



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

CYRIX

HEALTHCARE PVT LTD

No. :

219776

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

Health Facility	Taluk Hospital,	Call Registration Date :	24-05-2024
Address	Ithrippunithura, Ernakulam (Dt)	Caller ID :	113015
Ph :	09496222406	Date of Visit :	25-05-2024
		Asset No. :	0720144
		EQPT Name :	Anesthesia Machine
		Manufacture	GE Dater Ohmeda Model : Aespire
		S. No.	AMX1138054WA Dept. OT

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Anesthesia Machine not working

Action Taken : Checked the machine and found that SMPS and control board are defective. Requires these spares for further checking and working condition of the same. Enquired the spare and service support from OEM.

Completed Date : 25-05-24 Time : 3:30PM Spare Required

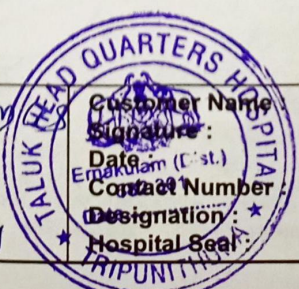
Spare Replaced Requested

Description	Qty.	Part Number	PR Number
1. Control Board	1 No.		
2. SMPS	1 No.		
3.			

Cyrux Engineer	Date	Start Time	End Time
Jibin Thomas George	25-05-24	12:00PM	3:30PM

Customer Remark Completed Pending

Service Engineer Name : Jibin Thomas	Customer Name
Signature : <i>Jibin</i>	Signature :
Date : 25-05-2024	Date :
Contact Number : 9047958051	Contact Number :
	Designation :
	Hospital Seal :



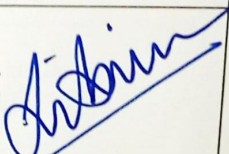
Suma
SUPERINTENDENT
TALUK HEAD QUARTERS HOSPITAL,
ITHRIIPPUNITHURA,
ERNAKULAM (Dist.)
Suma.C.

**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	TALUK HOSPITAL, THRIPPUNITHURA
3	Name of Equipment with Make, Model and Serial Number	Equipment: ANESTHASIA MACHINE Make: GE DATEX OHMEDA Model: AESPIRE 7100 Sr.no : AMX11380541WA
4	Equipment ID & Barcode	113015 & 0720144
5	Date of purchase / Year of manufacture /Installation Date	29-10-2011
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)	24-05-2024 (Toll Free)
9	Action taken	Checked the machine and found that control board and SMPS are defective. Requires these spares for checking and further working condition of the equipment. Enquired the spare.
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.9,30,694
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 attached
16	Reasons for recommending the equipment as BER	Checked the machine and found that control board and SMPS are defective. Requires these spares for checking and further working condition of the equipment. Enquired the spare and received the EOL of the equipment. This equipment was installed on 29-10-2011 and the machine outlived 13+ years. As both the criteria meets as per tender clause 5.3.14.2. So recommending the equipment for condemnation.
17	Name & Signature of CYRIX Authority	JIBIN THOMAS GEORGE 

*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:

The equipment is installed on 2011 and the OEM declared the ROSS for this particular model machine defective control board is reported.

Devathy
17/7/24
Signature of JC BM (NHM)



CONSULTANT
Bio-Medical Engineering
National Health Mission (NHM)
Arogyakeralam Ernakulam

Superintendent / Medical Officer

Signature of seal

Date

Suma
SUPERINTENDENT
HEAD QUARTERS HOSPITAL
TRIPUNITHURA



**Purchase Order - KL 24 25 100848 - Wipro GE Healthcare Pvt Ltd - Ernakulam - 0720144 THQH
THRIPUNITHURA**

7 messages

Anjitha T L <purchasecyrix2@gmail.com> Thu, Jun 20, 2024 at 3:35 PM
To: BEC Healthcare (GE India, Non-GE) <mail@behealthcare.com>, prabin.bec@gmail.com, service@behealthcare.com
Cc: Cyrix Purchase Mgr. <purchasemgr@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Assistant Manager Purchase <ampurchase@cyrix.in>, Fathima Service Coordinator <bempservicekl2@gmail.com>, Cyrix Payments <paymentcyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Abijith A <abijithacyrix@gmail.com>, JIBIN THOMAS GEORGE <jibintcyrix@gmail.com>, Logistics Cyrix <logisticscyrix@gmail.com>, Cyrix Logistics <logistics@cyrix.in>, Kerala GRN <keralagr@cyrix.in>, Phileya <purchasecyrix5@gmail.com>, Anagha <bempservicekl3@gmail.com>

Dear Sir,

Please find the attached Purchase Order and do the needful. Kindly send a confirmation mail with details of material delivery (Docket details) along with the invoice Copy mentioning our PO No. (For reference) with Seal and Signature.

**EDD as per payment term:25/06/2024
For Queries and Clarifications**

1. Technical: dm1.klbemp@cyrix.in/dm2.klbemp@cyrix.in
2. Accounts: paymentcyrix@gmail.com
3. Logistics: logistics@cyrix.in
4. PO Clarification: ampurchase@cyrix.in/purchasemgr@cyrix.in
5. Delivery address: **Cyrix Healthcare PVT LTD**

**Methanam Road
Door No: 312/a Eloor North,
Kerala – 683501- India
Nikesh V
Mob: 9072522014**

@ Cyrix Accounts

Payment Term: 100% ADV

-

Thanks & Regards

Anjitha T L
Sr. Purchase Executive
PH:- 9947719111
purchasecyrix2@gmail.com
www.cyrixhealthcare.com

**Cyrix Healthcare Pvt Ltd
| 30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India
KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH**

Fri, Jun 21, 2024 at 3:04 PM

Abijith A <abijithacyrix@gmail.com>
To: Anjitha T L <purchasacyrix2@gmail.com>
Cc: BEC Healthcare (GE India, Non-GE) <mail@behealthcare.com>, prabin.bec@gmail.com, service@behealthcare.com, Cyrix Purchase Mgr. <purchasemgr@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Assistant Manager Purchase <ampurchase@cyrix.in>, Fathima Service Coordinator <bempservicekl2@gmail.com>, Cyrix Payments <paymentcyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, JIBIN THOMAS GEORGE <jibintcyrix@gmail.com>, Logistics Cyrix <logisticscyrix@gmail.com>, Cyrix Logistics <logistics@cyrix.in>, Kerala GRN <keralagr@gmail.com>, Phileya <purchasacyrix5@gmail.com>, Anagha <bempservicekl3@gmail.com>

Dear Sir,

Kindly process the payment.

[Quoted text hidden]

Thanks & Regards,

Abijith A
Divisional Manager | South Zone
Mobile: 7593847141
abijithacyrix@gmail.com
[Quoted text hidden]

Payment Cyrix <paymentkl@cyrix.in> Sat, Jun 22, 2024 at 9:53 AM

To: BEC Healthcare (GE India, Non-GE) <mail@behealthcare.com>
Cc: Abijith A <abijithacyrix@gmail.com>, prabin.bec@gmail.com <prabin.bec@gmail.com>, service@behealthcare.com <service@behealthcare.com>, Anjitha T L <purchasacyrix2@gmail.com>, Cyrix Purchase Mgr. <purchasemgr@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Assistant Manager Purchase <ampurchase@cyrix.in>, Fathima Service Coordinator <bempservicekl2@gmail.com>, Cyrix Payments <paymentcyrix@gmail.com>, Afsal Yunuze <zm1.klbemp@cyrix.in>, JIBIN THOMAS GEORGE <jibintcyrix@gmail.com>, Logistics Cyrix <logisticscyrix@gmail.com>, Cyrix Logistics <logistics@cyrix.in>, Kerala GRN <keralagr@gmail.com>, Phileya <purchasacyrix5@gmail.com>, Anagha <bempservicekl3@gmail.com>

Dear Sir/Mam,

Please note that we had transferred Rs.19661 /- as advance against PO100848 after deducting TDS Rs.339/-

Wipro GE Healthcare Pvt Ltd - Ernakulam	071062327002	19,661.00	AXISP00510992084	PAID	21-JUN-24
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Thanks & Regards,

Tincy T Jose
Accounts Department.
Cyrix Healthcare Pvt Ltd
Office : 30/641 B, First Floor, Petta Junction, Poonithura, Cochin, Kerala - 682 038
Website:- www.cyrixhealthcare.com
Mob : 7593847123

From: Abijith A <abijithacyrix@gmail.com>
Sent: Friday, June 21, 2024 3:04 PM
To: Anjitha T L <purchasacyrix2@gmail.com>
Cc: BEC Healthcare (GE India, Non-GE) <mail@behealthcare.com>; prabin.bec@gmail.com <prabin.bec@gmail.com>; service@behealthcare.com <service@behealthcare.com>; Cyrix Purchase Mgr. <purchasemgr@cyrix.in>; Project Manager KLBEMP <pm.bempkl@cyrix.in>; Assistant Manager Purchase <ampurchase@cyrix.in>; Fathima Service Coordinator <bempservicekl2@gmail.com>; Cyrix Payments <paymentcyrix@gmail.com>; Afsal Yunuze <zm1.klbemp@cyrix.in>; JIBIN THOMAS GEORGE <jibintcyrix@gmail.com>; Logistics Cyrix <logisticscyrix@gmail.com>; Cyrix Logistics <logistics@cyrix.in>; Kerala GRN <keralagr@gmail.com>; Phileya <purchasacyrix5@gmail.com>; Anagha <bempservicekl3@gmail.com>

subject: Re: Purchase Order - KL 24 25 100848 - Wipro GE Healthcare Pvt Ltd - Ernakulam - 0720144 THQH
THRIPUNITHURA

[Quoted text hidden]

Abijith A <abijithacyrix@gmail.com> Wed, Jun 26, 2024 at 10:03 AM
To: Anjitha T L <purchasecyrix2@gmail.com>
Cc: BEC Healthcare (GE India, Non-GE) <mail@bechealthcare.com>, prabin.bec@gmail.com, service@bechealthcare.com, Cyrix Purchase Mgr <purchasemgr@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Assistant Manager Purchase <ampurchase@cyrix.in>, Fathima Service Coordinator <bempservicekl2@gmail.com>, Cyrix Payments <paymentcyrix@gmail.com>, Msal Yunuze <zm1.klbemp@cyrix.in>, JIBIN THOMAS GEORGE <jibintcyrix@gmail.com>, Logistics Cyrix <logisticscyrix@gmail.com>, Cyrix Logistics <logistics@cyrix.in>, Kerala GRN <keralagr@cyrix.in>, Phileya <purchasecyrix5@gmail.com>, Anagha <bempservicekl3@gmail.com>

Dear Phileya,
Kindly update the status

On Thu, Jun 20, 2024 at 3:35 PM Anjitha T L <purchasecyrix2@gmail.com> wrote:
[Quoted text hidden]

—
Thanks & Regards,

Abijith A
Divisional Manager | South Zone
Mobile: 7593847141
abijithacyrix@gmail.com
[Quoted text hidden]

JIBIN THOMAS GEORGE <jibintcyrix@gmail.com> Fri, Jun 28, 2024 at 2:50 PM
To: abijithacyrix@gmail.com
Cc: purchasecyrix2@gmail.com, mail@bechealthcare.com, prabin.bec@gmail.com, service@bechealthcare.com, purchasemgr@cyrix.in, pm.bempkl@cyrix.in, ampurchase@cyrix.in, bempservicekl2@gmail.com, paymentcyrix@gmail.com, zm1.klbemp@cyrix.in, logisticscyrix@gmail.com, logistics@cyrix.in, keralagr@cyrix.in, purchasecyrix5@gmail.com, bempservicekl3@gmail.com

Dear Prabin,

Please update the status and share the Report.

Regards,
Jibin Thomas George
DI-KLBEMMP ERNAKULAM
CYRIX HEALTHCARE
MOB:9047958051

[Quoted text hidden]

Indu <indu@bechealthcare.com> Sat, Jun 29, 2024 at 11:30 AM
To: jibintcyrix@gmail.com, abijithacyrix@gmail.com, purchasecyrix2@gmail.com
Cc: AJITH GEORGE MATHEW <ajithgm007@hotmail.com>, Company, Biomedical (GE HealthCare, consultant) <josephrenji_80@hotmail.com>, BEC Mail <mail@bechealthcare.com>, BEC SERVICE <service@bechealthcare.com>, prabin@bechealthcare.com, noufal@bechealthcare.com

Sir,

Please find the attached report.

Regards,

Indu

BEC

From: JIBIN THOMAS GEORGE <jibintcyrix@gmail.com>

Sent: 28 June 2024 02:50 PM

To: abijithacyrix@gmail.com

Cc: purchasecyrix2@gmail.com; mail@bechealthcare.com; prabin.bec@gmail.com; service@bechealthcare.com; purchasemgr@cyrix.in; pm.bempkl@cyrix.in; ampurchase@cyrix.in; bempservicek12@gmail.com; paymentcyrix@gmail.com; zm1.klbemp@cyrix.in; logisticscyrix@gmail.com; logistics@cyrix.in; keralagn@cyrix.in; purchasecyrix5@gmail.com; bempservicek13@gmail.com

Subject: Re: Purchase Order - KL 24 25 100848 - Wipro GE Healthcare Pvt Ltd - Ernakulam - 6720144 THQH THRIPUNITHURA

Dear Prabin,

[Quoted text hidden]

Abijith A <abijithacyrix@gmail.com>

To: Indu <indu@bechealthcare.com>

Sat, Jun 29, 2024 at 12:04 P

Cc: jibintcyrix@gmail.com, purchasecyrix2@gmail.com, AJITH GEORGE MATHEW <ajithgm007@hotmail.com>, Company, Biomedical (GE HealthCare, consultant) <josephrenjl_80@hotmail.com>, BEC Mail <mail@bechealthcare.com>, BEC SERVICE <service@bechealthcare.com>, prabin@bechealthcare.com, noufal@bechealthcare.com

Dear Sir,

Kindly share the EOL letter.

[Quoted text hidden]



Handwritten signature in green ink: June 1/8/24
SUPERINTENDENT
TALUK HEAD QUARTERS HOSPITAL
TRIPUNITHURA



Wipro GE Healthcare Pvt. Ltd.

(ISO 13485 : 2016 Certified Service Organization)
Regd. Off.: No. 4, Kadugodi Industrial Area, Bangalore - 560 067, Karnataka, India
CIN No.: U33111KA1990PTC016063

SERVICE REPORT No.

732027

System I.D./Serial No. **AMX11380541WAN** SR. No. **1-13489479887**

Name & Address File No. **Not Applicable** Call Received Date **27/06/2024**

Taluk Head Quarters
Hospital, Tripunithura
Kochi, Kerala

Eqpt Description: **Aespire confg (Aespire 7100)**

On Visit Eqp. Status: Fully Down Partially Down Running NA

Entitlement - Install Warranty Contract Billable Others

Service Type - Corrective Repair PM HBS FMI Others

Phone No.: **9047958051**

Role / Cust.e-mail: **Jibin@cyrix@gmail.com**

Problem Description (FE/OLE Symptom): **Customer Reported The Problem was Machine is not working and observed was Machine is not booting to Normal screen.**

Action Taken (Diagnosis & Trouble shooting): **Checked The Machine and found That Machine is Not booting to Normal screen. The Root cause of The Problem was due to defective control board. To resolve The Issue need to replace The color control board with New one. but This Machine is Now SOL For Spare Parts are Not available in ge service shop.**

Testing Done & Calibration (Name of test and test result): **checked all connection in The control board and Reconnected all cables but Problem couldn't Resolved. (Manual Number - M1110140 Par - A)**

Visual Condition (Site / Equipment) (if any observation at site capture the same): **Visual condition is good, No Physical damage is Not observed.**

Test Equipment Asset No./Sl. No.*: **Medimeter Calibration Due Date: 12/4/25** ESD Band: **1-0mm M.N.(0.9-1.1 M.N)** **Pass/Fail**

Date	Time Tracker	Start Time	End Time	Equipment Status	FE Comments (if any) (Patient Impact)
27/6/24	<input checked="" type="checkbox"/> Labour <input type="checkbox"/> Travel	12:00	12:30	fully Down	Patient impact was potential No Patient involved
27/6/24	<input checked="" type="checkbox"/> Labour <input type="checkbox"/> Travel	12:30	13:30	fully Down	
27/6/24	<input checked="" type="checkbox"/> Labour <input type="checkbox"/> Travel	13:30	14:00	fully Down	

Part No. Description Quantity

Equipment Running Time: **Not applicable** (hh mm)

What's new with GE

Customer Comments

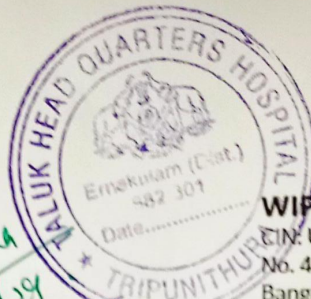
Job Completed satisfactorily. Yes No

Seal Name **Rajam KV** Customer's Signature **Noufal en** Engineer Name: **Noufal en** Signature **Noufal en** Date **27/6/24**



Service Shop A First of its kind e-commerce portal to order genuine parts & accessories online at transparent and GE assured prices.
For more info contact us at 18001027750 or ems_shop.service@ge.com

To avail 10% discount on your 1st order @ Service Shop. Use coupon code EASY10



WIPRO GE HEALTHCARE

CIN: U33111KA1990PTC016063
No. 4 Kadugodi Industrial Area,
Bangalore 560067, Karnataka
India, T: 91 80 4180 1000
F 91 80 4180 1290
website: www.gehealthcare.in

Letter No: 2022/EOGS/LCS/ANESTHESIA/AESPIRE/264

Date: 27 Sep 2022

To,
1384000
TALUK HEAD QUARTERS
HOSPITAL, TRIPUNITHURA, ERNAKULAM,
TRIPUNITHURA, KERALA - 682301

SUBJECT: IMPORTANT END OF SERVICE SUPPORT NOTIFICATION FOR: AESPIRE 100/7100/7900

Dear Customer,

We know it is important to your planning to have advanced notice of changes in the status of your maturing medical equipment. That's why we take a proactive approach to notify you when our products will reach an **End of Service Support (EOSS)** status.

Our records indicate that your facility has the following equipment that will reach its EOSS status as of the date indicated in the table below. After the given EOSS date, GE Healthcare will (1) no longer offer full-service support or contracts with parts or uptime guarantees and (2) remove these products from your service contract or transition to an "End of Service Support" coverage. Until the EOSS date, GE Healthcare will continue to deliver to our service commitments.

Asset	Equipment Description	EOSS Date
LCS_F_1009-9000-000_AMX11380541WA	S/S AESPIRE CONFIG	31 st May 2023

Although many factors are considered when determining that a product has reached EOSS status, the main reason for this decision is the lack of availability of parts required for maintenance and repair. As equipment ages and technology advances, outside suppliers cease to produce many of the parts and components utilized in older systems. As a result, GE Healthcare is unable to procure certain necessary replacement parts to service these products.

We understand the potential impact that this notification may cause you and our goal is to help you find the best solution to address your needs. Your GE Healthcare team will contact you to discuss technology replacement opportunities and service options available after the EOSS date.

Sincerely,

Naresh Pradhan
Manager - Service Operations
WIPRO GE HEALTHCARE PVT. LTD.



Suma
1/8/24

SUPERINTENDENT
TALUK HEAD QUARTERS HOSPITAL
TRIPUNITHURA



REF

AESPIRE CONFIG



1009-9000-000

SN



AMX11380541WA

Datex-Ohmeda, Inc.
3030 Ohmeda Drive, PO Box 7550
Madison WI 53707-7550 USA
Made in China



Suma
1/8/24

SUPERINTENDENT
TALUK HEAD QUARTERS HOSPITAL
TRIPUNITHURA.



Anaesthesia Machine & Accessories

- 1 Detail of purchase/installation - 29/10/2011
- 2 Cost of Equipment - ₹ 930094/-
- 3 Details Regarding warranty - 3 years 29/10/2011 to 28/10/2014
- 4 No & Date of Supply order - 204/2011/02
- 5 Name & address of Supplier - Wipro GE Health care Pvt Ltd
- 6 Contact No. & Phone No. - Ashok Kumar.R.
of Service person - phone No. 93 580 68001
Service Centre manager - N.V. Jayaram phone No. 9895233877
- 7 Source of supply including
Details of supply order/condition
- 8 Type of Equipment - Anaesthesia work station
Equipment code - 2-31
- 9 Make - Wipro GE Health care Pvt Ltd
- 10 Model - Respire 7100 Anaesthesia work station
- 11 Serial No - AMX11380541WA
- 12 Machine Identification No.

OT

Suna
1/8/24

SUPERINTENDENT
TALUK HEAD QUARTERS HOSPITAL
TRIPUNITHURA

