


**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	KANNUR
2	Name of Hospital	GH THALASSERY
3	Name of Equipment with Make, Model and Serial Number	AUTOMATIC FIELD ANALYZER Make: ZEISS Model: HUMPHERY 740I SN: 740I-50892
4	Equipment ID/ Barcode	1311473 #98598
5	Date of purchase/ Year of manufacture/Installation Date	30-06-2015
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)	Toll free 28-02-2024
9	Action taken	Checked the machine and found that machine not booting and Error message "shutter is not providing stable readings" occurred , Requested OEM for one time service
10	Present status of the equipment (Fully damaged / partially damaged)	Fully damaged
11	Recommendations for repair (required service details)	No recommendations
12	Cost of spares (specify parts and cost)	N/A

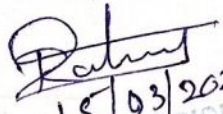
13	Asset Value	670000/-
14	*Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	N/A
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	Cyrix Service report & OEM End of life letter attached
16	Reasons for recommending the equipment as BER	Checked the machine and found that machine not booting and Error message "shutter is not providing stable readings" occurred , Requested OEM for one time service. Equipment installed on 30-06-2015 aged up to 8 years 8 Months, oem informed that this machine is obsolete model, end of support letter issued. As per tender clause 5.3.14.2 we recommending the equipment for condemnation.
17	Name & Signature of CYRIX Authority	AVINASH T 

*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 & identified that machine booting error and no stable readings. Machine Aged up to 8 years above. & its an obsolete model. So recommended for BER as per BER protocol.



 15/03/2024
 Signature of JC BM (NHM)

CONSULTANT BIOMEDICAL
 NATIONAL HEALTH MISSION
 KANNUR - 670002


 Dr. RAJESH T. MEBS, DO
 Reg. No. 5, TC/MC
 Junior Medical Consultant, Ophthalmology
 GENERAL HOSPITAL, THALASSERY

Date: 28/03/24




 Superintendent
 GENERAL HOSPITAL
 THALASSERY - 670 101
 Signature of Superintendent/Medical Officer (i/c)



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



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

CYRIX
HEALTHCARE PVT LTD

No. : 184920

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>GH Thalassery</u>	Call Registration Date : <u>28-2-24</u>
Address <u>Thalassery</u>	Caller ID : <u>98598</u>
<u>Kannur</u>	Date of Visit : <u>29-2-24</u>
Ph : <u>9048664303</u>	Asset No. : <u>1311473</u>
	EQPT Name : <u>Automatic Field Analyzer</u>
	Manufacture <u>ZEISS</u> Model : <u>Humphrey 740i</u>
	S. No. <u>50892</u> Dept. <u>EYE OP</u>

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Machine not booting, showing error.

Action Taken : checked the machine and found that machine not booting and showing error message "shutter is not providing stable reading" occurred. Requested OEM for one time service.

Completed Date : 29-2-24 Time : 11:30Am Spare Required

Spare Replaced Requested

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

Cyrix Engineer	Date	Start Time	End Time
<u>Rasilraj</u>	<u>29-2-24</u>	<u>11:00Am</u>	<u>11:30Am</u>

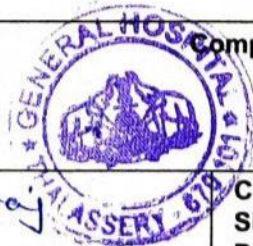
Customer Remark

Completed

Pending

Service Engineer Name : Rasilraj
Signature : Rasilraj
Date : 29-2-24
Contact Number : 9995521436

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



Dr. RAJESH O.T. MBBS, DO
Reg. No. 35745, TC*MC
Junior Medical Consultant - ophthalmology
GENERAL HOSPITAL, THALASSERY

Superintendent
GENERAL HOSPITAL
THALASSERY - 670



Carl Zeiss India (Bangalore) Private Limited

Regd. Office:

Plot No. 3, Jigani Link Road Bommasandra
Industrial Area Bangalore – 560 099, INDIA

Tel. : 91-80-43438000

Fax : 91-80-43438229

E-mail : info.in@zeiss.com Web :

www.zeiss.co.in

CIN: U33125KA2009PTC049465

March 7, 2024

Kirloskar Technologies (P) Ltd,
Cheruparmbath Road, Kadavanthra / 682020 Cochin

Ref : Zeiss equipment Model HFA 750i/ Serial No. 740I-50892

Sub : End of support product

Dear Sir,

Greetings from ZEISS India.

We are sincerely thankful to you for patronizing ZEISS Medical Products as well as offering kind opportunity to Carl Zeiss India to serve you.

We understand that your hospital is equipped with above mentioned ZEISS instrument, for which our principal Carl Zeiss Meditec AG, Germany has announced "End of Support". ZEISS will not be able to offer any service/Spares for this equipment.

We therefore request you to upgrade your existing equipment with a new model.

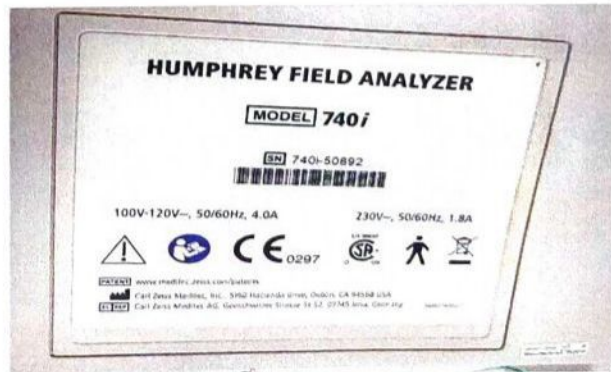
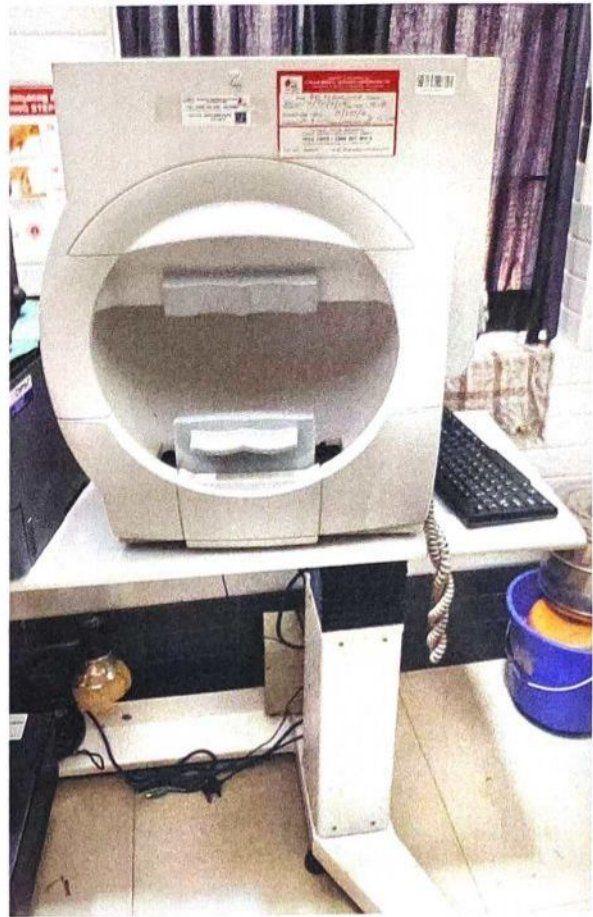
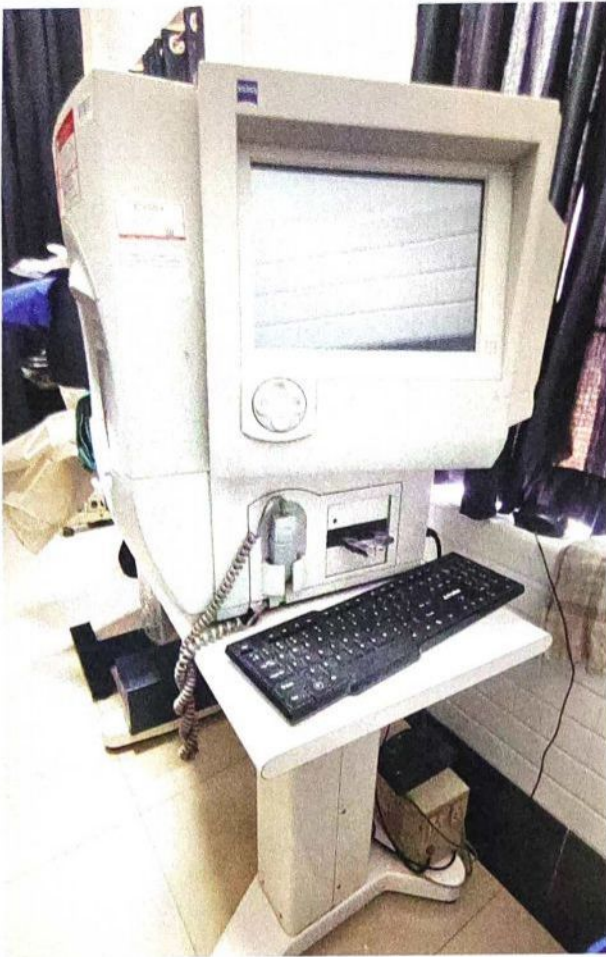
Kindly note this model is discontinued by Carl Zeiss Meditec Inc USA & there is no buyback option available for this model. Our sales team will contact you to provide more information on the available upgrade option.

You can also contact us whenever you have any query.

Thanking you,
Best Regards,

For Carl Zeiss India (Bangalore) Pvt Ltd.

Lt Commander HM Pradeep (Retd)
Regional Service Manager – (SOUTH)




Superintendent
GENERAL HOSPITAL
THALASSERY - 679 101



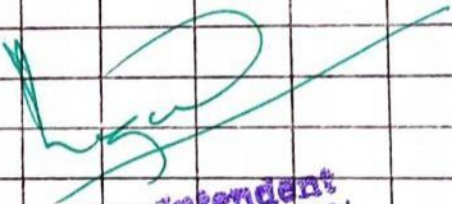
GENERAL HOSPITAL - THALASSERY

94 STOCK BOOK OF MEDICINES AND EQUIPMENTS

Name of Items: GI. AUTOMATED FIELD ANALYZER

Date	Invoice number & Date	From whom received and to whom issued	Receipt	Issue	Balance	Batch No	Expiry date	Cost/ Unit	Com-pany	Re- marks
30/6/15		Received from Store	1		01			1262485/-		20
30/6/15		Issued for use		01						20
[STOCK BOOK of Instruments Page No: 247, Vol V Part S-R]										
	2	Anaerobe	1							
		Yearly Certificate								20
		Installation Certificate								20
Open balance - 1										




Superintendent
GENERAL HOSPITAL
THALASSERY - 679 101



**REQUIRED SERVICE SUPPORT FOR AUTOMATIC FIELD ANALYZER 1311473#98598 GH
THALASSERY, KANNUR, KERALA**

10 messages

avinash t <avinashtcyrix@gmail.com>
To: mazhar.ansari@zeiss.com, rani.alex.ext@zeiss.com
Cc: Sarang KM <sarangcyrix@gmail.com>, Blesson Jose <zm2.klbemp@cyrix.in>

Tue, 5 Mar, 2024 at 10:24 am

Dear sir,

There is a complaint reported from GENERAL HOSPITAL THALASSERY , KANNUR, KERALA Regarding the complaint with AUTOMATIC FIELD ANALYZER , Need service support for rectifying the complaint.

MAKE : ZEISS

MODEL: HUMPHERY 740I

COMPLAINT : ERROR MESSAGES(SHUTTER IS NOT PROVIDING STABLE READINGS)

BARCODE: 1311473

TICKET ID: 98598

please do need full

Thanks & Regards

Avinash T
District charge, kannur
bemp kerala
mobile: +91 6364064948
E mail: avinashtcyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B | Petta | Punithura | Kochi | Kerala- 682038
www.cyrixhealthcare.com

T, Prabakaran <prabakaran.t@zeiss.com>
To: avinashtcyrix@gmail.com <avinashtcyrix@gmail.com>
Cc: India Customercare <customercare.india@zeiss.com>

Tue, 5 Mar, 2024 at 12:27 pm

Dear Sir /Mam ,

Greetings to you ,

Thank you for registering call with our Customer care for your existing Zeiss Equipment.

I wish to bring to your kind attention that your registered Zeiss equipment HFA 740i is End of Support - End of Service means the end of Spares & technical expertise availability.Hence ZEISS will not be able to offer any service/Spares for this equipment.

Thank you for your continued support and confidence in our products. Reach out to below for any query and support.

Regards,

Prabakaran T

Service Sales Manager – Medical Technology

Ph : 081050 92118

Prabakaran.t@zeiss.com

[Quoted text hidden]

avinash t <avinashtcyrix@gmail.com>
To: Sarang KM <sarangcyrix@gmail.com>, Blesson Jose <zm2.klbemp@cyrix.in>

Tue, 5 Mar, 2024 at 1:01 pm

[Quoted text hidden]

avinash t <avinashtcyrix@gmail.com>
To: T, Prabakaran <prabakaran.t@zeiss.com>
Cc: India Customercare <customercare.india@zeiss.com>, Sarang KM <sarangcyrix@gmail.com>, Blesson Jose <zm2.klbemp@cyrix.in>

Tue, 5 Mar, 2024 at 1:28 pm

Dear Sir,
Thank you for your reply. sir please provide the same in a letterhead.

Thanks & Regards

Avinash T
District charge, kannur
bemp kerala
mobile: +91 6364064948
E mail: avinashtcyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B | Petta | Punithura | Kochi | Kerala- 682038
www.cyrixhealthcare.com

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T, Prabakaran <prabakaran.t@zeiss.com>
To: avinash t <avinashtcyrix@gmail.com>
Cc: India Customercare <customercare.india@zeiss.com>, Sarang KM <sarangcyrix@gmail.com>, Blesson Jose <zm2.klbemp@cyrix.in>

Tue, 5 Mar, 2024 at 1:41 pm

Could you revert us with Serial of Equipment,

[Quoted text hidden]

avinash t <avinashtcyrix@gmail.com>
To: T, Prabakaran <prabakaran.t@zeiss.com>
Cc: India Customercare <customercare.india@zeiss.com>, Sarang KM <sarangcyrix@gmail.com>, Blesson Jose <zm2.klbemp@cyrix.in>

Tue, 5 Mar, 2024 at 1:48 pm

MAKE-ZEISS
MODEL- HUMPHERY 740I
SL NO-740i-50892

Thanks & Regards

Avinash T
District charge, kannur
bemp kerala
mobile: +91 6364064948
E mail: avinashtcyrix@gmail.com

CYRIX HEALTHCARE (P) LTD
30/641B | Petta | Punithura | Kochi | Kerala- 682038
www.cyrixhealthcare.com

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avinash t <avinashtcyrix@gmail.com>

Wed, 6 Mar, 2024 at 4:28 pm

To: T, Prabakaran <prabakaran.t@zeiss.com>

Cc: India Customercare <customercare.india@zeiss.com>, Sarang KM <sarangcyrix@gmail.com>, Blesson Jose <zm2.klbemp@cyrix.in>

#Reminder

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T, Prabakaran <prabakaran.t@zeiss.com>

Thu, 7 Mar, 2024 at 9:34 am

To: avinash t <avinashtcyrix@gmail.com>

Cc: India Customercare <customercare.india@zeiss.com>, Sarang KM <sarangcyrix@gmail.com>, Blesson Jose <zm2.klbemp@cyrix.in>

[Quoted text hidden]

avinash t <avinashtcyrix@gmail.com>

Fri, 8 Mar, 2024 at 10:12 am

To: T, Prabakaran <prabakaran.t@zeiss.com>

Cc: India Customercare <customercare.india@zeiss.com>, Sarang KM <sarangcyrix@gmail.com>, Blesson Jose <zm2.klbemp@cyrix.in>

Sir could you Please change the address kirloskar to cyrix

[Quoted text hidden]

T, Prabakaran <prabakaran.t@zeiss.com>

Fri, 8 Mar, 2024 at 10:19 am

To: avinash t <avinashtcyrix@gmail.com>

Not possible as IB is Captured with Kirloskar only

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