



# BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

## CYRIX

HEALTHCARE PVT LTD

**No. :** 228313

548

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>UPHC kannanmoola</u></p> <p>Address <u>Thiruvananthapuram</u></p> <p>Ph : <u>8907818557</u></p>	<p>Call Registration Date : <u>07-06-2024</u></p> <p>Caller ID : <u>115791</u></p> <p>Date of Visit : <u>10-06-2024</u></p> <p>Asset No. : <u>0141223</u></p> <p>EQPT Name : <u>SIA Biochemistry Analyser</u></p> <p>Manufacture <u>Robonic</u> Model : <u>Pfister touch</u></p> <p>S. No. <u>AT2520315RRK</u> Dept. <u>Laboratory</u></p>
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**Service Classification :** Breakdown Call  PMS  Calibration  Cust.Training

**Problem Identified :** Results variation for multiple parameter

**Action Taken :** checked the equipment. cleaned the flowcell & tubing  
checked few samples. changed new lamp. checked calibrated sensor  
board. still same issue. Need to change primary board  
Handover the equipment

Completed  Date : 10-06-2024 Time : ..... Spare Required

Spare Replaced  Requested

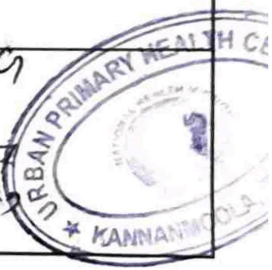
Description	Qty.	Part Number	PR Number
1. <u>Primary board</u>	<u>1 no.</u>		
2.			
3.			

Cyrix Engineer	Date	Start Time	End Time
<u>Mohammed Sherif</u>	<u>10-06-2024</u>	<u>9.30 am</u>	<u>2.00 pm</u>

**Customer Remark** Completed  Pending

**Service Engineer Name :** Mohammed Sherif  
**Signature :** [Signature]  
**Date :** 10-06-2024  
**Contact Number :** 7994042448

**Customer Name :** DHANUJA - P.O  
**Signature :** [Signature]  
**Date :** 10/06/2024  
**Contact Number :** 8907818557  
**Designation :** Laboratory Technician  
**Hospital Seal :**







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

## CYRIX

HEALTHCARE PVT LTD

**No. :** 228348

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>Urban Primary Health</u></p> <p>Address <u>Center kannaamala</u> <u>thuvannurthupuram</u></p> <p>Ph : <u>08907818557</u></p>	<p>Call Registration Date : <u>07.06.2024</u></p> <p>Caller ID : <u>115791</u></p> <p>Date of Visit : <u>10.06.2024</u></p> <p>Asset No. : <u>0141223</u></p> <p>EQPT Name : <u>SiA Biochemistry Analyser</u></p> <p>Manufacture <u>Robotic</u> Model : <u>Protest model</u></p> <p>S. No. <u>072520315883K</u> Dept. <u>Laboratory</u></p>
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**Service Classification :** Breakdown Call  PMS  Calibration  Cust.Training

**Problem Identified :** Primary board complaint

**Action Taken :** checked the equipment found Primary board complaint  
quired spare from OEM. OEM declared end of life for  
the equipment

Completed  Date : 09.07.2024 Time : 3.00pm Spare Required

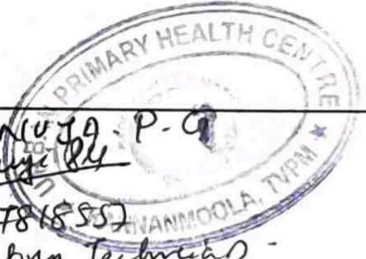
Spare Replaced  Requested

Description	Qty.	Part Number	PR Number
1. <u>Primary board</u>	<u>1no</u>		
2.			
3.			

Cyrix Engineer	Date	Start Time	End Time
<u>Mohammed Sherif</u>	<u>09.07.2024</u>	<u>2.30pm</u>	<u>3.00pm</u>

**Customer Remark** Completed  Pending

<p><b>Service Engineer Name :</b> <u>Mohammed Sherif</u></p> <p><b>Signature :</b> <u>[Signature]</u></p> <p><b>Date :</b> <u>09.07.2024</u></p> <p><b>Contact Number :</b> <u>7994042445</u></p>	<p><b>Customer Name :</b> <u>Dhanu J A P - G</u></p> <p><b>Signature :</b> <u>[Signature]</u></p> <p><b>Date :</b> <u>09/7/2024</u></p> <p><b>Contact Number :</b> <u>8907818557</u></p> <p><b>Designation :</b> <u>Laboratory technician</u></p> <p><b>Hospital Seal :</b></p>
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**REPAIR OF BIOMEDICAL EQUIPMENTS UNDER BIOMEDICAL EQUIPMENT  
MAINTENANCE PROGRAM (BEMP)**

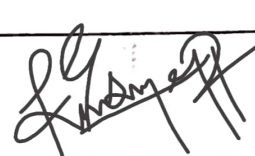
**Recommendations for Beyond Economic Repair (BER)**

548

**PROFORMA**

Sl. No	Particulars	Details
1	Name of District	THIRUVANANTHAPURAM
2	Name of Hospital	UPHC KANNAMMOOLA
3	Name of Equipment with Make, Model and Serial Number	Equipment Name :Biochemistry Analyser Make : Robonik Model : Prietest Touch Serial No : AT2520315RBK
4	Equipment ID/ Barcode	115791/0141223
5	Date of purchase/ Year of manufacture/Installation Date	28/12/2015
6	Warranty details (Yes/No)	No Warranty
7	*AMC/ CAMC Period agreed at the time of purchase	No CAMC/AMC
8	Date of breakdown (Date of registration of complaint through email/ Toll free)	07/06/2024
9	Action taken	Checked and found primary board defective.Need to replace the spare for further checking and working condition of the equipment.Enquired spare from 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)	NOT AVAILABLE



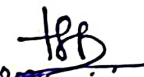
13	Asset Value	64760/-
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	NA
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	CYRIX SERVICE REPORT AND OEM EOL LETTER ATTACHED
16	Reasons for recommending the equipment as BER	Checked and found primary board defective. Enquired spare from OEM. OEM declared End Of Life for the model. The unit was installed on 28/12/2015 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**

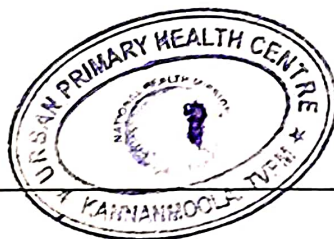
Remarks and Recommendations of Junior Consultant (Biomedical) NHM:


Primary board defective, OEM declared EOL and verified the EOL. ∴ as per tender conditions it can be RBER.

  
10-07-2017

Signature of JC BM (NHM)

Date:



  
Signature of Superintendent/Medical Officer (Uc)

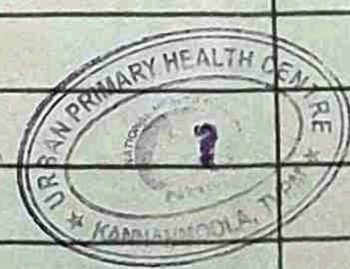
MEDICAL OFFICER,  
UIN SAN PRIMARY HEALTH CENTRE, KAIPIANHOOL, TNM.



# SUBSTOCK REGISTER

Sl. No	Date	Issue note No.	No. of Items Received	Value Balance
1	2	Name of <sup>3</sup> Item	4	5
		SEMI AUTO ANALYSER (Model Name: Price test touch)		
	28/12/15	Received from Main Equipment stock register (Page: 119)		
		Robonik (INDIA) PVT LTD 9-B, Directors colony Invoice no: 301 Date 30/3/15 Warranty: 3 year's (12/12/15 to 11/12/18) SR No: AT2580315RBK		
		Accessories:	1	1
		1. Sine wave ups - 1 No.		
		2. Halogen Lamps - 1 No.		
		3. Thermal print paper - 02 Nos		
		4. Dust cover - 1 No.		
		Reagents.		
		1. Urea mod - 500ml		
		2. Creatinine - 500ml.		
		3. Bilirubin T & D - 500ml.		
		4. Glucose - 500ml.		
		5. Cholesterol - 500ml.		
		6. QC. ABNORMAL - 05ml.		
		7. QC. NORMAL - 05ml.		

*[Signature]*





Date : 08.07.2024

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. AT2520315RBK.**

As required, we stated herewith that the said instrument Semi Automated Biochemistry Analyser (Model : Prietest Touch) having **Serial No. AT2520315RBK** as **End of Life (EOL) Notified.** (During from installation is 10 years).

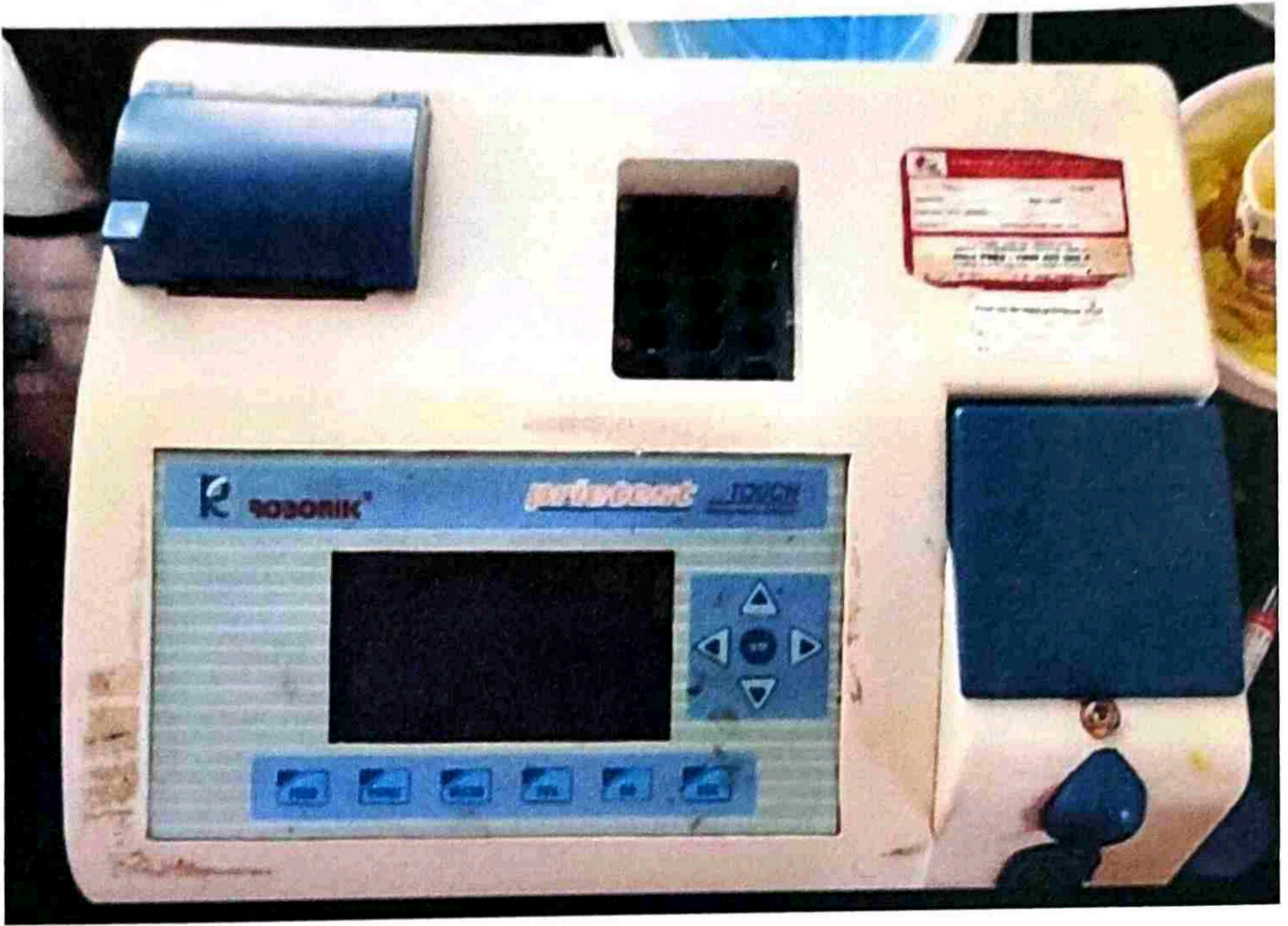
Thank you in advance for your understanding and your cooperation. If you have any questions, please contact our Customer Care Department at Toll Free No. 18005727977.

Yours faithfully,

For **ROBONIK (INDIA) PVT. LTD.**

Authorised Signatory

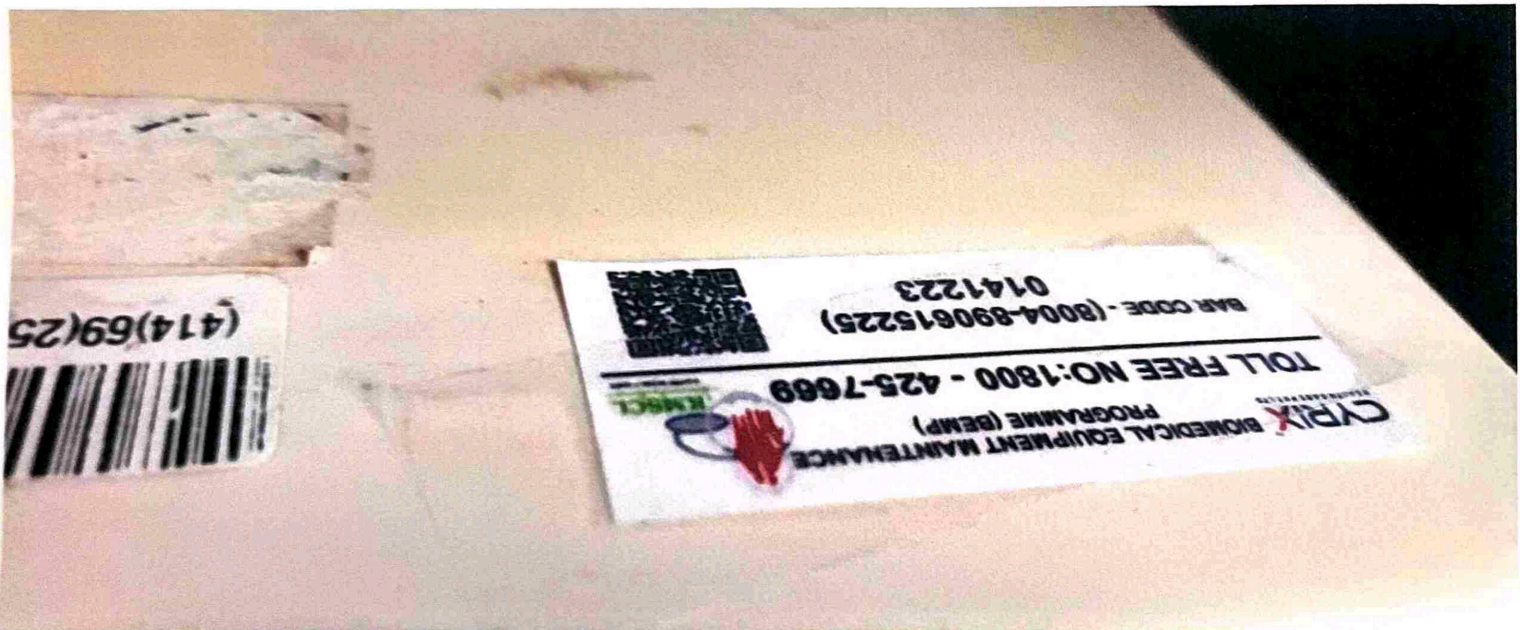




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*Handwritten signature*

**Product BIOCHEMISTRY ANALYSER**

**IVD**

Model **pricetest TOUCH**

Voltage **115-230VAC, 50-60Hz**

SN

**AT2520315RBK**

Power

**100VA**



**Contrast Knob**



**RS 232** 



**USB**