



# BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

## CYRIX

HEALTHCARE PVT LTD

No. : 194093

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 : THQH</p> <p>Address : Chertthala Alappuzha</p> <p>Ph : 9037567805</p>	<p>Call Registration Date : 4/4/2024</p> <p>Caller ID : 104731</p> <p>Date of Visit : 5/4/2024</p> <p>Asset No. : 0420052</p> <p>EQPT Name : Defibrillator</p> <p>Manufacture Philips Model : HeartStart XL</p> <p>S. No. US00578197 Dept. Casualty</p>
--	---

**Service Classification :** Breakdown Call  PMS  Calibration  Cust.Training

**Problem Identified :** Defibrillator configuration lost and shock not Delivered.

**Action Taken :** checked the machine and found that main board, Printed assembly Paddle plate assembly and Battery are defective.

Completed  Date : 16/4/24 Time : 12:00pm Spare Required

Spare Replaced  Requested

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

Cyrix Engineer	Date	Start Time	End Time
Naseef	16/4/24	10:00am	12:00pm

**Customer Remark**  
not working  
Reshari G



Completed  Pending

**Service Engineer Name :** Naseef  
**Signature :**   
**Date :** 16/4/24  
**Contact Number :** 9526744529

**Customer Name :**   
**Signature :**   
**Date :**   
**Contact Number :**   
**Designation :**   
**Hospital Seal :**

**SUPERINTENDENT  
MALUK HEAD QUARTERS HOSPITAL  
CHERTHALA**

**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	THQH CHERTHALA
3	Name of Equipment with Make, Model and Serial Number	DEFIBRILLATOR MAKE :- PHILIPS MODEL :- HEARTSTART XL SN :-US00578197
4	Equipment ID & Barcode	104731 & 0420052
5	Date of purchase / Year of manufacture /Installation Date	07/01/2010
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)	04/04/2024
9	Action taken	Checked the machine and found that Mainboard, Printer assembly Paddle plate assembly & Battery are defective.
10	Present status of the equipment (Fully damaged / partially damaged)	Fully Damaged
11	Recommendations for repair (required service details)	Not Recommended For Repair
12	Cost of spares (specify parts and cost)	NA

13	Asset Value	RS:- 177000/-
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	NA
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	Cyrix service report and End Of Life letter attached.
16	Reasons for recommending the equipment as BER	Checked the machine and found that Mainboard, Printer assembly Paddle plate assembly & Battery are defective. Equipment was installed on 07/01/2010, aged up to 14 years and 3 months. Spares are not available. The OEM declared End Of Life in this model. So we are recommending the equipment for condemnation as per the tender clause 5.3.14.2.
17	Name & Signature of CYRIX Authority	NASEEF K <i>Naseef</i>

\*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*  
 JYOTHISH THOMAS  
 Consultant (Biomedical Engineering)  
 NHM ALAPPUZHA  
 Signature of JC BM (NHM)

*For condemnation*



Date

Seal

*[Signature]*  
 Signature of  
 Superintendent / Medical Officer (i/c)

**SUPERINTENDENT**  
**CALUK HEAD QUARTERS HOSPITAL**  
**CHERTHALA**

# STOCK BOOK (Medicine)

2015

Name of article Defibrillator

Date	Receipt	Issue	Balance	Int-lets	Date	Receipt	Issue	Balance	Int-lets
12.11.03	Received 1 LE in correctly to good condition which one is issued on 30.10.03 as per order NO: C 2-11154/03/DMOH, DUpy dt. 22.10.03-12								
12.11.03	Permanently issued to DMOH, Pathanamthitta on 12.11.03 as per Receipt of T.O from DMOH Pathanamthitta which is filed on 12.11.03								
	Issued to DMOH, Pathanamthitta as per order No P115-45127/03 H dt. 21/11/2004 dt. DHS, TVIO								
11.04	Issued to Pathanamthitta, DMOH, for Sabar Sabarimala Stival as per order No D3-9714/04 dt. 9.11.2004								
1.05	Received correctly in good condition from the DMOH Pathanamthitta.								
05	Issued to 0.7 (1) NIK (page No. 176 of sub-stock log.)								
05	Issued to 0.7 (p.no. 175)								
7.1.2010	<p>PHILIPS HEART STARTER DEFIBRILLATOR CARDIAC MONITOR AND ALL STANDARD ACCESSORIES</p> <p>As per order no 1382 dt. 2.1.2010 dt. Aramdev Engineers 2nd Floor Vaidyan Door No 43/166B North Railway Station Road ERM. Dh. no. 0484-239583, 2398032. PCAN. 0484-2398032</p> <p>Supplier dt. 1382</p> <p>By order no 000001 dt. 15.12.09</p> <p>SI no. US00578197</p> <p>1 External Defibrillation Pad 16-0110</p> <p>2 Jelly. 02 sets</p> <p>3 Thermal paper roll. 12 nos</p> <p>4. Spare ICG Cable. 03 sets</p> <p>5 Disposable ECG lead. 02 nos</p> <p>7/1/10 issued to Calicut (to page no. 216)</p>								



5P  
102  
104  
100  
2  
3  
1000  
BAGT  
5  
5C  
187

# PHILIPS

Date: 04.09.2017

## "TO WHOM SO EVER IT MAY CONCERN"

Dear Sir

As a valued Philips customer, we trust you have been satisfied with the service You have been receiving from us. The Product life cycle evolution limit our ability to continue service support beyond a certain period due to rapid advances in Technology.

Kindly note that we will not be in position to support below mentioned products after declared date because of end of life of product & non availability of spare parts.

Product Description	Model No.	End of Support Date
OBTV- SW.Rev.G	865342, 865343, 865345, 865344	31st December, 2018
Smart Hopping Sync Unit	862114	31st December, 2018
12 port POE	862152	31st December, 2018
MX4J Smart-hopping 2.4 GHz	866164	31st December,2018
Heartstart XL Defibrillator	M4735A	31st December,2018
Esprit Ventilator	V1000	31st December,2018
PIIC IX ( Rev. A,XX)	866023/ 866025	31st December,2018
AED FRZ/FRZ+	M3840A, M3841A, M3860A, M3861A	31st December, 2018

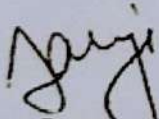
We value our relationship with you and we stand committed to protect your investments. Our sales team will be glad to work with you towards purchase of a suitable replacement.

Please feel free to contact us for any further assistance.

Assuring you of our continued support.

Thanking you of your continued support.

Thanking you,  
Sincerely yours



Sanjeev Sharma  
Regional Manager- Customer Support  
Philips Healthcare

Philips India Limited

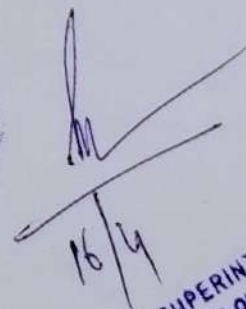
CIN No : U31902WB1930PLC006663

9th Floor, DLF 9-B, DLF Cyber City, DLF Phase-3, Gurugram - 122002, India

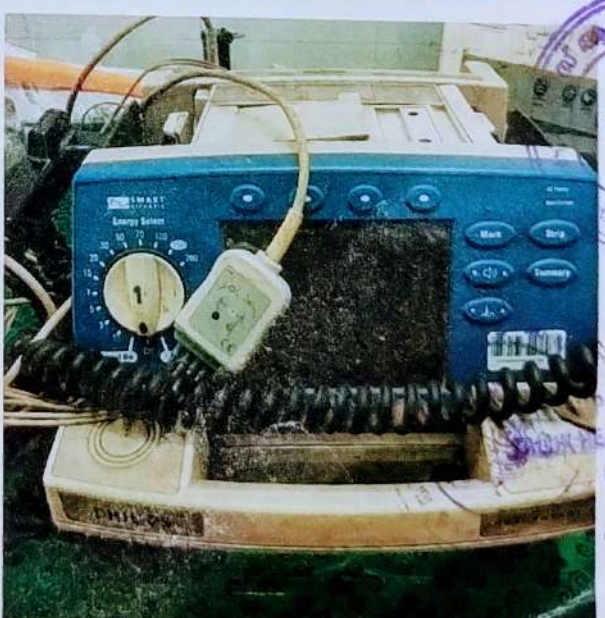
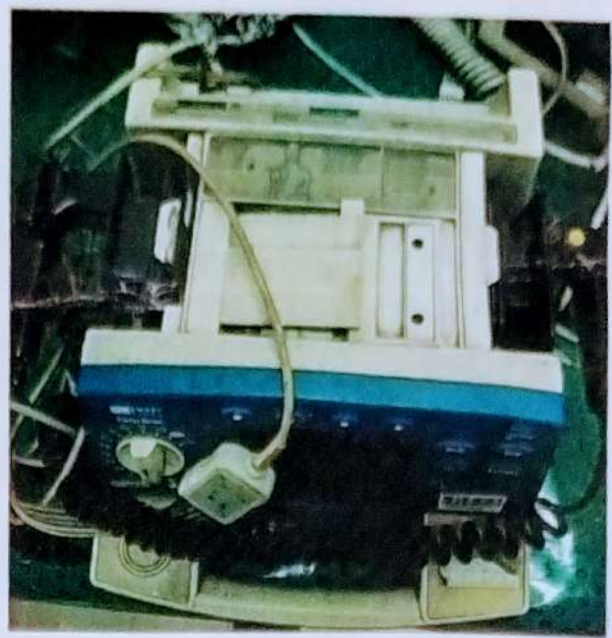
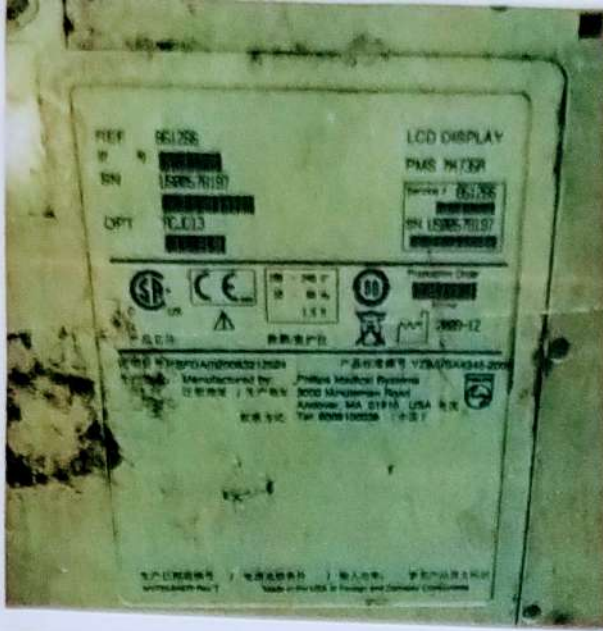
Tel : +91 124 4606000 Fax : +91 124 4606666 www.philips.com

Registered Office:

3rd Floor, Tower A, DLF IT Park, 08 Block AF, Major Arterial Road  
New Town (Rajarhat), Kolkata - 700156, West Bengal, India



SUPERINTENDENT  
KALUK HEAD QUARTERS HOSPITAL  
CHERTHALA



REPRINTED FROM HEAD QUARTERS  
 CHEERTRAL

Raj