



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



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

CYRIX
HEALTHCARE PVT LTD

No. : 227824

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 : PHC	Call Registration Date : 29/06/2024
Address : Panangad- Ernakulam	Caller ID : 120059
Ph : 9188382708	Date of Visit : 30/07/2024
	Asset No. : 0740791
	EQPT Name : Biochemistry Analyser
	Manufacture : Robonik Model : Prietest Tech
	S. No. A10250714RBX Dept. Lab

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Light Path error and touch not working.

Action Taken : checked and found flow cell and touch panel defective - Need to Replace flow cell and touch panel for further checking and working condition of the equipment. Enquired the spare with Dem.

Completed Date : 30/07/2024 Time : 4:00 PM Spare Required

Spare Replaced Requested

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

Cyrix Engineer	Date	Start Time	End Time
Jithun. S. Kumar	30/07/2024	2:00 PM	4:00 PM

Customer Remark Completed Pending

Service Engineer Name : Jithun. S. Kumar
Signature : *Jithun*
Date : 30/07/2024
Contact Number : 7012355543

Customer Name : Sreekruthy An
Signature : *SA*
Date : 30/07/2024
Contact Number : 9188382708
Designation : LAB Technician
Hospital Seal :



മെഡിക്കൽ ഉപകരണങ്ങൾ
കുടുംബാരോഗ്യ കേന്ദ്രം പനങ്ങാട്
എറണാകുളം ജില്ല. പിൻ - 682506

**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	ERNAKULAM
2	Name of Hospital	PHC PANANGAD ERNAKULAM
3	Name of Equipment with Make, Model and Serial Number	Equipment : Biochemistry Analyser Make : Robonik Model : prietest TOUCH SN : ATO250714RBK
4	Equipment ID & Barcode	120059 & 0740791
5	Date of purchase / Year of manufacture /Installation Date	26-08-2014
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)	29-06-2024 (Toll free)
9	Action taken	Checked and found flow cell and touch panel defective. Enquired the spare with oem.
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. 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 and End of life letter attached.
16	Reasons for recommending the equipment as BER	Checked and found folw cell and touch panel defective. Equipment installed on 26-08-2014 and covered up to 9+ years. Spares are not available now. Oem declared end of life in this machine So recommending the equipment for condemnation as per the tender clause 5.3.14.2.
17	Name & Signature of CYRIX Authority	Jithin.

*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:

Equipment installed on 26.8.14. OEM Declared EOL.
 Attached the report. flowcell and touch panel needs replacement. BER Submitted after 30 days.
 Stock details attached.

Devathy
 Consultant BME
 24/7/24
 Signature of JC BM (NHM)
 Bio-Medical Consultant
 National Health Mission
 Kollam/Kollam District

Date


 Seal
 ഫോൺ - 2703525
 ഫാക്സ് - 682506


 Signature of
 Superintendent / Medical Officer (i/c)

ബി.മി.ടി.സി. ബി.മി.ടി.സി. ഇൻഫർമേഷൻ
 കൂട്ടുംബാരോളി കേന്ദ്രം പനങ്ങാട്
 ഫോൺ - 682506

Date : 12.07.2024

Dear Valued Customer,

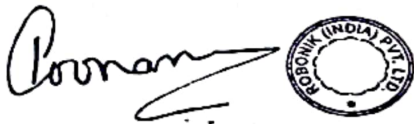
Thank you for choosing **Robonik (India) Pvt. Ltd.** We appreciate the opportunity to support our business. This letter is to inform you regarding the EOL (End of Life) of the instrument Semi Automated Biochemistry Analyser (Model : Prietest Touch) having **Serial No. AT0250714RBK.**

As required, we stated herewith that the said instrument Semi Automated Biochemistry Analyser (Model : Prietest Touch) having **Serial No. AT0250714RBK** as **End of Life (EOL) Notified.** (During from installation is 10 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



ഇന്ത്യയിലെ ഹിന്ദി പ്രൈവറ്റ് ലിമിറ്റഡ്
കുടുംബശ്രീ ഹിന്ദി പ്രൈവറ്റ് ലിമിറ്റഡ്
എറണാകുളം ജില്ല. പിൻ - 682506

10. SEMI ¹⁴ AUTO ANALYSER
Model: Piretest Touch, Piconik

26/8/14 Received from Robonik India Pvt Ltd. 9-B
Directors colony, Kodambakkam, Chennai - 600024

(Transferred to Aggarwal)
Installed on 26/8/14 Invoice No.: 058

Barcode: 68072962

Accessories:

Sin wave UPS

14/11/18 UPS serviced and recommended for
condemnation due to not working (not switching
on)

Condemnation order no: 150/2019
dt 25/5/19

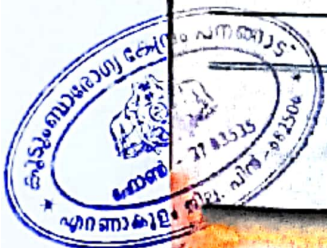
Balance Nil on 27/5/19

28/5/19 UPS - Received from Staff Nurse.
Qty - 1

20/6/19 Machine shows light path error and can't read Kinetic test

24/6/19 Machine shows light path error and give low glucose value

9/11/22 PM visit, cleaned boards, flow cell, Replaced lamp. Working



[Handwritten signature]
Robonik India Pvt Ltd
Directors colony, Kodambakkam, Chennai - 600024
Tel: 044-262596

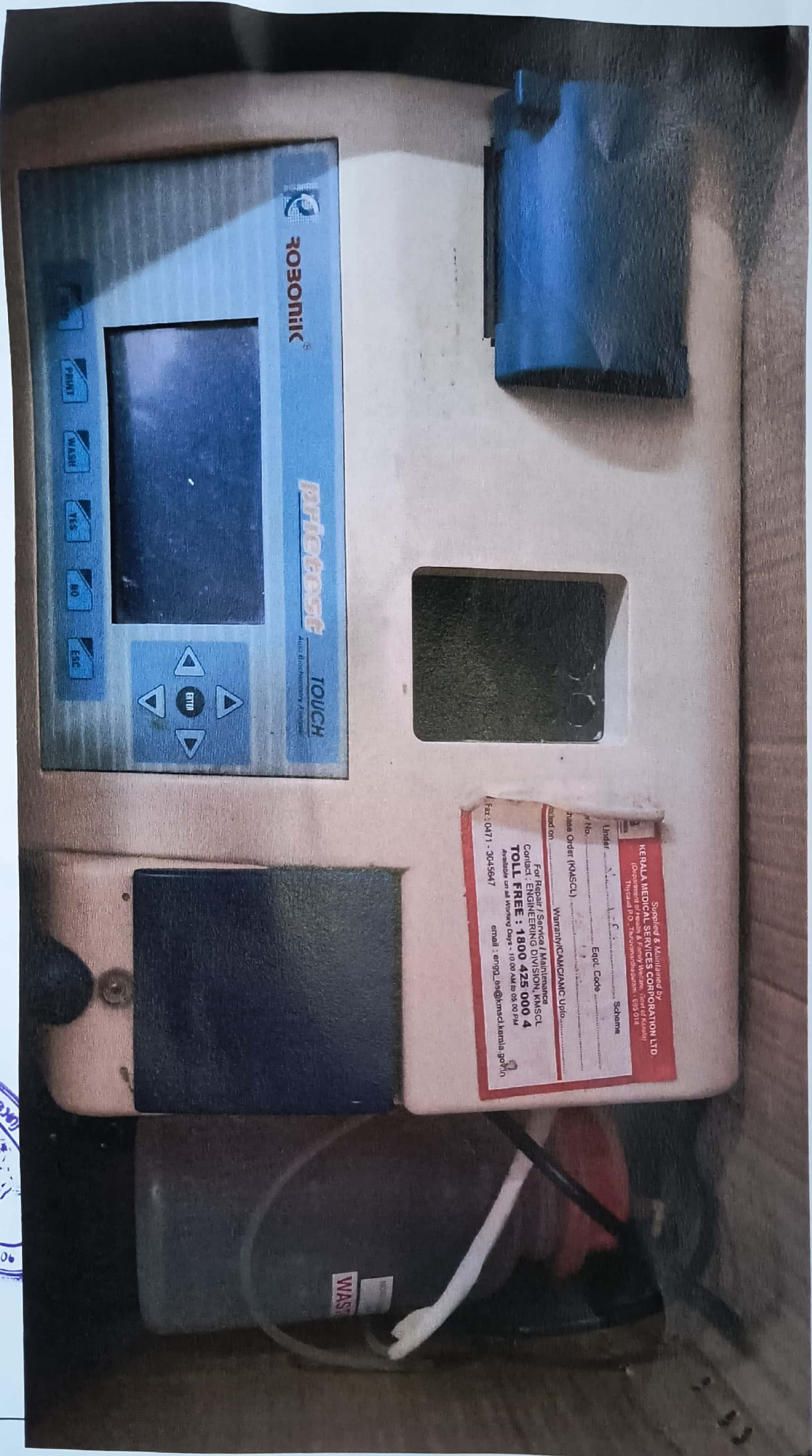
CYRIX BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMS (PBM)
 TOLL FREE NO: 1800 - 425-7669
 BAR CODE - (8004-890615225)
 0740791

CYRIX BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMS (PBM)
 CN: PHUNOBI S.N.
 PRO : 010 Cytotoxicity Study
 ID : 460991
 CALDN : 08-04-2024
 CALDI : 07-04-2025
 199 9001 2008 CALDN0808 00: 328159003

CYRIX HEALTH CARE PVT.LTD
 BEMP SERVICE PROVIDER
 PREVENTIVE MAINTENANCE SERVICE
 PMS DONE ON: 16/04/24
 NEXT PMS DUE: 15/10/24
 PERFORMED BY: Prasad R.S



Handwritten signature and text in Malayalam, including the name 'മെഡിക്കൽ ഇൻസ്പെക്ടർ' (Medical Inspector).



Supplied & Maintained by
KERALA MEDICAL SERVICES CORPORATION LTD.
 (Department No. - Technological Section - 695 018
 10, Keshava Road - Thiruvananthapuram - 695 018)

Under Scheme
 Equip. Code

Warranty/CMC/AMC Unit

For Repair / Service ENQUIRY
 Contact : ENGINEERING DIVISION, KMSCL
TOLL FREE : 1800 425 000 4
 Available on all Working Days : 10.00 AM to 06.00 PM
 email : engn_div@kmscl.kerala.gov.in
 Fax: 0471 - 3045647

കുടുംബശ്രീ
 കോർപ്പറേഷൻ
 2705335
 ഫോൺ നമ്പർ - 682506

(Handwritten signature)

ബന്ധിക്കൽ ഓഫീസർ ഇൻചാർജ്ജ്
 കുടുംബശ്രീ കേന്ദ്രം പനങ്ങാട്
 ഫോണാക്സൺ നമ്പർ - 682506