



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



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

CYRIX
HEALTHCARE PVT LTD

No. : 216299

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 <u>General Hospital</u> | Call Registration Date : <u>24/06/2024</u> |
| Address <u>Pathanamthitta,</u> | Caller ID : <u>118981</u> |
| <u>Kerala.</u> | Date of Visit : <u>25/06/2024</u> |
| Ph : <u>9747955884</u> | Asset No. : <u>0310131</u> |
| | EQPT Name : <u>Dialysis Machine</u> |
| | Manufacture <u>B Braun</u> Model : <u>DialoPlus</u> |
| | S. No. <u>104072</u> Dept. <u>Dialysis Department</u> |

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Machine not getting ON

Action Taken : Checked the machine, suspect complaints regarding the SMPS & digital board. Enquired service support from OEM

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

Spare Replaced Requested

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

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

Customer Remark Completed Pending

General Hospital Pathanamthitta

25-6-2024

| | |
|------------------------------------------|--------------------------------------|
| Service Engineer Name : <u>Linu Keji</u> | Customer Name : <u>Deva Jayapal</u> |
| Signature : <u>[Signature]</u> | Signature : <u>[Signature]</u> |
| Date : <u>25/06/2024</u> | Date : <u>25/6/24</u> |
| Contact Number : <u>9061190042</u> | Contact Number : <u>9996552424</u> |
| | Designation : <u>Nursing Officer</u> |
| | Hospital Seal : <u>[Seal]</u> |



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

CYRIX

HEALTHCARE PVT LTD

No. : 216336

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 : General Hospital</p> <p>Address : Pathanamthitta, Kerala.</p> <p>Ph : 9747955884</p> | <p>Call Registration Date : 24/06/2024</p> <p>Caller ID : 118981</p> <p>Date of Visit : 16/07/2024</p> <p>Asset No. : 0310131</p> <p>EQPT Name : Dialysis Machine</p> <p>Manufacture : B Braun Model : Dialoa Plus</p> <p>S. No. : 104072 Dept. : Dialysis Unit.</p> |
|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Machine not getting ON

Action Taken : Checked the machine, found that SMPS, conductivity sensor, digital board, heater module, balance chamber membrane, FPE pump & bicarbonate pumps are defective. Enquired quotation from OEM

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

Spare Replaced **Requested**

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

| Cyrix Engineer | Date | Start Time | End Time |
|----------------|----------|------------|----------|
| Linu Reji | 16/07/24 | 1:00 PM | 5:30 PM |

Customer Remark : Completed Pending

Service Engineer Name : Linu Reji
Signature : [Signature]
Date : 16/07/2024
Contact Number : 9061190042

Customer Name : Redhamoy
Signature : [Signature]
Date : 16/7/2024
Contact Number : 9495265847
Designation : Senior Nursing Officer
Hospital Seal : [Seal]



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) PERFORMANCE

| 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- 104072 |
| 4 | Equipment ID & Barcode | 118981& 0310131 |
| 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, Conductivity sensor, Digital board, Heater Module, Balance chamber membrane, FPE pump, Bicarbonate pumps 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) END conductivity sensor-39,131/- 3) Digital board, version 6-82,308/- 4) HEATER 240V / 2X900W-36573/- 5) Membrane for balance chamber-9,323/- 6) Gear pump Fpe-50,413/- 7) Bicarbonate conductivity sensor-23,218/- Total-507752/- |

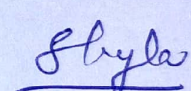
| | | |
|----|-------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13 | Asset Value | Rs- 506667/- |
| 14 | *Percentagevalueofthecostofspareswithrespectto CostofPurchase/Asset Value | 100% |
| 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, conductivity sensor, Digital board, Heater Module, balance chamber membrane, FPE pump, Bicarbonate pumps are defective. The machine was aged up to 10 years and repairing cost of the machine is 100%, 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

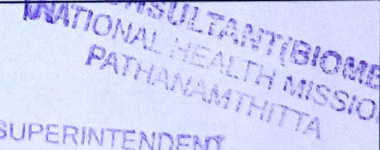
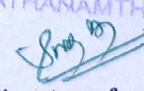
#BasedontheperiodoflifeandvalueaspertheBERguidelines

*AttachPhotograph

RemarksandRecommendationsofJuniorConsultant(Biomedical)NHM:
Report attached


21.8.24




SUPERINTENDENT
GENERAL HOSPITAL
PATHANAMTHITTA

Signatureof
Superintendent/MedicalOfficer(i/c)

Date _____ Seal _____

REPORT

Dialysis Machine GH Pathanamthitta
Barcode- 0310131 & 0310132

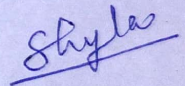
The BER report of dialysis machine in General Hospital Pathanamthitta was received on 9.8.24.

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 - F10300N 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

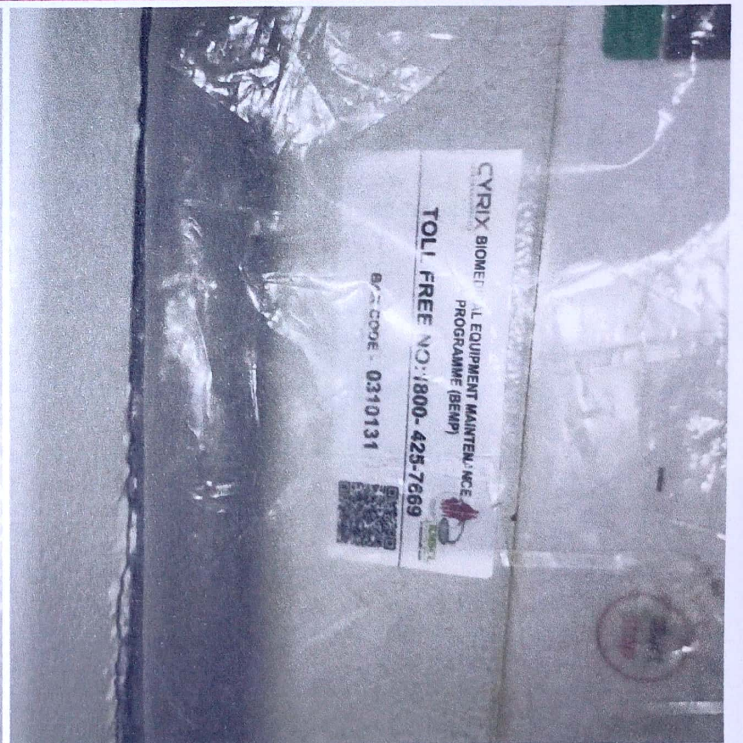
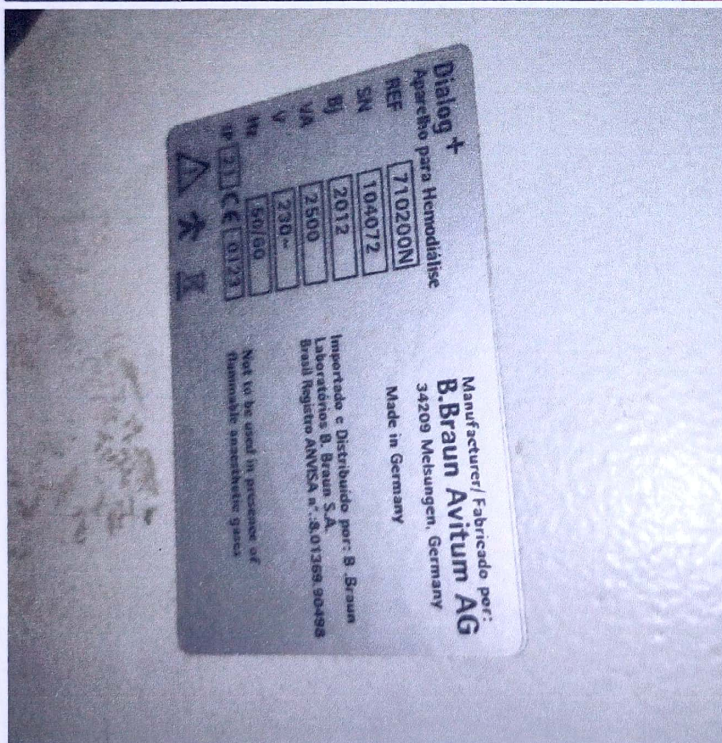
Tender No - KMSCL/EP/T21/281/2012
 Under PS II-12 Scheme

Installed on 11.4.2014

[Handwritten signature]
20/4/14



[Handwritten signature]
 SUPERINTENDENT
 GENERAL HOSPITAL
 PATHANAMTHITTA



Singh
 SUPERINTENDENT
 GENERAL HOSPITAL
 PATHANAMTHITTA