



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



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

**CYRIX**  
HEALTHCARE PVT LTD

**No. : 173920**

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.kd@cyrix.in

Health Facility ..... P.H.C Vembayam	Call Registration Date : 25/05/2024
Address ..... Pirandam	Caller ID : 113181
Ph : 8848795030	Date of Visit : 26/05/2024
	Asset No. : 0142245
	EQPT Name : Biochemistry analyses
	Manufacture Roborik Model : pr. est. Touch
	S. No AT0910815R8K Dept. lab

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

**Problem Identified :** program issue, primary board complaint

**Action Taken :** checked and found primary board complaint. need to replace the spacers for further checking and working condition of the equipment. Engaged spare with OEM.

Completed  Date : 26/05/2024 Time : 11:00 AM Spare Required

Spare Replaced  Requested

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

Cyrix Engineer	Date	Start Time	End Time
Midhun . BM	26/05/2024	10-00 AM	11-00 AM

**Customer Remark** Completed  Pending

<b>Service Engineer Name :</b> Midhun . BM <b>Signature :</b> <b>Date :</b> 26/05/2024 <b>Contact Number :</b> 9074167987	<b>Medical Officer-in-charge</b> Govt. P.H. Centre Vembayam Vettinad, Konchira P.O. <b>Customer Name :</b> <b>Signature :</b> <b>Date :</b> 26/05/2024 <b>Contact Number :</b> 8848795030 <b>Designation :</b> hab technician <b>Hospital Seal :</b>
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**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	THIRUVANANTHAPURAM
2	Name of Hospital	PHC VEMBAYAM
3	Name of Equipment with Make, Model and Serial Number	Equipment Name: Biochemistry Analyser Make : Robonik Model: Priestest Touch Sl : AT0910815RBK
4	Equipment ID/ Barcode	0142245/113131
5	Date of purchase/ Year of manufacture/Installation Date	01/01/2016
6	Warranty details (Yes/No)	No warranty
7	*AMC/ CAMC Period agreed at the time of Purchase	No AMC/CMC
8	Date of breakdown (Date of registration of complaint through email/ Toll free)	25/05/2024
9	Action taken	Checked and found Primary board defective, Need to replace the board for 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 . 64760/-
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 with EOL letter from OEM attached.
16	Reasons for recommending the equipment as BER	Checked and found primary board defective. Enquired the spare with OEM. Spares are not available. OEM declared End of Life for the Model. The equipment was installed on 01/01/2016 and covered upto 8+ 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

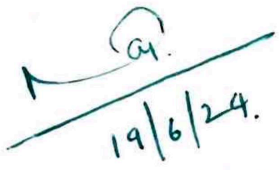
Remarks and Recommendations of Junior Consultant (Biomedical) NHM:

Primary board defective. Received eol letter from Robome. Hence as per the tender clause, this can be RBER.

MANEESHA MOHAN M.R.   
 Junior Consultant (Biomedical) 10-06-2024  
 National Health Mission  
 Thiruvananthapuram  
 Signature of JC BM (NHM)

Date: 19/6/24



  
 19/6/24.  
 Medical Officer-in-charge  
 Signature of  
 Govt. P.H. Centre, Vembayam  
 Superintendent/Medical Officer (i/o)  
 Vettinad, Konchira P.O.





Date : 31.05.2024

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. AT0910815RBK.**

As required, we stated herewith that the said instrument Semi Automated Biochemistry Analyser (Model : Prietest Touch) having **Serial No. AT0910815RBK** 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.**

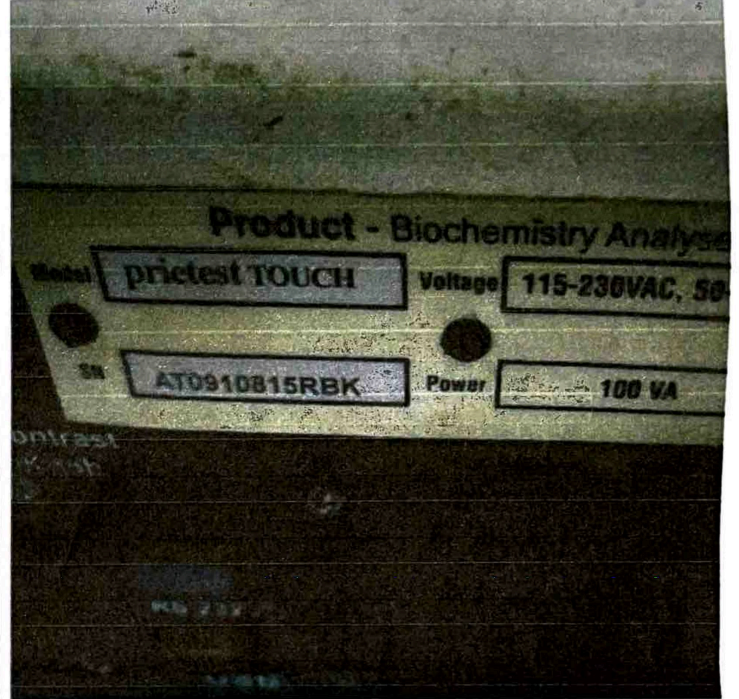
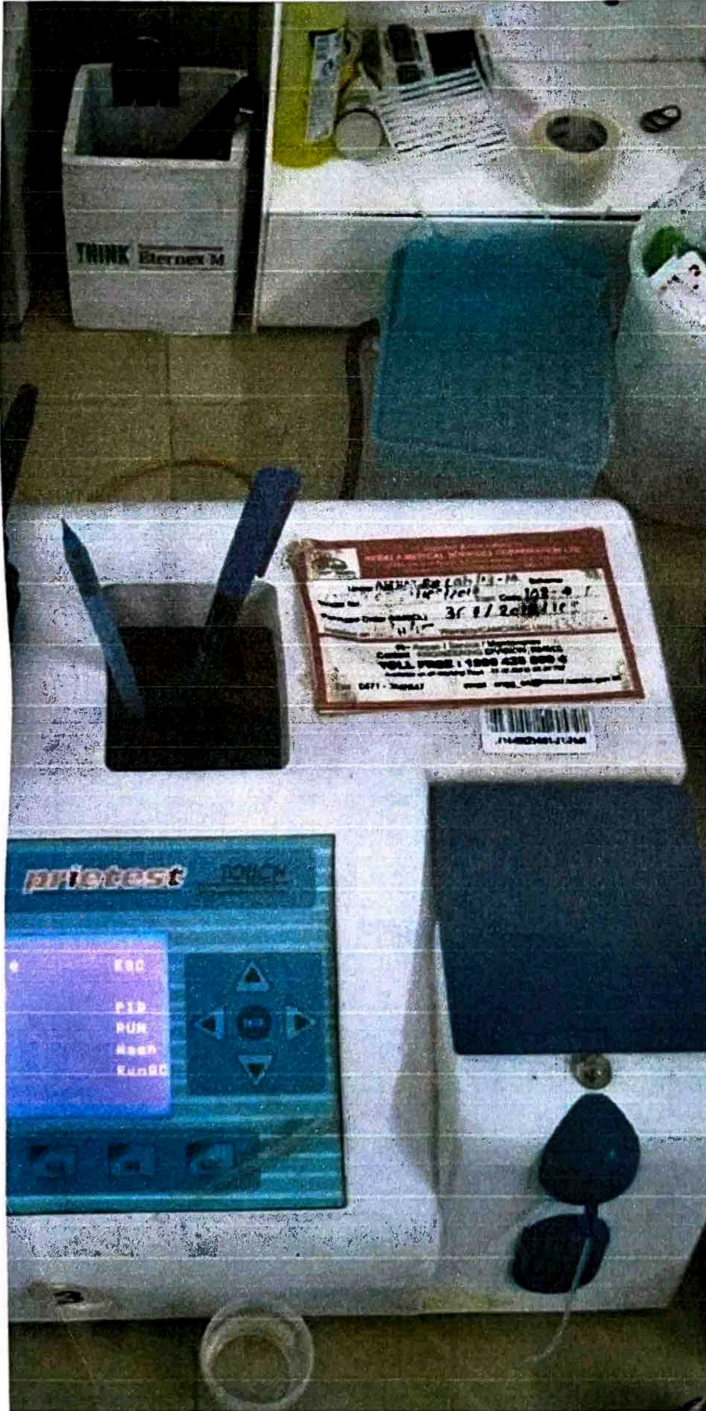


Authorised Signatory



19/6/24





GOVT. P.H. CENTER  
 Konchira P.O.  
 Date.....  
 PINAD

*M. Q.*  
 19/6/24.  
 Medical Officer-in-charge  
 Govt. P.H. Centre, Veerabaiyam  
 Veerabad, Konchira P.O.