



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

CYRIX

HEALTHCARE PVT LTD

No. : 216295

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>General Hospital</u></p> <p>Address <u>Pathanamthitta,</u> <u>Kerala.</u></p> <p>Ph : <u>9747955884</u></p>	<p>Call Registration Date : <u>24/06/2024</u></p> <p>Caller ID : <u>118986</u></p> <p>Date of Visit : <u>25/06/2024</u></p> <p>Asset No. : <u>0310132</u></p> <p>EQPT Name : <u>Dialysis Machine</u></p> <p>Manufacture <u>B Braun</u> Model : <u>Dialoga Plus</u></p> <p>S. No. <u>104378</u> Dept. <u>Dialysis Department</u></p>
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Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Machine not getting on

Action Taken : Checked the machine, suspect complaints regarding the SMPS, display module & power board for valves.
Enquired service support from OEM

Completed Date : 25/06/24 Time : 2:00 PM Spare Required

Spare Replaced Requested

1.	Description	Qty.	Part Number	PR Number
2.	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
3.				

Cyrux Engineer	Date	Start Time	End Time
<u>Linu Keji</u>	<u>25/06/24</u>	<u>10:00AM</u>	<u>2:00PM</u>

Customer Remark Completed Pending



Superintending
SUPERINTENDING
GENERAL HOSPITAL
PATHANAMTHITTA

Service Engineer Name Linu Keji

Signature : [Signature]

Date : 25/06/2024

Contact Number : 9061190042

Customer Name : Dr PP

Signature : [Signature]

Date : 25/6/24

Contact Number : 9496 552424

Designation : Nursing Officer

Hospital Seal : [Seal]



Service report

Service ETS Request No. **50507**
 Date of Visit : **16/07/2024**

Installation

PMS / TSC

Break Down

Customer Name : General Hospital
 Customer Address : Palthanam Chitla.
 Contact Number : _____
 Division : BA HC AE
 Service Place : Onsite Workshop Office
 Model : Flozon
 Serial Number : 104378
 Software version : 9.12 Working hours : _____
 Observations :
 RO TDS : ____ (0-10PPM Acceptable limits) Y N NA
 Neutral to Earth Voltage : ____ (0-2 Volt)
 Use of UPS / Stabilizer : ____ (recommended 3KVA per machine in
 Dialog model) Y N NA
 Bicarb mixer : Y N NA

Service Request Category:
Installation
 User Training checklist signed: Y N
 Installation checklist signed: Y N
 Warranty End Date: (YYYY / MM / DD)
TSC cum PMS
 If Yes PM KIT replacement date: (YYYY / MM / DD)
 User Training: Y N
 User Training checklist signed: Y N
Breakdown call
 Software: Y N
 Electrical Hardware: Y N
 Mechanical Hardware: Y N
Service Type
 Trend backup: Y N NA
 50% Citric Disinfection after each Therapy: Y N NA
 50% Citric Disinfection after end of day: Y N NA
 Warranty / Extended warranty:
 CAMC:
 AMC:
 Oncall & Chargeable:

Reported Problem: Machine not getting on. water leak. Display not getting on DF flow.

Observed Problem: _____
 Service Resolution: Checked and found SMPS, display, power board for valves, balance chamber membrane, FPE pump, level sensor PE pressure sensor and Heapsun pump defective. Defective parts need to be replaced for smooth functioning of equipment.

Following spareparts are : Replaced: Y N To be replaced: Y N To be quoted: Y N

SN	Article number	Article Name	Quantity

Date (YYYY / MM / DD) Start time (Hrs : Min) End time (Hrs : Min) Labour Hours Spent: (Hrs : Min)

This is to certify that above mentioned spareparts of B|Braun machine are consumed / to be consumed on our in hospital for satisfactory working of machine.

Status of Service request: Completed: Y N Under Observation: Y N NA Followup Date: (YYYY / MM / DD)
 Contact person: Pradeep Signature with Date & Time (YYYY / MM / DD) Stamp

Customer remark / Feedback: _____
 Engineer name & Signature: Pradeep Engineer Contact No.: 022604935



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



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

CYRIX
HEALTHCARE PVT LTD

No. : 216334

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@cyrrix.in

Health Facility: <u>General Hospital</u>	Call Registration Date : <u>24/06/2024</u>
Address: <u>Pathanamthotta,</u>	Caller ID : <u>118986</u>
<u>Kerala.</u>	Date of Visit : <u>16/07/2024</u>
Ph : <u>9747955884</u>	Asset No. : <u>0310132</u>
	EQPT Name : <u>Dialysis Machine</u>
	Manufacture <u>B Braun</u> Model : <u>Dialoga Plus</u>
	S. No. <u>104378</u> Dept. <u>Dialysis Unit.</u>

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Machine not getting ON

Action Taken : Checked the machine, found that SMPS, display module, power board for valves, balance chamber membrane, FPE pump, level sensor, PE pressure sensor & heparin pump are defective. Enquired quotation from OEM

Completed Date : 16/07/24 Time : 5:30 PM Spare Required

Spare Replaced Requested

Description	Qty.	Part Number	PR Number
1. <u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
2.			
3.			

Cyrlix Engineer	Date	Start Time	End Time
<u>Kinu Reji</u>	<u>16/07/24</u>	<u>1:00 PM</u>	<u>5:30 PM</u>

Customer Remark Completed Pending
General Hospital Pathanamthitta
Budhananjy
16-7-2024

Service Engineer Name : <u>Kinu Reji</u>	Customer Name : <u>Redhamay</u>
Signature : <u>[Signature]</u>	Signature : <u>[Signature]</u>
Date : <u>16/07/2024</u>	Date : <u>16/7/2024</u>
Contact Number : <u>9061190042</u>	Contact Number : <u>9495265847</u>
	Designation : <u>Senior Nursing officer</u>
	Hospital Seal : <u>[Seal]</u>



Maneesh R Nair <maneeshrcyrix@gmail.com>

Purchase Order -KL 24 25 101104 -B. Braun Medical (India) Pvt. Ltd - Mumbai -0310131 -GH PATHANMTHITTA

Babu Murugesan <babu.murugesan@bbraun.com>

Tue, Jul 30, 2024 at 12:11 PM

To: Anjitha T L <purchasecyrix2@gmail.com>, Anoop <anoop.karthikeyan@bbraun.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>, Anagha <bempservicekl3@gmail.com>, Cyrix Payments <paymentcyrix@gmail.com>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, DM Sarang-KLBEMP <dm1.klbemp@cyrix.in>, Cyrix Logistics <logistics@cyrix.in>, Kerala GRN <keralagr@cyrix.in>, Izrath K K <purchasecyrix5@gmail.com>, Maneesh R Nair <maneeshrcyrix@gmail.com>

Dear Anjitha,

Please find service reports, spares quote & invoice in the attached file.

Thanks & Regards
Babu Murugesan

B. Braun India is recognized as one of the Best Workplaces to Work in India



From: Anjitha T L <purchasecyrix2@gmail.com>

Sent: Wednesday, July 10, 2024 10:20 AM

To: Anoop <anoop.karthikeyan@bbraun.com>; Babu Murugesan <babu.murugesan@bbraun.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>; Anagha <bempservicekl3@gmail.com>; Cyrix Payments <paymentcyrix@gmail.com>; DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>; DM Sarang-KLBEMP <dm1.klbemp@cyrix.in>; Cyrix Logistics <logistics@cyrix.in>; Kerala GRN <keralagr@cyrix.in>; Izrath K K <purchasecyrix5@gmail.com>; Maneesh R Nair <maneeshrcyrix@gmail.com>

Subject: Purchase Order -KL 24 25 101104 -B. Braun Medical (India) Pvt. Ltd - Mumbai -0310131 -GH PATHANMTHITTA

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.


Dear Sir,


[Quoted text hidden]


[Quoted text hidden]


4 attachments



 **gh Pathanamthitta .pdf**
1888K

 **Cyrix Healthcare, Pathanamthitta_spare part quotation_234.pdf**
211K

 **SAP-Document-197707.pdf**
412K

 **SAP-Document-197735.pdf**
411K



To,
Cyrix Healthcare
C/O Pathanamthitta

Sub: - Quotation for Spare Parts

Our Ref.BB/BA-W-234/24 Date: 28.07.2024

Dear Sir/ Madam,

Greetings from BBraun Medical India Pvt. Ltd.

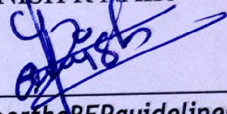
Kindly find our most competitive rate for Spare part for Hemodialysis machine.

Art. No.	Description	Qty	Unit price (Excl. Tax)	Total Price (Excl. Tax)
3461076	Switch mode power supplyMc2	2	189,332	378,664
3456124A	Pressure Sensor	1	14,166	14,166
34562331	Gear pump Fpe	2	50,413	100,826
3451615A	Membrane for balance chamber	2	9,323	18,646
3456020B	HEATER 240V / 2X900W	1	36,573	36,573
34560602	PUMP BODY	1	40,191	40,191
3456055B	MOTOR FOR PISTON PUMP	1	17,507	17,507
34562150	POWER BOARD (VALVES)	1	52,864	52,864
34562303	Digital board, version 6	1	82,308	82,308
3451432D	HEPARIN PUMP COMPACT	1	90,123	90,123
3456102A	Bicarbonate conductivity sensor	1	23,218	23,218
3456103A	END conductivity sensor	1	39,131	39,131
3461013B	TFT DISPLAY	1	118,397	118,397
			Total:	1,012,614
			GST: 18%	182,271
			Total Amount:	1,194,885

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

Recommendations for Beyond Economic Repair (BER) PERFORMA

Sl. No	Particulars	Details
1	Name of District	PATHANAMTHITTA
2	Name of Hospital	GENERAL HOSPITAL
3	Name of Equipment with Make, Model and Serial Number	Name- DIALYSIS UNIT Make- B Braun Model- Dialog Plus Sl.no- 104378
4	Equipment ID & Barcode	118986 & 0310132
5	Date of purchase / Year of manufacture / Installation Date	11-04-2014
6	Warranty details (Yes/No)	Not Warranty
7	*AMC/CAMC Period agreed at the time of purchase	Not AMC/CAMC
8	Date of breakdown (Date of registration of complaint through email/Toll free)	24-06-2024
9	Action taken	Checked and found that SMPS, Display Module, Power board for valves, Balance chamber membrane, FPE pump, Level sensor, PE pressure sensor and Heparin pump are defective. Enquired Quotation with OEM.
10	Present status of the equipment (Fully damaged / partially damaged)	Fully Damaged
11	Recommendations for repair (required service details)	Not recommended for repair
12	Cost of spares (specify parts and cost)	1) Switch mode power supply Mc2-189332/- 2) Tft Display-118,397/- 3) Power Board for Valves-52,864/- 4) Membrane for balance chamber-9,323/- 6) Gear pump Fpe-50,413/- 7) Pump body- 40191 8) Pressure Sensor-14,166/- 9) Heparin pump Compact-90,123/- 10) Motor for piston pump- 17,507 Total-687133 /-

13	Asset Value	Rs- 506667/-
14	#PercentagevalueofthecostofspareswithrespecttoCostofPurchase/Asset Value	135%
15	Abstract of Service Report provided bythe OEM/ Authorized Service Provider/CYRIX(AttachedorNot)	Cyrix service report, OEM Service report and quotation attached
16	Reasonsfor recommendingtheequipment as BER	Checked and found that SMPS, Display Module, Power board for valves, Balance chamber membrane, FPE pump, Level sensor, PE pressure sensor and Heparin pump are defective. The machine was aged up to 10 years and repairing cost of the machine is 135%, both of the criteria met as per tender clause 5.3.14.1. So, the machine recommended for BER
17	Name&SignatureofCYRIXAuthority	MANISH R NAIR 

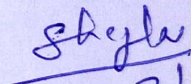
*Notmandatory

#BasedontheperiodoflifeandvalueaspertheBERguidelines


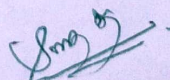
*AttachPhotograph

RemarksandRecommendationsofJuniorConsultant(Biomedical)NHM:

Report Attached!


21.8.24

**CONSULTANT(BIOMEDICAL)
NATIONAL HEALTH MISSION
PATHANAMTHITTA**

Date		 Signature of Superintendent/Medical Officer(i/c) GENERAL HOSPITAL PATHANAMTHITTA
	Seal	

REPORT

Dialysis Machine GH Pathanamthitta
Barcode- 0310131 & 0310132

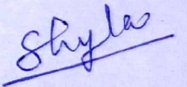
The BER report of dialysis machine in General Hospital Pathanamthitta was received on 9.8.24.

During the physical verification conducted on 16.8.24, when the register of the unit was checked, it was understood that the machine was not functioning from 22-5-24. The call was registered on 22.5.24. He came for service on 31.5.24. It is written in the register that some spare should be changed. The staff said that the spare has not been changed.

But on 31-5-24 the complaint was closed without rectification and the GH staff re-registered on 24-06-2024. But on checking the service report dated 31-5-24, it has been shown that the complaint has been rectified. It is understood that no report has been received by the unit on this date. The staff of the unit signed the report. No hospital seal.

Kindly Take necessary action to resolve the complaint as soon as possible..

Shyla T A



Consultant Biomedical-NHM

**CONSULTANT(BIOMEDICAL)
NATIONAL HEALTH MISSION
PATHANAMTHITTA**



B / BRAUN MACHINE

11.4.2014 Received from Store No - 6 6
 Model - 710.200N 1 Warranty upto 10/4/17
 SLNo - 104072 Purchase order - 432/2012/281
 SLNo - 104378 " 432/2012/281
 SLNo - 104002 " 432/2012/281
 SLNo - 104039 " 483/2012/281
 SLNo - 104014 " 432/2012/281
 SLNo - 104352 " 432/2012/281

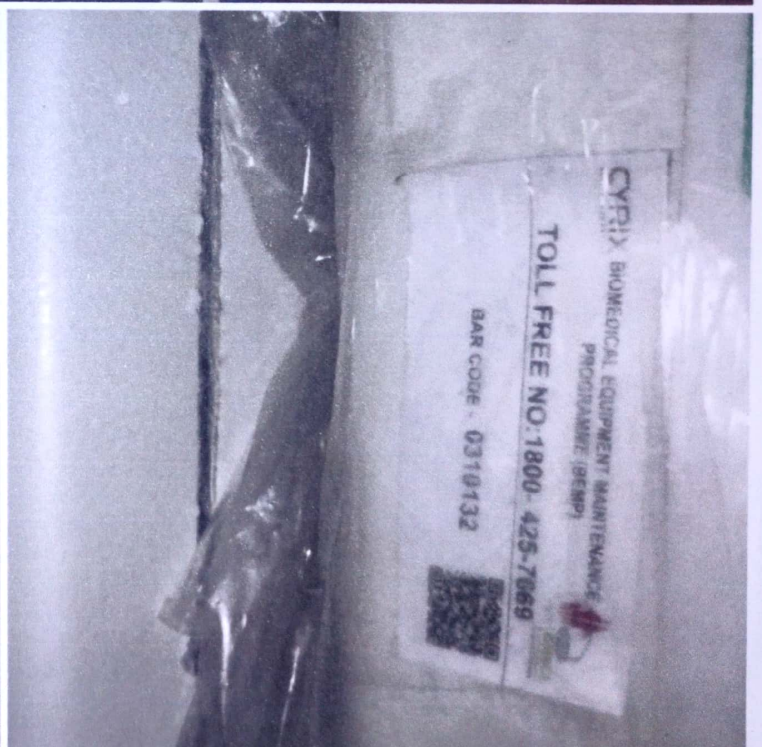
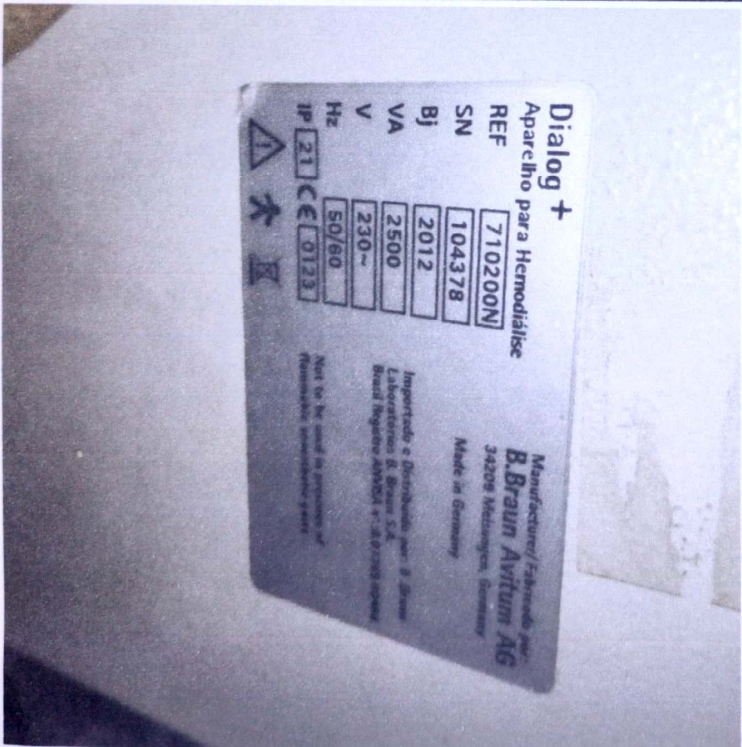
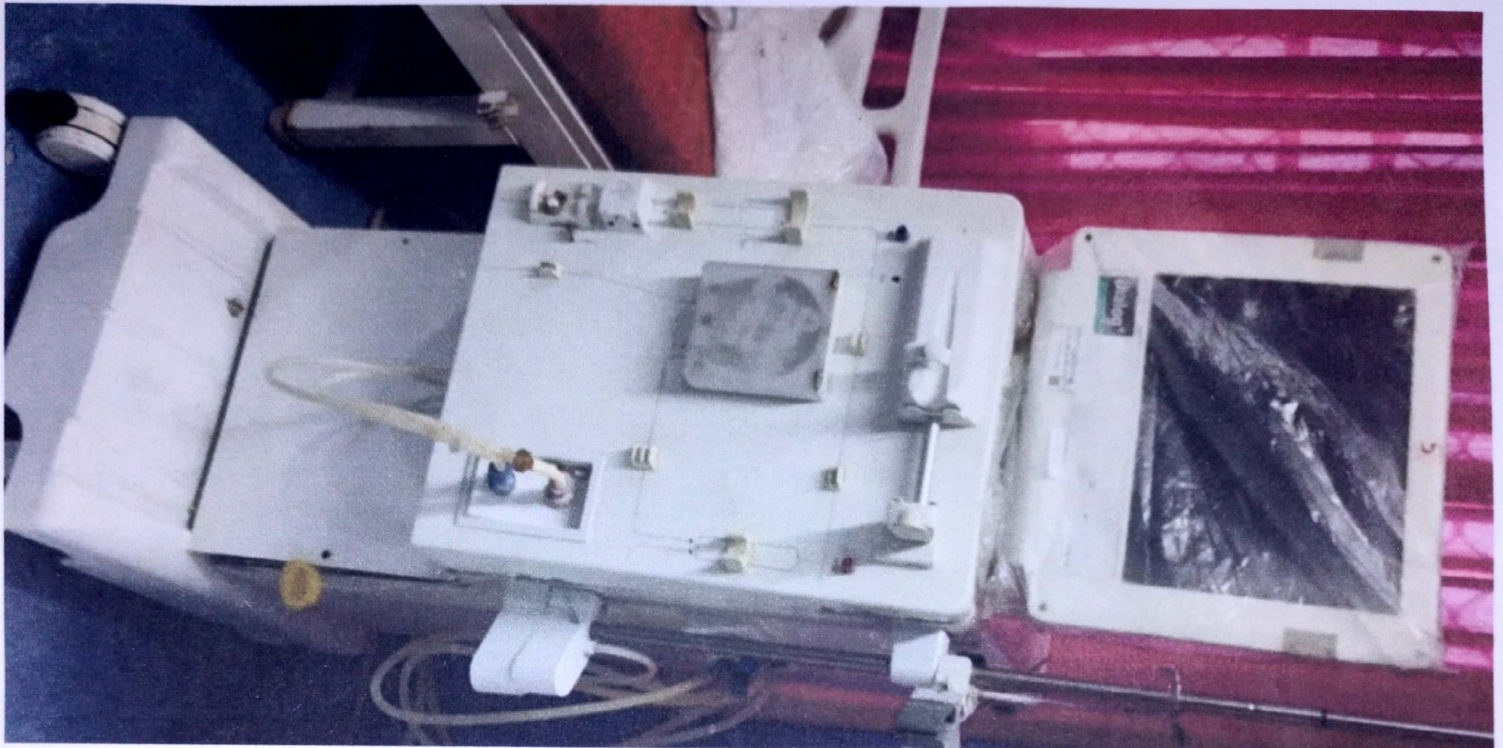
Tender No - KMSCL/EP/T21/281/2012
 Under PS 11-12 Scheme

Installed on 11.4.2014

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20/4/16



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 SUPERINTENDENT
 GENERAL HOSPITAL
 PATHANAMTHITTA



Singh
 SUPERINTENDENT
 GENERAL HOSPITAL
 PATHANAMTHITTA