



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

CYRIX

HEALTHCARE PVT LTD

No. :

218209

514

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>General Hospital</u></p> <p>Address <u>Thiruvananthapuram</u></p> <p><u>Kerala</u></p> <p>Ph : <u>8281263339</u></p>	<p>Call Registration Date : <u>13/4/24</u></p> <p>Caller ID : <u>106250</u></p> <p>Date of Visit : <u>14/4/24</u></p> <p>Asset No. : <u>0111861</u></p> <p>EQPT Name : <u>Laposcopic Insufflator</u></p> <p>Manufacture <u>Promis</u> Model <u>Pro flow 25</u></p> <p>S. No. <u>NA</u> Dept. <u>OT</u></p>
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Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Not working

Action Taken : Checked and found main board and pressure switch defective. Need to replace the spare for the further checking and working condition of the equipment

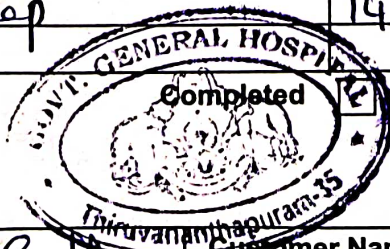
Completed Date : 14/4/24 Time : 10:50AM Spare Required

Spare Replaced Requested

No.	Description	Qty.	Part Number	PR Number
1.	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
2.				
3.				

Cyrux Engineer	Date	Start Time	End Time
<u>Sreeja Sudheep</u>	<u>14/4/24</u>	<u>10:30AM</u>	<u>10:50AM</u>

Customer Remark Completed Pending



<p>Service Engineer Name : <u>Sreeja Sudheep</u></p> <p>Signature : <u>[Signature]</u></p> <p>Date : <u>14/4/24</u></p> <p>Contact Number : <u>7907406244</u></p>	<p>Customer Name : <u>[Signature]</u></p> <p>Signature : <u>[Signature]</u></p> <p>Date : <u>[Signature]</u></p> <p>Contact Number : <u>8281263339</u></p> <p>Designation : <u>Endoscopic Technician</u></p> <p>Hospital Seal : <u>Superintendent General Hospital Thiruvananthapuram</u></p>
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**REPAIR OF BIOMEDICAL EQUIPMENTS UNDER BIOMEDICAL EQUIPMENT
MAINTENANCE PROGRAM (BEMP)**

514

Recommendations for Beyond Economic Repair (BER)

PROFORMA

Sl. No	Particulars	Details
1	Name of District	THIRUVANANTHAPURAM
2	Name of Hospital	GENERAL HOSPITAL THIRUVANANTHAPURAM
3	Name of Equipment with Make, Model and Serial Number	Equipment Name : Laproscopic Insuflator Make : Promis Model: Proflow 25 SI : NA
4	Equipment ID/ Barcode	106250 / 0111861
5	Date of purchase/ Year of manufacture/Installation Date	16/08/2018
6	Warranty details (Yes/No)	No warranty
7	*AMC/ CAMC Period agreed at the time of Purchase	No AMC/CMC
38	Date of breakdown (Date of registration of complaint through email/ Toll free)	13/04/2024
9	Action taken	Checked and found mainboard and pressure switch defective. Need to replace the spare for the further checking and working condition of the equipment.
10	Present status of the equipment (Fully damaged / partially damaged)	Fully Damaged
11	Recommendations for repair (required service details)	Not recommending for Repair.
12	Cost of spares (specify parts and cost)	Not Available

13	Asset Value	Rs . 165000/-
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 EOL Letter Attached
16	Reasons for recommending the equipments as BER	Checked and found mainboard and pressure switch defective. Enquired spare with OEM. OEM declared End of Life for the model. The equipment was installed on 16/08/2018 and covered upto 5+ years. Since OEM declared End of Life, As per the tender clause 5.3.14.2. Recommending the unit for condemnation.
17	Name & Signature of CYRIX Authority	KASYEP PV 

*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:

Stock order
EOL & End of service verified . So it can be RBER .


MANEESHA MOHAN M.R.
 Junior Consultant (Biomedical)
 National Health Mission
 Thiruvananthapuram

HB
 12-06-2024
 Signature of JC BM (NHM)

Date:



Signature of
 Superintendent/Medical Officer (i/c)



Government Hospital
 Thiruvananthapuram

LAPROSCOPE

4. Telescope 30 degree make your model...
30 Deg 33cm HD Laproscope...
Fibre optic Aspherical lens...
Laproscope...
to account

~~Done and done~~
SI
GR Vol-8B page no - 375

5. Trolley Stabilizer CO2 cylinder Cylinder base
Terminal Chamber for use - Supplement kit
Neoptic Surgical Instruments, Palakkad
Kochi 682025 Order no 30/730/2017-18-761431
Kmit / 757799/2017 dated 22/11/2017
97 out to stock register Page no Stock Register
Vol I page no: 136 (I.B page 377 Vol 8B -> stock)
HD LAPROSCOPIC SET - Instrument

18-8-18 Received from KMSCL as per order no.
50/2018/2018-19/619BI KMSCL EP/779/2017
dt: 26.06.2018. EPT code: 619BI - Project
DHS 2018-19 strengthening of infrastructure
purchased from Neoptic Surgical,
Janatha Road (S) Palakkad, Kochi 682025
Phn: 0494-2344201, Dated on 16.8.2018
Stock Book page no: 165 (Instrument - Register book 8B.)
1

77 out to stock book Vol I Instrument page no:
137



Superintendent
General Hospital
Thiruvananthapuram



Date: 21/05/2024

To,

CYRIX HEALTHCARE PVT.LTD.
KERALA.

Subject: CO 2 Insufflator 25 ltr (14 years old) is not repairable.

Dear Sir,

We appreciate your patience and trust in our service throughout the repair process of your CO 2 insufflator (Sr. No. MF1142045) (Model No. PM-COF-25).

After a thorough examination by our technical team, we regret to inform you that your insufflator is not repairable due to its 14 years old condition, so that spare parts are not available for repair.

Please know that we exhaustively explored all possible avenues for repair before reaching this conclusion. Your satisfaction and the functionality of our products are paramount to us, and we genuinely regret any inconvenience this situation may have caused you.

Sincerely Yours,

Authorized Signatory



[Handwritten signature]

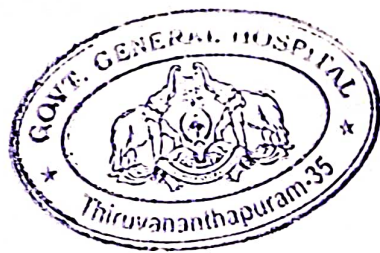
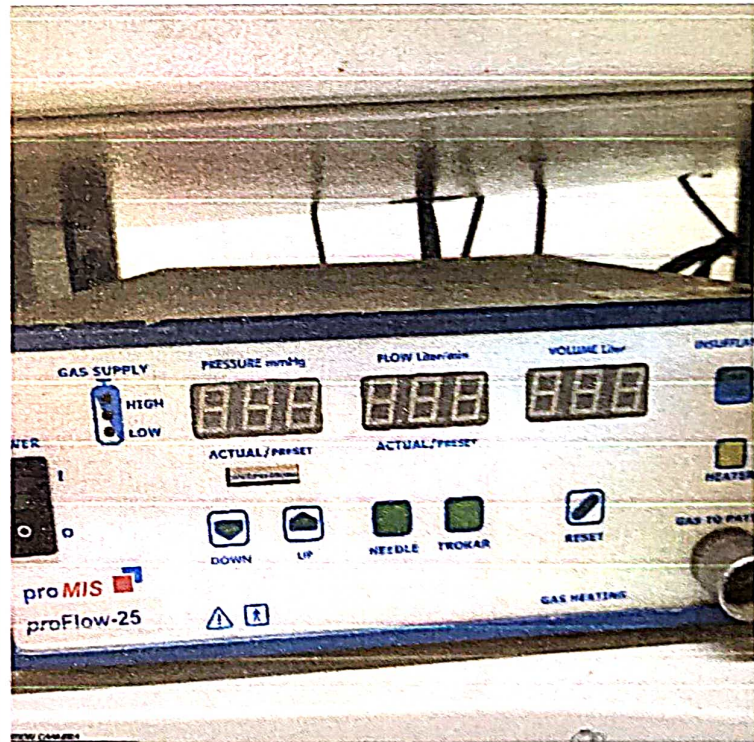
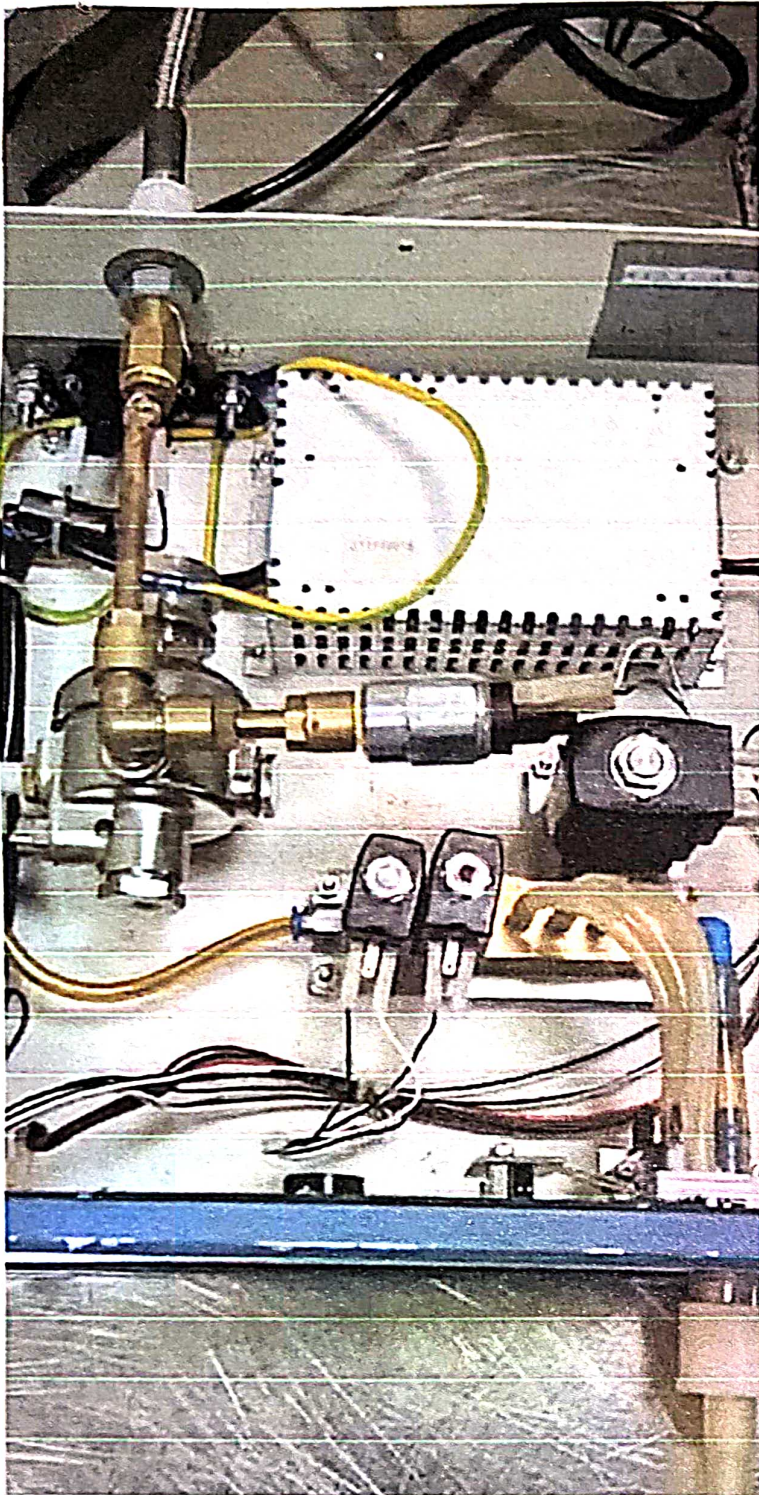
Frontline Electro Medical Limited
An ISO 9001:2015 Certified Company

Corporate Office: G-197, Sector-63, Noida
Gautam Buddha Nagar, Uttar Pradesh - 201309

Tel. : +91 120 4711111
E-mail : info@feml.in
Service E-mail : service@feml.in
Website : www.feml.in

Superintendent
General Hospital
Thiruvananthapuram
Endoscopy
• Endo-Urology
• Flexible Endoscope
• Surgical Lasers
• Endo-Gynaecology

Registered Office: S-4, S-5, LSC, Surajmal Vihar, Delhi-110092 CIN - U74899DL1997PLC086513



[Handwritten Signature]
Superintendent
General Hospital
Thiruvananthapuram



REGARDING LAPROSCOPIC INSUFFLATOR - GH TRHIRUVANATHAPURAM (106250/0111861)

10 messages

Kasyep P V <kasyepcyrix@gmail.com>

Thu, 16 May 2024 at 8:47 pm

To: service@feml.in

Cc: Abijith A <abijithacyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Dear sir,

This mail is to enquire about the current status of laparoscopic insufflator which we had sent to your facility for service. If the model of the equipment is obsolete.

Kindly provide an End of Life letter for the same.

Thanks & Regards,

KASYEP PV
District Incharge, Trivandrum
CYRIX HEALTHCARE Pvt Ltd
KLBEMP
Ph : +91 7593847134
kasyepcyrix@gmail.com

Kasyep P V <kasyepcyrix@gmail.com>

Sat, 18 May 2024 at 7:12 pm

To: service@feml.in

Cc: Abijith A <abijithacyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Sir,

Please consider this mail as a gentle reminder and kindly do the needful.

Thanks & Regards,

KASYEP PV
District Incharge, Trivandrum
CYRIX HEALTHCARE Pvt. Ltd
[Quoted text hidden]
[Quoted text hidden]

Kasyep P V <kasyepcyrix@gmail.com>

Mon, 20 May 2024 at 5:55 pm

To: service@feml.in

Cc: Abijith A <abijithacyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Sir,

Please update
[Quoted text hidden]
[Quoted text hidden]

service@feml.in <service@feml.in>

Mon, 20 May 2024 at 5:59 pm

To: Kasyep P V <kasyepcyrix@gmail.com>

Cc: Abijith A <abijithacyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Dear sir,

We are in process, we will send you end of life letter on tomorrow morning.

Thanks & Regards,

Priya Srivastava

Service Department



Frontline ELM Limited
In Forefront of Medical Technology



G-197, Sector 63, Noida, Uttar Pradesh- 201309 India
 +91-9312145834 0120-4711111
 service@feml.in www.feml.in

[Quoted text hidden]

Kasyep P V <kasyepcyrix@gmail.com>
To: service@feml.in

Mon, 20 May 2024 at 6:00 pm

Thanks for the update.

[Quoted text hidden]
[Quoted text hidden]

Kasyep P V <kasyepcyrix@gmail.com>
To: service@feml.in

Tue, 21 May 2024 at 3:25 pm

Sir,
Consider this mail as a gentle reminder
[Quoted text hidden]
[Quoted text hidden]

service@feml.in <service@feml.in>
To: Kasyep P V <kasyepcyrix@gmail.com>
Cc: Nishant Gupta <servicehead@feml.in>

Tue, 21 May 2024 at 4:07 pm

Dear Sir,

Good Evening!!

Please find the attached letter.

Thanks & Regards,

Priya Srivastava

Service Department



Frontline EMedical Limited
In Forefront of Medical Technology



 G-197, Sector 63, Noida, Uttar Pradesh- 201309 India
 +91-9312145834  0120-4711111
 service@feml.in  www.feml.in

From: Kasyep P V <kasyepcyrix@gmail.com>

Sent: Tuesday, May 21, 2024 3:26 PM

To: service@feml.in

Subject: Re: REGARDING LAPROSCOPIC INSUFFLATOR - GH TRHIRUVANATHAPURAM (106250/0111861)

Sir,

Consider this mail as a gentle reminder

Thanks & Regards,

KASYEP PV
District Incharge ,Trivandrum
CYRIX HEALTHCARE Pvt.Ltd
KLBEMP
Ph : +91 7593847134
kasyepcyrix@gmail.com

On Mon, 20 May 2024, 6:00 pm Kasyep P V, <kasyepcyrix@gmail.com> wrote:

Thanks for the update.

Thanks & Regards,

KASYEP PV
District Incharge ,Trivandrum
CYRIX HEALTHCARE Pvt.Ltd
KLBEMP
Ph : +91 7593847134
kasyepcyrix@gmail.com

On Mon, 20 May 2024, 5:59 pm service@feml.in, <service@feml.in> wrote:

Dear sir,

We are in process, we will send you end of life letter on tomorrow morning.

Thanks & Regards,

Priya Srivastava

Service Department

From: Kasyep P V <kasyepcyrix@gmail.com>

[Quoted text hidden]

[Quoted text hidden]

Kasyep P V <kasyepcyrix@gmail.com>

Thu, 30 May 2024 at 8:26 am

To: service@feml.in

Cc: Nishant Gupta <servicehead@feml.in>, Abijith A <abijithacyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>

Dear Sir/Madam,

Kindly send back the equipment to the mentioned address;

Kasyep PV
Cyrix health care Pvt Ltd
Biomedical room, Inside CSSD dept.
General Hospital Thiruvananthapuram
Pin : 695035
Ph: 7593847134
[Quoted text hidden]
[Quoted text hidden]

service@feml.in <service@feml.in>

Fri, 31 May 2024 at 9:41 am

To: Kasyep P V <kasyepcyrix@gmail.com>

Cc: Nishant Gupta <servicehead@feml.in>, Abijith A <abijithacyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>

Dear Sir,

Good Morning!!

We have dispatched the insufflator yesterday. Please find detail.

Dispatch Date	Invoice/Ref	To	Ship To	Mode/Docket	Through	Delivery Status
30.05.2024	Service	Cyrix Healthcare	Kerala	D02814867	DTDC	IN-Transit

[Quoted text hidden]

Kasyep P V <kasyepcyrix@gmail.com>

Fri, 31 May 2024 at 9:43 am

To: service@feml.in

Thanks for your information.