

Dear Mam,

As per whatsapp communication with you on 20-06-2022, it is not available because this model is discontinued.

Thanks....

From: Smija James [mailto:smijacyrix@gmail.com]

Sent: Friday, June 24, 2022 11:17 AM

To: Service.RDG


Cc: Project Manager KLBEMP; Blessen Jose; Cyrix Purchase Mgr.

Subject: enquiry

Dear Sir,

please share price and availability of

Drop Sensor with Connector(4 Pin Single Notch) for Infusion Pump Aspen JSB1200

 image.png

--

Thanks & Regards

Smija James K

Purchase Assistant

PH No: 9072522067

smijacyrix@gmail.com

www.cyrixhealthcare.com

Cyrix Healthcare Pvt Ltd

| 30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH