



# BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

## CYRIX

HEALTHCARE PVT LTD

**No. : 193151**

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

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|   |   |
|---|---|
| <p>Health Facility <u>Family Health Center</u></p> <p>Address <u>Vembayam, Thiruvananthapuram</u></p> <p>Ph : <u>9848795030</u></p> | <p>Call Registration Date : <u>13.03.2024</u></p> <p>Caller ID : <u>100988</u></p> <p>Date of Visit : <u>13.03.2024</u></p> <p>Asset No. : <u>0142259</u></p> <p>EQPT Name : <u>Micro pipette</u></p> <p>Manufacture <u>Dryob Lab.</u> Model : <u>NA</u></p> <p>S. No. <u>Y.E.18.AA2014684</u> Dept. <u>Labortary</u></p> |
|---|---|

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

**Problem Identified :** Volume Variation

**Action Taken :** checked and found that the volume is not achieving properly and calibrates failed due to this issue. Because of this rotating key, rotating number ring, rotating gears are damaged. This parts is not available in the market. So pipette is not serviceable.

Completed  Date : 13.03.2024 Time : 2.00pm Spare Required

Spare Replaced  Requested

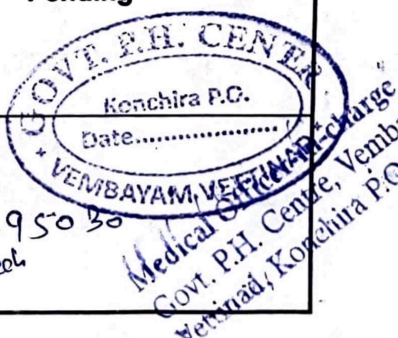
| Description  | Qty.      | Part Number | PR Number |
|--------------|-----------|-------------|-----------|
| 1.           |           |             |           |
| 2. <u>NA</u> | <u>NA</u> | <u>NA</u>   | <u>NA</u> |
| 3.           |           |             |           |

| Cyrix Engineer        | Date              | Start Time    | End Time      |
|-----------------------|-------------------|---------------|---------------|
| <u>Mohammed Shery</u> | <u>13.03.2024</u> | <u>1.00pm</u> | <u>2.00pm</u> |

**Customer Remark** Completed  Pending

|  |  |
|--|--|
| <p><b>Service Engineer Name :</b> <u>Mohammed Shery</u></p> <p><b>Signature :</b> <u>[Signature]</u></p> <p><b>Date :</b> <u>13.03.2024</u></p> <p><b>Contact Number :</b> <u>7994062445</u></p> | <p><b>Customer Name :</b> <u>[Signature]</u></p> <p><b>Signature :</b> <u>[Signature]</u></p> <p><b>Date :</b> <u>13/3/24</u></p> <p><b>Contact Number :</b> <u>8848795030</u></p> <p><b>Designation :</b> <u>Lab Tech</u></p> <p><b>Hospital Seal :</b></p> |
|--|--|



Medical Officer in Charge  
Govt. P.H. Centre, Vembayam  
Thiruvananthapuram, Kerala P.O.


**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 : Micro Pipette<br>Make : Dragon<br>Model : Na<br>SL: YE18AAL0146844   |
| 4      | Equipment ID/ Barcode  | 100988 / 0142259   |
| 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) | 13/03/2024   |
| 9      | Action taken   | Checked and found that the number barrel is over rotating and damaged the rotating key, rotating number ring and rotating gears. |
| 10     | Present status of the equipment (Fully damaged / partially damaged)            | Fully Damaged  |
| 11     | Recommendations for repair (required service details)                          | Not recommending for condemnation.   |
| 12     | Cost of spares (specify parts and cost)  | Na   |



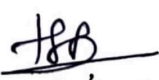
|    |  |   |
|----|--|---|
| 13 | Asset Value  | Rs.1850   |
| 14 | # Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value               | Na  |
| 15 | Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not) | Cyrix service report and calibration report attached.   |
| 16 | Reasons for recommending the equipment as BER  | Checked and identified the unit is showing volume variations. Despite adjusting the spring tension, the issue continued due to the damage in the rotating key, number ring and the gears. The pipette was installed on 1/1/2016 and outlived up to 8+ years. The spares are not available in the market. As per the tender clause 5.3.14.2 recommending the equipment 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

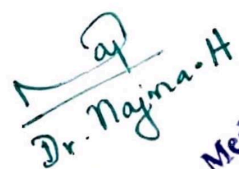
Remarks and Recommendations of Junior Consultant (Biomedical) NHM:  
 Pipette was brought to stock on 1-1-2016.  
 It shows volume variation. and can't be  
 reparable and calibrated. So can be RBCR.

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

  
 10-06-2024  
 Signature of JC BM (NHM)

Date: \_\_\_\_\_



  
 Signature of  
 Superintendent/Medical Officer (i/c)

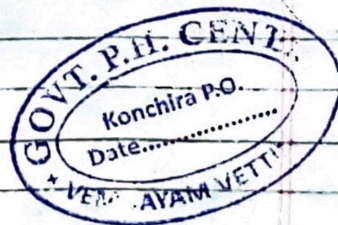
**Medical Officer-in-charge**  
 Govt. P.H. Centre, Vembayam  
 Vettinad, Konchira P.O.



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FINN PIPETTE 100-1000 HL

| <u>Date</u>  |                         | <u>Receipt</u> | <u>Balance</u> |
|--------------|-------------------------|----------------|----------------|
| <u>11/16</u> | Received from the Store | 1              | 1              |



*M. Q.*

Medical Officer-in-charge  
Govt. P.H. Centre, Venbayam  
Konchira P.O.

- dit



**CERTIFICATE OF CALIBRATION**

|                 |  |                     |            |
|-----------------|--|---------------------|------------|
| CUSTOMER NAME   | FAMILY HEALTH CENTRE VEMBAYAM                    |                     |            |
| ADDRESS         | VEMBAYAM , THIRUVANANTHAPURAM ,<br>KERALA 695615 | DATE OF CALIBRATION | 15-02-2024 |
| CERTIFICATE NO: | NA   | VALID UP TO         | NA         |
|                 |  | DATE OF ISSUE       | 17-02-2024 |

| INSTRUMENT DETAILS |               |                   |                |
|--------------------|---------------|-------------------|----------------|
| Instrument Name    | MICRO PIPETTE | S No.             | YE18AAL0146844 |
| Make/Model No.     | DRAGON LAB    | Visual Inspection | OK             |
| LOCATION:          | LAB           | RANGE             | 100 - 1000 µL  |
| BAR CODE : 0142259 |               |                   |                |

**PROBLEM IDENTIFIED : VOLUME VARIATION**

**ACTION TAKEN :**

The pipette is gone recalibration and it is found that the volume is not achieving properly. Even after adjusting the spring tension the volume not achieving correctly. It was found that the numbered barrel is over rotating. Because of this rotating key, rotating number ring, rotating gears are damaged. This part is not available in the market. So the above mentioned pipette is non-serviceable. Therefore, we recommend to decommission this Pipette.

|                           |      |      |   |
|---------------------------|------|------|---|
| <b>CALIBRATION STATUS</b> | PASS | FAIL | ✓ |
|---------------------------|------|------|---|

**REMARKS:-**

- ❖ This result of calibration refers to only to the particular items submitted for calibration.
- ❖ The above result is valid at the time of and under the stated conditions measurement.
- ❖ Calibration certificate issued for weight & measure parameters like mass, weighting balance, volumetric equipment, measuring scales/tapes etc. Are scientific purpose only and should not used for commercial.

Calibrated By  
( CALIBRATION ENGINEER )



Approved By  
( TECHNICAL MANAGER )  
PREJITH T B





Medical Officer-in-charge  
Govt. P.H. Centre, Vembayam  
Vettinad, Konchira P.O.





GOVT. P.H. CENTER  
Konchira P.O.  
Date.....  
VEMBAYAM VET

Medical Officer-in-charge  
Govt. P.H. Centre, Vembayam  
Vettinad, Konchira P.O.



CYRIX PROMOTIONAL PROGRAMME (PAMP)

TOLL FREE NO: 1800 - 425-7669

BAR CODE - (8004-890015225)

0142259



GOVT. P.H. CENTER  
Konchira P.O.  
Date.....  
\* VEMBAYAM VETTINAD \*

Medical Officer-in-charge  
Govt. P.H. Centre, Vembayam  
Vettinad, Konchira P.O.



www.dragon-lab.com

YE18AAL0146844



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