



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



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

CYRIX
HEALTHCARE PVT LTD

No. :
225507

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 <i>PHC</i>	Call Registration Date : <i>24/7/2024</i>
Address <i>21 PHC Velloor</i>	Caller ID : <i>125161</i>
..... <i>Kottayam</i>	Date of Visit : <i>30/7/2024</i>
Ph : <i>7736781843</i>	Asset No. : <i>0540411</i>
	EQPT Name : <i>Biochemistry Analyzer</i>
	Manufacture <i>Roborik</i> Model : <i>Protest touch</i>
	S. No. <i>A70821215PR1</i> Dept. <i>Laboratory</i>

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : *Biochemistry Analyzer is not working alerted and found primary board and keypad were faulty and needs replacement.*

Action Taken : *Checked with the OEM and found spare parts are not available and they submit the End of life letter. Hence the equipment is irreparable.*

Completed Date : Time : Spare Required

Spare Replaced Requested

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

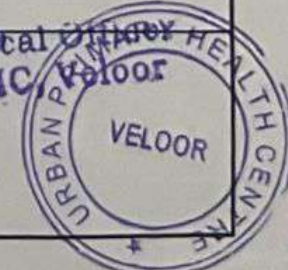
Cyrix Engineer	Date	Start Time	End Time
<i>SANISH SIVAN</i>	<i>30/7/24</i>	<i>1:00pm</i>	<i>3:00pm</i>

Customer Remark *equipment is not working*

Completed Pending
Manju.P.K

Service Engineer Name : *Sanish Sivan*
Signature : *[Signature]*
Date : *30/7/2024*
Contact Number : *9946646571*

Customer Name : *Dr. Midha*
Signature : *[Signature]*
Date : *7/8/24*
Contact Number :
Designation :
Hospital Seal :



**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	KOTTAYAM
2	Name of Hospital	UPHC VELOOR
3	Name of Equipment with Make, Model and Serial Number	Equipment :Biochemistry Analyzer Make:Robonik Model: Prietest Touch SN:AT0821214RBK
4	Equipment ID & Barcode	125161 &0540411 ✓
5	Date of purchase /Year of manufacture /Installation Date	18/03/2015
6	Warrantydetails(Yes/No)	No warranty
7	*AMC/CAMC Period agreed at the time Of purchase	No AMC/CMC
8	Date of break down (Date of registration of complaint through email/Toll free)	24/07/2024(Tollfree) ✓
9	Action taken	Checked and found out the problem with primary board and keypad .Enquired the spare with vendor
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)	EOL letter attached

13	Asset Value	Rs. 67760/- 64760
14	*Percentage value of the cost of spares with respect to Cost of Purchase/Asset Value	EOL letter attached
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 out the problem with primary board and keypad defective Machine installed in 18/03/2015 and covered up to 9+ years. OEM declared end of life for this machine So recommending the machine for condemnation as per the tender clause 5.3.14.2
17	Name & Signature of CYRIX Authority	SANISH SIVAN

*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:

Asset value = 64760
 dated 11/8/2024 Cost of spase = EOL letter from OEM Attached; -
 life period = 9 years - As per the RBER guidelines &
 EOL - recommended as RBER

CONSULTANT BIOMEDICAL ENGINEER
 NATIONAL HEALTH MISSION
 KOTTAYAM
 Signature of JCBM (NHM)

Date 7/8/24

Seal

Medical Officer
 UPHC, Veloor
 Signature of
 Superintendent/ Medical Officer(i/c)
 Dr. Madhitesh M

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AUTO BIOCHEMISTRY ANALYSER

DATE	RECEIVED FROM/ISSUED TO	INV. NO	RATE	RECEIVE	ISSUC	BALANCE	REMARKS
15/12/14	Paretest Touch biochemistry Analyser Model name - paretest touch. SER. NO. AT0821214RBK in use Issued to Lab	165	64760/-	1	1	Nil	Issued to Lab installed on 18/03/2015, warranty upto 17/3/2018



Medical Officer
UPHC, Veloor
Dr. Madhukrishnan

Date : 01.08.2024

Dear Valued Customer,

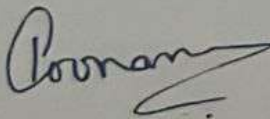
Thank you for choosing **Robonik (India) Pvt. Ltd.** We appreciate the opportunity to support our business. This letter is to inform you regarding the EOL (End of Life) of the instrument Semi Automated Biochemistry Analyser (Model : Prietest Touch) having **Serial No. AT0821214RBK.**

As required, we stated herewith that the said instrument Semi Automated Biochemistry Analyser (Model : Prietest Touch) having **Serial No. AT0821214RBK** 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




Medical Officer
UPHC, Veloor
Dr. Madhulesh M

