



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

CYRIX

HEALTHCARE PVT LTD

No. :
217469

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.cyrrix.com | E-mail : bemp.kl@cyrix.in

<p>Health Facility <u>THQH</u></p> <p>Address <u>Thuvannoor</u></p> <p>..... <u>Alappuzha</u></p> <p>Ph : <u>9497636928</u></p>	<p>Call Registration Date : <u>26/2/2024</u></p> <p>Caller ID : <u>98593</u></p> <p>Date of Visit : <u>29/2/2024</u></p> <p>Asset No. : <u>0421201</u></p> <p>EQPT Name : <u>Elisa Scadex</u></p> <p>Manufacture <u>Span</u> Model : <u>Autoscadex 4011</u></p> <p>S. No. <u>21131144</u> Dept. <u>LAB</u></p>
---	---

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Elisa Scadex is not getting ON

Action Taken : checked the machine and found that the main board, key pad and display are defective. Need to replace this spares for further checking and working condition of equipment.

Completed Date : 29/2/24 Time : 11:00am Spare Required

Spare Replaced Requested

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

Cyrux Engineer	Date	Start Time	End Time
<u>Naseet</u>	<u>29/2/24</u>	<u>9:30am</u>	<u>11:00am</u>

Customer Remark Not working.

Completed Pending

<p>Service Engineer Name : <u>Naseet</u></p> <p>Signature : <u>Naseet</u></p> <p>Date : <u>29/2/24</u></p> <p>Contact Number : <u>9526741524</u></p>	<p>Customer Name : <u>Sreelekha</u></p> <p>Signature : <u>SK Teekun</u></p> <p>Date : <u>29/2/24</u></p> <p>Contact Number : <u>8547362120</u></p> <p>Designation : <u>Senior Lecturer Teekun</u></p> <p>Hospital Seal :</p>
--	--



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

CYRIX

HEALTHCARE PVT LTD

No. :

217499

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>T.H.Q.H.</u></p> <p>Address <u>Thuravoor</u></p> <p style="padding-left: 40px;"><u>Alappuzha</u></p> <p>Ph : <u>9497636928</u></p>	<p>Call Registration Date : <u>28/2/2024</u></p> <p>Caller ID : <u>98593</u></p> <p>Date of Visit : <u>29/2/2024</u></p> <p>Asset No. : <u>0421201</u></p> <p>EQPT Name : <u>Elisa Reader</u></p> <p>Manufacture <u>Span</u> Model : <u>Auto reader 4011</u></p> <p>S. No. <u>21131144</u> Dept. <u>LAB</u></p>
--	---

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Elisa Reader is not getting ON

Action Taken : Checked the machine and found that the main board, keypad and display are defective. Enguished the OEM for spares.

Completed Date : 11/6/24 Time : 11:00am Spare Required

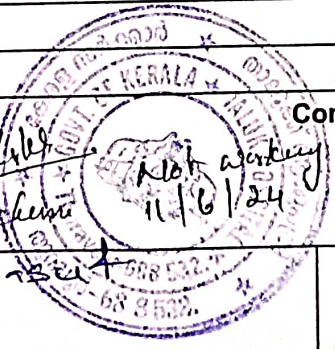
Spare Replaced Requested

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

Cyrix Engineer	Date	Start Time	End Time
<u>Nasuf</u>	<u>11/6/24</u>	<u>9:30am</u>	<u>11:00am</u>

Customer Remark: Gratefully Completed Pending

<p>Service Engineer Name : <u>Nasuf</u></p> <p>Signature : <u>Nasuf</u></p> <p>Date : <u>11/6/24</u></p> <p>Contact Number : <u>9526799524</u></p>	<p>Customer Name : <u>Stamaw</u></p> <p>Signature : _____</p> <p>Date : _____</p> <p>Contact Number : _____</p> <p>Designation : <u>Medical Officer in Charge</u></p> <p>Hospital Seal : <u>Taluk Hospital, Thuravoor</u> <u>Alappuzha- Pin: 688532</u></p>
--	---

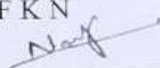


**REPAIR OF BIOMEDICAL EQUIPMENTS UNDER BIOMEDICAL EQUIPMENT
MAINTENANCE PROGRAM (BEMP)**

Recommendations for Beyond Economic Repair (BER)

PROFORMA

Sl. No	Particulars	Details
1	Name of District	ALAPPUZHA
2	Name of Hospital	THQH THURAVOOR
3	Name of Equipment with Make, Model and Serial Number	ELISA READER MAKE :- SPAN MODEL :- AUTO READER 4011 SN :- 21131144
4	Equipment ID & Barcode	98593 & 0421201
5	Date of purchase / Year of manufacture /Installation Date	09/11/2015
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)	28/02/2024
9	Action taken	Checked the machine and found that the Mainboard, Key Pad & Display are defective. Enquired the OEM for Spares.
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)	NA

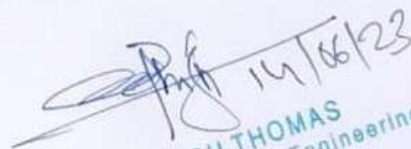
13	Asset Value	RS:- 179083/-
14	#Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	NA
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	Cyrix Service report and OEM EOL letter attached.
16	Reasons for recommending the equipment as BER	Checked the machine and found that the Mainboard, Key Pad & Display are defective. Equipment was installed on 09/11/2015 and aged up to 8 years and 3 months. The OEM declared that End of Life in this machine. 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 N 

*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


14/06/23

JYOTHISH THOMAS
Consultant (Biomedical Engineering)
NHM ALAPPUZHA

Signature of JC BM (NHM)



for condemnation



Signature of
Superintendent / Medical Officer (i/c)
Medical Officer in Charge

Taluk Hospital, Thuravoor
Alappuzha- Pin: 688530

Date

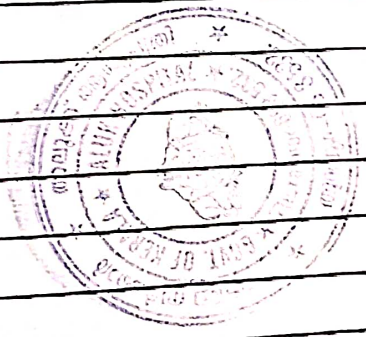
Seal

THYROID HORMONE ANALYSER
Transfer From stock Vol I Imp No 025 173
Now Run when

9/11/2015 Thyroid Hormone 1.00
9/11/2015 (Analyser & Auto reader)
SPAN
WITH LX310 Printer
EPSON

M. Anwar

Medical Officer in Charge
Taluk Hospital, Thrurav
Alappuzha- Pin: 688532





Abhilash A <abhilashacyrix@gmail.com>

PRICE ENQUIRY :-"0421201" - TICKET NO 98593 - SPARE PARTS FOR ELISA READER - THQH THURAVOOR

12 messages

Abhilash A <abhilashacyrix@gmail.com>

Mon, Mar 18, 2024 at 12:52 PM

To: cogent.techservidcal@arkray.co.in

Cc: Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>

Dear Sir,

I would like to inform you that please share the price and availability of the Mainboard, Keypad & Display for the Elisa Reader Span model Autoreader 4011 (SN:-21131144) and also update the expected date of delivery after issuing PO. I am expecting a favourable response from you soon.

With Regards,**Abhilash A****SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA****Mob: +91 8157068890 , 7593847172****Email: abhilashacyrix@gmail.com | Website:- www.cyrixhealthcare.com****Cyrix Healthcare Pvt Ltd**

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH

"Genius in Healthcare"

Abhilash A <abhilashacyrix@gmail.com>

Thu, Mar 21, 2024 at 9:31 AM

To: cogent.techservidcal@arkray.co.in

Cc: Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>

Dear Sir,

Gentle Reminder.

With Regards,**Abhilash A****SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA****Mob: +91 8157068890 , 7593847172****Email: abhilashacyrix@gmail.com | Website:- www.cyrixhealthcare.com****Cyrix Healthcare Pvt Ltd**

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH

"Genius in Healthcare"

[Quoted text hidden]

Shibin Das pv <cogent.techservidcal@arkray.co.in>

Fri, Mar 22, 2024 at 4:28 PM

To: Abhilash A <abhilashacyrix@gmail.com>

Cc: Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>, Pritesh Patel <techrepair1@arkray.co.in>, Vimal Naik <techrepair@arkray.co.in>, Georgeo G L <cogent.techservidtri@arkray.co.in>

Dear sir,

We do not have in stock of those spares mentioned in your below mail. So its not possible to send the spare &it's quotation based on your mail.

Thanks and regards,
Shibindas pv
Service engineer
Arkray health care Pvt Ltd
Calicut.

From: "Abhilash A" <abhilashacyrix@gmail.com>
To: "Mithun Das" <cogent.techservidcal@arkray.co.in>
Cc: "Anjitha T L" <anjithacyrix@gmail.com>, "BEMP Service 2" <bempservicekl2@gmail.com>, "Afsal Yunuze" <zm1.klbemp@cyrix.in>, "Sujesh E R" <dm-purchase@cyrix.in>
Sent: Thursday, March 21, 2024 9:31:56 AM
Subject: Re: PRICE ENQUIRY :-"0421201" - TICKET NO 98593 - SPARE PARTS FOR ELISA READER - THQH THURAVOOR

[Quoted text hidden]

Disclaimer:

This message contains information that may be privileged or confidential and is the property of the Arkray Healthcare Pvt. Ltd.(CIN . U51507MH2007PTC175112). It is intended only for the person to whom it is addressed. If you are not the intended recipient, you are not authorized to read, print, retain copy, disseminate, distribute, or use this message or any part thereof. If you receive this message in error, please notify the sender immediately and delete all copies of this message. Arkray Healthcare Pvt. Ltd. does not accept any liability for virus infected mails. The views expressed in this E-mail message (including the enclosure/(s) or attachment/(s) if any) are those of the individual sender.

Abhilash A <abhilashacyrix@gmail.com> Fri, Mar 22, 2024 at 5:04 PM
To: Shibin Das pv <cogent.techservidcal@arkray.co.in>
Cc: Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>, Pritesh Patel <techrepair1@arkray.co.in>, Vimal Naik <techrepair@arkray.co.in>, Georgeo G L <cogent.techservidtri@arkray.co.in>, Abijith A <abijithacyrix@gmail.com>

Dear Sir,

Kindly share the EOL (End Of Life) of the Machine.

With Regards,

Abhilash A

SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA

Mob: +91 8157068890 , 7593847172

Email: abhilashacyrix@gmail.com | Website:- www.cyrixhealthcare.com

Cyrix Healthcare Pvt Ltd

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH

" Genius in Healthcare "

[Quoted text hidden]

Abhilash A <abhilashacyrix@gmail.com> Wed, Apr 3, 2024 at 9:51 AM
To: Shibin Das pv <cogent.techservidcal@arkray.co.in>

Cc: Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>, Pritesh Patel <techrepair1@arkray.co.in>, Vimal Naik <techrepair@arkray.co.in>, Georgeo G L <cogent.techservidtri@arkray.co.in>, Abijith A <abijithacyrix@gmail.com>, "Cyrix Purchase Mgr." <purchasemgr@cyrix.in>

Dear Sir,

Gentle Reminder.

With Regards,

Abhilash A

SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA

Mob: +91 8157068890 , 7593847172

Email: abhilashacyrix@gmail.com | Website:- www.cyrixhealthcare.com

Cyrix Healthcare Pvt Ltd

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH

"Genius in Healthcare"

[Quoted text hidden]

Abijith A <abijithacyrix@gmail.com>

Tue, Apr 9, 2024 at 1:37 PM

To: Purchase Cyrix <purchasencyrix2@gmail.com>

Cc: Afsal Yunuze <zm1.klbemp@cyrix.in>, Abhilash A <abhilashacyrix@gmail.com>, "Cyrix Purchase Mgr." <purchasemgr@cyrix.in>

Dear Anjitha,

Please arrange a quotation.

[Quoted text hidden]

--

Thanks & Regards,

Abijith A

Divisional Incharge

Mob-7593847141

abijithacyrix@gmail.com

[Quoted text hidden]

Abhilash A <abhilashacyrix@gmail.com>

Tue, Apr 16, 2024 at 12:23 PM

To: Shibin Das pv <cogent.techservidcal@arkray.co.in>

Cc: Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>, Pritesh Patel <techrepair1@arkray.co.in>, Vimal Naik <techrepair@arkray.co.in>, Georgeo G L <cogent.techservidtri@arkray.co.in>, Abijith A <abijithacyrix@gmail.com>, es.kmscl@kerala.gov.in

Dear Sir,

Gentle Reminder.

With Regards,

Abhilash A

SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA

Mob: +91 8157068890 , 7593847172

Email: abhilashacyrix@gmail.com | Website:- www.cyrixhealthcare.com

Cyrix Healthcare Pvt Ltd

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH

"Genius in Healthcare"

[Quoted text hidden]

Abhilash A <abhilashacyrix@gmail.com>

Sat, May 11, 2024 at 2:05 PM

To: es.kmscl@kerala.gov.in

Cc: Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>, cogent.techservidcal@arkray.co.in, Abijith A <abijithacyrix@gmail.com>

Dear Sir,

I am writing to bring to your attention a pressing issue regarding the Elisa Reader (Span model Autoreader 4011) at THQH Thuavoor. Despite repeated attempts to contact our vendor for the required spare parts, we have unfortunately not received any response. This lack of communication has led to a significant delay in resolving the issue and has impacted our ability to effectively operate the Elisa Reader.

We have followed up with the vendor multiple times to no response. In light of this situation, I have shared the spare parts details that were initially requested, which remains unanswered.

Given the critical nature of the Elisa Reader in our operations, I kindly urge you to intervene in this matter at your earliest convenience. Any assistance you can provide in facilitating communication with the vendor or sourcing the necessary spare parts from alternative suppliers would be greatly appreciated.

Thank you for your attention to this matter. I look forward to your prompt response and resolution of this issue.

With Regards,**Abhilash A****SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA****Mob: +91 8157068890 , 7593847172****Email: abhilashacyrix@gmail.com | Website:- www.cyrixhealthcare.com****Cyrix Healthcare Pvt Ltd**

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH

"Genius in Healthcare"

On Mon, Mar 18, 2024 at 12:52 PM Abhilash A <abhilashacyrix@gmail.com> wrote:

[Quoted text hidden]

Abhilash A <abhilashacyrix@gmail.com>

Sat, May 25, 2024 at 2:06 PM

To: es.kmscl@kerala.gov.in

Cc: Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>, cogent.techservidcal@arkray.co.in, Abijith A <abijithacyrix@gmail.com>

Dear Sir,

Gentle Reminder.

With Regards,**Abhilash A****SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA****Mob: +91 8157068890 , 7593847172****Email: abhilashacyrix@gmail.com | Website:- www.cyrixhealthcare.com****Cyrix Healthcare Pvt Ltd**

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH

"Genius in Healthcare"

[Quoted text hidden]

Abijith A <abijithacyrix@gmail.com>

Mon, May 27, 2024 at 8:28 AM

To: cogent.techservidcal@arkray.co.in

Cc: es.kmscl@kerala.gov.in, Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Sujesh E R <dm-purchase@cyrix.in>, Abhilash A <abhilashacyrix@gmail.com>

Dear Sir,

This call is registered on 28-02-2024. It is a long pending call. Kindly give me a solution to complete this call. Kindly do the needful as the earliest..

[Quoted text hidden]

--

Thanks & Regards,

Abijith A**Divisional Incharge****Mob-7593847141**abijithacyrix@gmail.com

[Quoted text hidden]

Afsal Yunuze <zm1.klbemp@cyrix.in>

Mon, May 27, 2024 at 8:10 PM

To: "cogent.techservidcal@arkray.co.in" <cogent.techservidcal@arkray.co.in>

Cc: Abijith A <abijithacyrix@gmail.com>, Anjitha T L <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Sujesh E R <dm-purchase@cyrix.in>, "es.kmscl@kerala.gov.in" <es.kmscl@kerala.gov.in>, Abhilash A <abhilashacyrix@gmail.com>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Whomever it concerns,

We have been asking for spare Quotation and for spare availability for the last one month. The first mail is given to you on 18/03/2024, more than 6 reminders are given to you. You are not responding to none of these emails. Is this right way to treat a customer. If you can't provide the spare share the EOL.

Your non-cooperation towards our requirement really affecting the Hospital functions, poor patients are paying a lot money to conduct the test on private labs.

[@es.kmscl@kerala.gov.in](mailto:es.kmscl@kerala.gov.in) I request you to intervene in this and do the needful at the earliest. This machine is down from 28/02/2024.

Regards

AFSAL YUNUZE

Zonal Manager (South Region)- Kerala

CYRIX HEALTHCARE Pvt. Ltd

30/641B, Petta, Poonithura, Kochi-38

Ph:+919895061437

From: Abijith A <abijithacyrix@gmail.com>**Sent:** Monday, May 27, 2024 8:28 AM**To:** cogent.techservidcal@arkray.co.in <cogent.techservidcal@arkray.co.in>**Cc:** es.kmscl@kerala.gov.in <es.kmscl@kerala.gov.in>; Anjitha T L <anjithacyrix@gmail.com>; BEMP Service 2 <bempservicekl2@gmail.com>; Afsal Yunuze <zm1.klbemp@cyrix.in>; Sujesh E R <dm-purchase@cyrix.in>; Abhilash A <abhilashacyrix@gmail.com>**Subject:** Re: PRICE ENQUIRY :-"0421201" - TICKET NO 98593 - SPARE PARTS FOR ELISA READER - THQH THURAVOOR

[Quoted text hidden]

Shibin Das pv <cogent.techservidcal@arkray.co.in>

Wed, May 29, 2024 at 4:27 PM

To: Afsal Yunuze <zm1.klbemp@cyrix.in>

Cc: Abijith A <abijithacyrix@gmail.com>, Anjitha <anjithacyrix@gmail.com>, BEMP Service 2 <bempservicekl2@gmail.com>, Sujesh <dm-purchase@cyrix.in>, es kmscl <es.kmscl@kerala.gov.in>, Abhilash <abhilashacyrix@gmail.com>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Pritesh Patel <techrepair1@arkray.co.in>, Vimal Naik <techrepair@arkray.co.in>, Georgeo G L <cogent.techservidtri@arkray.co.in>

Dear sir,

We have already informed that the spares are not available for this instrument..

Thanks and regards,

Shibindas pv

Sr.Are service engineer

Arkray health care Pvt Ltd

Calicut.

From: "Afsal Yunuze" <zm1.klbemp@cyrix.in>

To: "Mithun Das" <cogent.techservidcal@arkray.co.in>

Cc: "Abijith A" <abijithacyrix@gmail.com>, "Anjitha" <anjithacyrix@gmail.com>, "BEMP Service 2" <bempservicekl2@gmail.com>, "Sujesh" <dm-purchase@cyrix.in>, "es kmscl" <es.kmscl@kerala.gov.in>, "Abhilash" <abhilashacyrix@gmail.com>, "Project Manager KLBEMP" <pm.bempkl@cyrix.in>

Sent: Monday, May 27, 2024 8:10:34 PM

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]