



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

No 4000379

CYRIX[®]
HEALTH CARE PVT LTD

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 | Email : bemp.kl@cyrix.in

Health Facility.....DH Nedumangad	Call Registration Date : 20/07/2024
Address.....Pavandrum	Caller ID : 126326
.....Kerala	Date of Visit : 03/08/2024
Ph: 9447213331	Asset No : 0112285
	EQPT Name : Tens
	Manufacture.....BMS..... Model : N.A
	S. No.....NA..... Dept. physiotherapy

Service Classification : Breakdown call PMS Calibration Cust. Training

Problem Identified : *not working*

Action Taken : *checked and found that the remote, BLE, USB A-type connector, 4-pole signal cable, makes board complaint. Needs to replace these spares for further checking and working condition of these equipment.*

Completed Date : 03/08/2024 Time : 11:00 AM Spare Required

Spare Replaced Requested

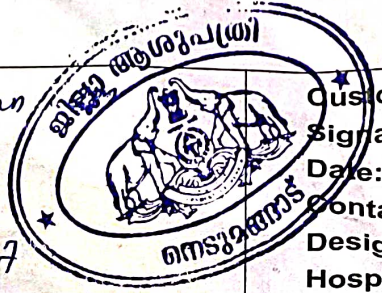
Description	Qty.	Part Number	PR Number
1.			
2.			
3.			

Cyrix Engineer <i>Mudhan</i>	Date	Start Time	End Time
		10:00 AM	11:00 AM

Customer Remark Completed Pending

Service Engineer Name : *Mudhan* Signature: *Mudhan* Date: 03/08/2024 Contact Number: 9074167987

Customer Name : ASWATHY V.G Signature: *ASWATHY V.G* Date: 23/09/24 Contact Number: 7025544251 Designation : *ASWATHY V.G* Hospital Seal



ASWATHY V.G
Signature

PROFORMA
RECOMMENDATION FOR BEYOND ECONOMIC REPAIR (RBER)
BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAM (BEMP)

Name of Hospital: DH NEDUMANGAD	Name of District: Thiruvananthapuram
Name of Equipment: TENS MACHINE	Equipment ID & Barcode: 126326 & 0112285
Make: WALNUT MEDICAL	Model: WALKEX-4035
Serial Number : NA	Warranty details : No Warranty
Date of purchase/ Year of manufacture/ Installation Date: 20/06/2019	Present status of the equipment: Fully Damaged
Date of breakdown: 30/07/2024 (Toll free) (Date of registration of complaint through email/ Toll free)	*AMC/ CAMC Period agreed at the time of purchase: No AMC/CAMC

Action taken: Checked and found that The remote OLED, USB A-type connector, 4-pole signal Cable, Mother board complaint. Needs to replace these spares for further checking and working condition of the equipment.

Recommendations for repair (required service details) : Not recommending for repair.

Cost of spares (specify parts and cost):
 1. Remote OLED replacement, USB A-Type Connector, 4-Pole signal cable, Motherboard repair, Service charge = 25842/-

# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value: 208%	Asset Value: 12400/-
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Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not):
 Cyrix service report and OEM quotation attached.

Reasons for recommending the equipment as BER: Checked and found that the remote OLED, Type-A USB Connector, 4-Pole signal cable and motherboard defective. The equipment was installed on 20/06/2019 and covered up to 5+ years. The repair cost is 208% of its asset value. As per the tender clause 5.3.14.1 both criteria met. So recommending the unit for condemnation.

Name & Signature of CYRIX Authority with date

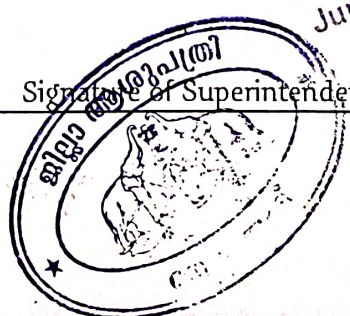
Remarks of Junior Consultant (Biomedical) NHM:
Repair cost is high so cannot be repaired economically. So can be recommended beyond economic repair as per tender conditions.

Recommended for BER (Yes/ No):
 Date: *24-09-2024* [Date of call *30-07-2024*]
Submitted after 30 days. Kmsca may take decision on this.

Date: _____ Seal _____ Signature of Superintendent / Medical Officer (i/c)

MS

MAHESHA MOHAN M.R.
 Signature of Junior Consultant (Biomedical)
 National Health Mission
 Thiruvananthapuram



MS

MAHESHA MOHAN M.R.
 Signature of Superintendent / Medical Officer (i/c)
 National Health Mission
 Thiruvananthapuram

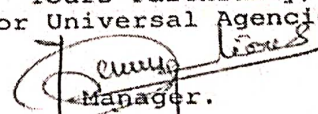

UNIVERSAL AGENCIES

ISO 9001 : 2008

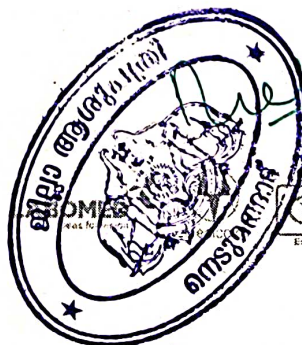
Vision for excellence



PALAKKAL ANGADI, THRISSUR - 680 001, KERALA
 0487 - 2427038, 2427031, Mob : 93870 211122, 8943341569
 Email : uniage@gmail.com, uniage.sales@gmail.com

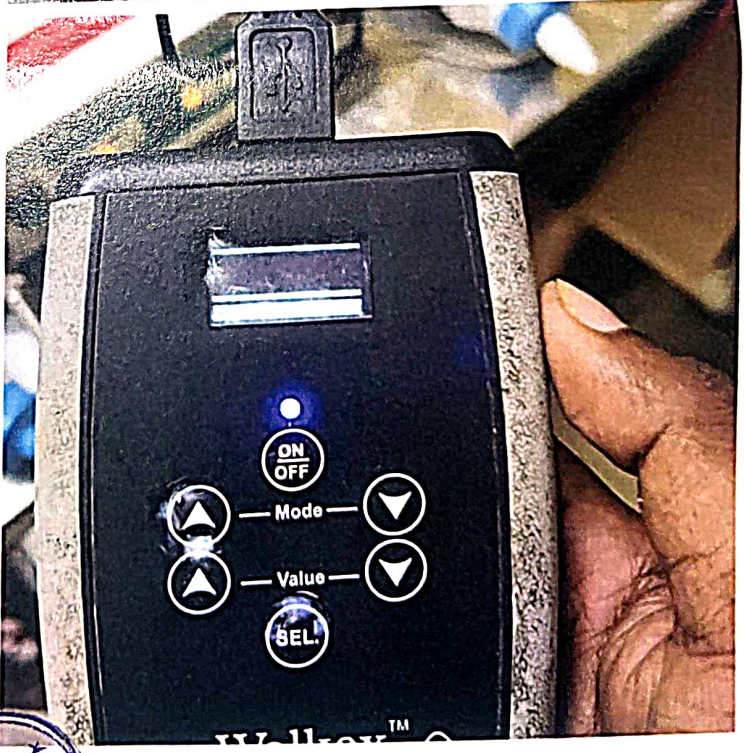
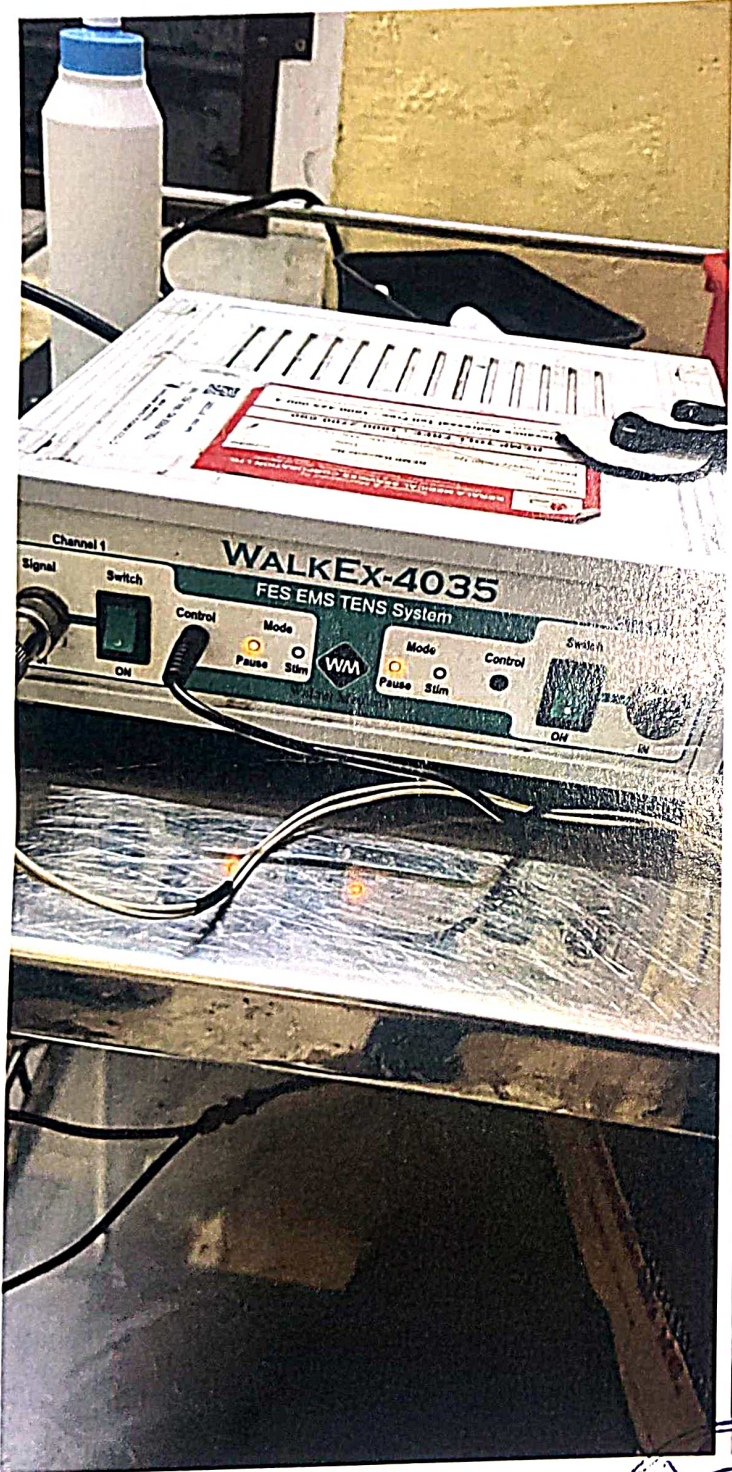
CYRIX HEALTHCARE Pvt. Ltd 30/641B, Petta, Poonithura, Kochi-38		Our Quotation No: UA-Q.1347/2024	Dt.10.09.2024	
		Ref: Service Estimation for Functional Stimulator Model Walkex - 4035		
Sir, We hereby quote our lowest possible rates for the following items for your kind consideration and early favorable orders.				
No.	Description	Unit Rate (Rs.)	GST %	Total Rate Inclusive of GST (Rs.)
1	Replacement of :- <ul style="list-style-type: none"> ➤ Remote OLED replacement ➤ USB A-type connector in Remote replacement ➤ 4-pole signal cable replacement ➤ Motherboard repair ➤ Including Service Charge 	21900.00	18%	25842.00
Terms and Conditions				
Rates are inclusive of GST @ 18% (Note: Civil / Electrical / Water Inlet & Outlet works of any nature will be of your scope)				
Rates will remain firm for acceptance till 31.10.2024				
GSTIN: 32AAAFU5662Q1ZQ				
Account Name: M/s. Universal Agencies Our bank details: STATE BANK OF INDIA SME BRANCH, PARAMEKKA VU THRISSUR A/c No.00000067213868605 IFSCODE SBIN0063880				
CONTACT DETAILS:		Thanking You,		
Purchase/Inquiry: 8943112277 / 9387021122		Yours Faithfully, For Universal Agencies,  Manager.		
Order status/Sales/Service: 8943341568/8943341569/0487-2427031				
Accounts/Payment: 843112288 /0487-2427031				
Others: Mr. Prasannan (Manager) 9447137031				
				

Keeler memmert BIOBASE
UK GERMANY CHINA



SLEE ELECTROLAB
GERMANY Your Quality, Our Assistance

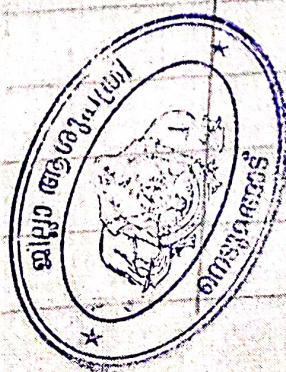
സൂപ്പർ
ജിഎം
കൗൺസിലർ



Res
 സുപ്രണ്ട്
 കേരളാരോഗ്യവകുപ്പ്
 സംസ്കാരം

MUSCLE STIMULATOR THERAPEUTIC MODEL

		Cost	PA	Issued	Ret	Remarks
20/6/19	Received from store	8512/-	1		1	
8/1/24	Received from store biomechanics as per memo no 13/2522 dated 21/1/24 through M.S.C. order no: 50/852/23- 2024/1316 dated 2023.	9296	1		2	



[Handwritten Signature]
 സി.പി.എസ്.
 മിറ്റിംഗ് ഓഫീസർ
 മെട്രിക്സ്



ENQUIRY FOR SERVICE-FES EMS TENS SYSTEM-DH NEDUMANGAD (126326-0112285)

17 messages

Sat, 3 Aug 2024 at 4:57 pm

Kasyep P V <kasyepcyrix@gmail.com>
To: Uniage@gmail.com
Cc: DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Afsal Yunuze <zm1.klbemp@cyrix.in>

Dear Sir,
This mail is to enquire about the service support for FES EMS TENS SYSTEM. The complaint is for the programming unit,Where its display is found to be in defective condition.
Hospital : DH NEDUMANGAD, Thiruvananthapuram.
Hereby attaching the Photo of the unit and the programming unit.Please do the needful

Thanks & Regards,

KASYEP PV
District Incharge ,Trivandrum
CYRIX HEALTHCARE Pvt.Ltd
KLBEMP
Ph : +91 7593847134
kasyepcyrix@gmail.com

Tue, 6 Aug 2024 at 5:49 pm

Kasyep P V <kasyepcyrix@gmail.com>
To: Uniage@gmail.com
Cc: DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Afsal Yunuze <zm1.klbemp@cyrix.in>

Sir,
Consider this as a gentle reminder

[Quoted text hidden]

Fri, 9 Aug 2024 at 11:40 am

Kasyep P V <kasyepcyrix@gmail.com>
To: Uniage@gmail.com
Cc: DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Afsal Yunuze <zm1.klbemp@cyrix.in>

Dear sir consider this as a gentle reminder

[Quoted text hidden]

Sat, 10 Aug 2024 at 7:22 pm

Kasyep P V <kasyepcyrix@gmail.com>
To: Uniage@gmail.com
Cc: DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Afsal Yunuze <zm1.klbemp@cyrix.in>, es.kmscl@kerala.gov.in, Project Manager KLBEMP <pm.bempkl@cyrix.in>

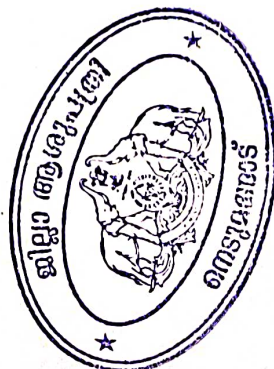
Dear Sir,

I kindly request an update regarding the service for the FES EMS TENS system.

Your prompt response is necessary in this matter.

Thanks & Regards,

KASYEP PV
District Incharge ,Trivandrum
CYRIX HEALTHCARE Pvt.Ltd
KLBEMP
Ph : +91 7593847134
kasyepcyrix@gmail.com



[Handwritten signature]
സംസ്ഥാന
ആരോഗ്യ
കമ്മീഷണറുടെ
കാര്യാലയം

On Sat, 3 Aug 2024, 4:57 pm Kasyep P V, <kasyepcyrix@gmail.com> wrote:
[Quoted text hidden]

Sun, 11 Aug 2024 at 2:40 pm

Afsal Yunuze <zm1.klbemp@cyrix.in>
To: Uniage@gmail.com <Uniage@gmail.com>
Cc: DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, es.kmscl@kerala.gov.in <es.kmscl@kerala.gov.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>

We have been requesting for the Quotation for the last seven days.
Kindly share it at the earliest.

Regards
AFSAL YUNUZE
Zonal Manager (South Region)- Kerala
CYRIX HEALTHCARE Pvt. Ltd
30/641B, Petta, Poonithura, Kochi-38
Ph:+919895061437

From: Kasyep P V <kasyepcyrix@gmail.com>
Sent: Saturday, August 10, 2024 7:22 PM
To: Uniage@gmail.com <Uniage@gmail.com>
Cc: DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>; Afsal Yunuze <zm1.klbemp@cyrix.in>; es.kmscl@kerala.gov.in <es.kmscl@kerala.gov.in>; Project Manager KLBEMP <pm.bempkl@cyrix.in>
Subject: Re: ENQUIRY FOR SERVICE-FES EMS TENS SYSTEM-DH NEDUMANGAD (126326-0112285)

[Quoted text hidden]

Mon, 12 Aug 2024 at 10:23 pm

Afsal Yunuze <zm1.klbemp@cyrix.in>
To: es.kmscl@kerala.gov.in <es.kmscl@kerala.gov.in>
Cc: DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>, Universal Agencies <Uniage@gmail.com>

Dear Madam,

We have repeatedly contacted this vendor for Spare parts Quotation. This said machine is supplied under KMSCL. Kindly do the needful, call is under penalty

Regards
AFSAL YUNUZE
Zonal Manager (South Region)- Kerala
CYRIX HEALTHCARE Pvt. Ltd
30/641B, Petta, Poonithura, Kochi-38
Ph:+919895061437

From: Afsal Yunuze <zm1.klbemp@cyrix.in>
Sent: Sunday, August 11, 2024 2:40 PM
To: Uniage@gmail.com <Uniage@gmail.com>
Cc: DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>; es.kmscl@kerala.gov.in <es.kmscl@kerala.gov.in>; Project Manager KLBEMP <pm.bempkl@cyrix.in>; Kasyep P V <kasyepcyrix@gmail.com>
[Quoted text hidden]

[Quoted text hidden]

Tue, 13 Aug 2024 at 11:52 am

Universal Agencies <uniage@gmail.com>
To: Afsal Yunuze <zm1.klbemp@cyrix.in>
Cc: es.kmscl@kerala.gov.in <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>

Dear Sir

We have already discussed the matter with our factory company and have been informed that we should take the appliance and equipment back for repair. we will submit the quotation accordingly



[Handwritten signature]
സുപ്രബ്ധ്
വില്ലാ ആശുപത്രി
നെടുമങ്ങാട്

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Warm Regards,
M/S. Universal Agencies
(ISO 9001 : 2008 Certified)
H.O - "Palakkal Angadi, Thrissur -680001 Kerala - India"
Ph No: 0487-2440319/2427031
Cel : 8943341568
GST : 32AAAFU5662Q1ZQ
Email : uniage@gmail.com
uniage.sales@gmail.com

Branch Office: " 2nd Floor, Pride of Aristo,
C.S.I Cemetery Road, Mission Quarters
East Fort, Thrissur- 680005"
Tel: 0487-2427038/8943112277
Email: uniage.etender@gmail.com

Wed, 14 Aug 2024 at 3:00 pm

Afsal Yunuze <zm1.klbemp@cyrix.in>
To: Universal Agencies <uniage@gmail.com>
Cc: es.kmscl@kerala.gov.in <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>

So we will dispatch the item to below address.

M/S. Universal Agencies
2nd Floor, Pride of Aristo,
C.S.I Cemetery Road, Mission Quarters
East Fort, Thrissur- 680005"
Tel: 0487-2427038/8943112277

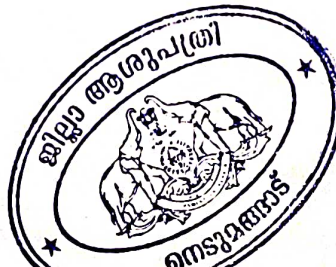
Regards
AFSAL YUNUZE
Zonal Manager (South Region)- Kerala
CYRIX HEALTHCARE Pvt. Ltd
30/641B, Petta, Poonithura, Kochi-38
Ph:+919895061437

From: Universal Agencies <uniage@gmail.com>
Sent: Tuesday, August 13, 2024 11:50 AM
To: Afsal Yunuze <zm1.klbemp@cyrix.in>
Cc: es.kmscl@kerala.gov.in <es.kmscl@kerala.gov.in>; DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>; Project Manager KLBEMP <pm.bempkl@cyrix.in>; Kasyep P V <kasyepcyrix@gmail.com>
[Quoted text hidden]

[Quoted text hidden]

Kasyep P V <kasyepcyrix@gmail.com>

Tue, 20 Aug 2024 at 12:17 am



Handwritten signature

സുപ്രണ്ട്
ജില്ലാ ആശുപത്രി
നെടുമങ്ങാട്

To: Universal Agencies <uniage@gmail.com>
Cc: Afsal Yunuze <zm1.klbemp@cyrix.in>, EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Dear sir,
As per the discussion we have sent the machine to your factory.
The docket number has been attached ,While tracking we came to know that the machine has been delivered to your factory today.
Please check the machine and update the status ASAP.

Awaiting for your reply

[Quoted text hidden]
[Quoted text hidden]

Thu, 22 Aug 2024 at 1:12 pm

Kasyep P V <kasyepcyrix@gmail.com>
To: Universal Agencies <uniage@gmail.com>
Cc: Afsal Yunuze <zm1.klbemp@cyrix.in>, EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Dear sir,
Kindly update the status

[Quoted text hidden]

Mon, 2 Sept 2024 at 4:16 pm

Afsal Yunuze <zm1.klbemp@cyrix.in>
To: Universal Agencies <uniage@gmail.com>
Cc: EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>

Update the status, it's been almost one month since we have sent the machine for service

Regards
AFSAL YUNUZE
Zonal Manager (South Region)- Kerala
CYRIX HEALTHCARE Pvt. Ltd
30/641B, Petta, Poonithura, Kochi-38
Ph:+919895061437

From: Kasyep P V <kasyepcyrix@gmail.com>
Sent: Thursday, August 22, 2024 1:12 PM
To: Universal Agencies <uniage@gmail.com>
Cc: Afsal Yunuze <zm1.klbemp@cyrix.in>; EquipmentServices <es.kmscl@kerala.gov.in>; DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>; Project Manager KLBEMP <pm.bempkl@cyrix.in>

[Quoted text hidden]
[Quoted text hidden]

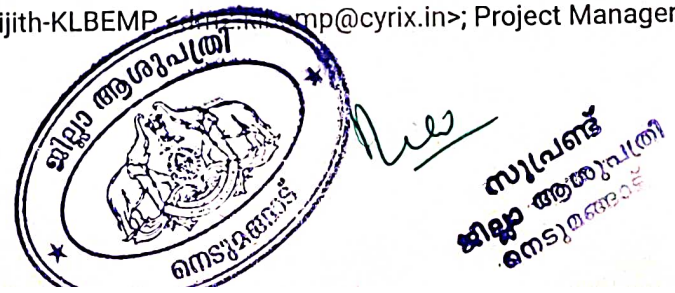
Thu, 5 Sept 2024 at 11:41 am

Afsal Yunuze <zm1.klbemp@cyrix.in>
To: Universal Agencies <uniage@gmail.com>
Cc: EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>

Kindly share the Quotation. It's been more than one month now

Regards
AFSAL YUNUZE
Zonal Manager (South Region)- Kerala
CYRIX HEALTHCARE Pvt. Ltd
30/641B, Petta, Poonithura, Kochi-38
Ph:+919895061437

From: Afsal Yunuze <zm1.klbemp@cyrix.in>
Sent: Monday, September 2, 2024 4:00 PM
To: Universal Agencies <uniage@gmail.com>
Cc: EquipmentServices <es.kmscl@kerala.gov.in>; DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>; Project Manager



KLBEMP <pm.bempkl@cyrix.in>; Kasyep P V <kasyepcyrix@gmail.com>
[Quoted text hidden]

[Quoted text hidden]

Sun, 8 Sept 2024 at 9:47 am

Afsal Yunuze <zm1.klbemp@cyrix.in>
To: Universal Agencies <uniage@gmail.com>
Cc: EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>

Share the Quotation.
If there is any delay kindly provide a standby machine.

Regards
AFSAL YUNUZE
Zonal Manager (South Region)- Kerala
CYRIX HEALTHCARE Pvt. Ltd
30/641B, Petta, Poonithura, Kochi-38
Ph:+919895061437

From: Afsal Yunuze <zm1.klbemp@cyrix.in>
Sent: Thursday, September 5, 2024 11:41 AM
[Quoted text hidden]

[Quoted text hidden]

Wed, 11 Sept 2024 at 11:25 am

Universal Agencies <uniage@gmail.com>
To: Afsal Yunuze <zm1.klbemp@cyrix.in>
Cc: EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>

Dear Sir

Please find attached Quotation.
[Quoted text hidden]

Thu, 12 Sept 2024 at 4:51 pm

Afsal Yunuze <zm1.klbemp@cyrix.in>
To: Universal Agencies <uniage@gmail.com>
Cc: EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>, Kasyep P V <kasyepcyrix@gmail.com>

Will issue the PO

Get Outlook for Android

From: Universal Agencies <uniage@gmail.com>
Sent: Wednesday, September 11, 2024 11:23:05 AM
To: Afsal Yunuze <zm1.klbemp@cyrix.in>
[Quoted text hidden]

[Quoted text hidden]

Wed, 18 Sept 2024 at 5:03 pm

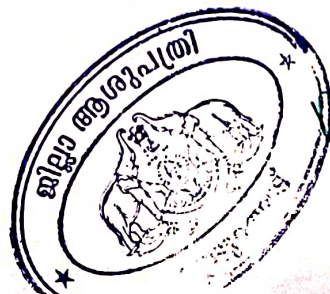
Kasyep P V <kasyepcyrix@gmail.com>
To: Afsal Yunuze <zm1.klbemp@cyrix.in>
Cc: Universal Agencies <uniage@gmail.com>, EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Dear sir,

Since the repair quotation rate is beyond asset value, Kindly request you to send back the machine.
Customer is going to purchase new one.

Displatch the unit to below address;

Midhun bm
Jr.Biomedical Engineer



സുപ്രണ്ട്
ജില്ലാ ആശുപത്രി
കുമ്പളം

Cyrix health care pvt Ltd
G/O DTDC Nedumangad
695541
Mob: 9074167987

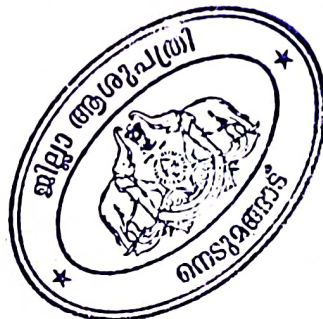
[Quoted text hidden]

Fri, 20 Sept 2024 at 8:35 am

Kasyep P V <kasyepcyrix@gmail.com>
To: Afsal Yunuze <zm1.klbemp@cyrix.in>
Cc: Universal Agencies <uniage@gmail.com>, EquipmentServices <es.kmscl@kerala.gov.in>, DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>, Project Manager KLBEMP <pm.bempkl@cyrix.in>

Dear sir,
Consider this mail as a gentle reminder

[Quoted text hidden]



സുപ്രണ്ട്
ജില്ലാ ആരോഗ്യവകുപ്പ്
നെടുമങ്ങാട്