



# BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

No : 1018750

**CYRIX**<sup>®</sup>  
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..... <u>PHC</u> .....	Call Registration Date : <u>31/8/2024</u> .....
Address..... <u>Pathiyoor</u> .....	Caller ID : <u>132486</u> .....
..... <u>Dist: Alappuzha</u> .....	Date of Visit : <u>31/8/2024</u> .....
Ph : <u>8606081070</u> .....	Asset No : <u>0042353</u> .....
	EQPT Name : <u>Semi Auto Biochemistry Analyzer</u>
	Manufacture : <u>Robonik</u> Model : <u>Prictest Touch</u>
	S. No. <u>AT0790815RBK</u> Dept. <u>Laboratory</u>

Service Classification : Breakdown call  PMS  Calibration  Cust. Training

Problem Identified : Not working, white screen on the display

Action Taken : Checked the machine and found that the Primary Board is defective, need to be replaced. These spare for further checking and working condition of the Equipment.

Completed  Date : 31/8/2024 Time : 2-4pm Spare Required

Spare Replaced  Requested

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

Cyrix Engineer	Date	Start Time	End Time
<u>Savath chandras</u>	<u>31/8/2024</u>	<u>1-4pm</u>	<u>2-4pm</u>

Customer Remark Completed  Pending

Service Engineer Name : Savath Chandras  
Signature: Savath  
Date: 31/8/2024  
Contact Number: 8075052698



Customer Name : Rebmi  
Signature: Rebmi  
Date: 31/8/2024  
Contact Number: 8606081070  
Designation : Lab Technician  
Hospital Seal



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

Name of Hospital: PHC PATHIYOOR	Name of District: ALAPPUZHA
Name of Equipment: SEMI AUTO BIOCHEMISTRY ANALYZER	Equipment ID & Barcode: 132486 & 0443353
Make: ROBONIK	Model: PRIETEST TOUCH
Serial Number: AT0790815RBK	Warranty details: NO WARRANTY
Date of purchase/ Year of manufacture/ Installation Date: 03/09/2015	Present status of the equipment: NOT WORKING
Date of breakdown: 30/08/2024 (Date of registration of complaint through email/ Toll free)	*AMC/ CAMC Period agreed at the time of purchase: NO AMC/CAMC

Action taken: CHECKED THE MACINE AND FOUND THAT THE PRIMARY BOARD IS DEFECTIVE. ENQUIRED THE OEM FOR SPARE.


Recommendations for repair (required service details) : NOT RECOMMENEDE FOR REPAIR

Cost of spares (specify parts and cost): NA


# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value: NA	Asset Value: 67998/-
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Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)  
 CYRIX SERVICE REPORT AND OEM END OF LIFE LETTER ATTACHED

Reasons for recommending the equipment as RBER: CHECKED THE MACHINE AND FOUN THAT PRIMARY BOARD IS DEFECTIVE. ENQUIRED SPARE WITH THE OEM. THE MACHINE WAS INSTALLED ON 03/09/2015 AND AGED UP TO 9 YEARS. THE OEM DECLARED END OF LIFE (EOL) IN THIS MODEL. SO WE RECOMMEDING THE EQUIPMENT AS RBER AS PER THE TENDER CLAUSE 5.3.14.2

Name & Signature of CYRIX Authority with date: SARATH CHANDRAN 

Remarks of Junior Consultant (Biomedical) NHM:

Recommended for BER (Yes/ No): <b>Yes</b>	 JYOTHISH THOMAS Consultant (Biomedical Engineering) NHM ALAPPUZHA
Date: <b>08/10/24</b>	Signature of JC BM (NHM)

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



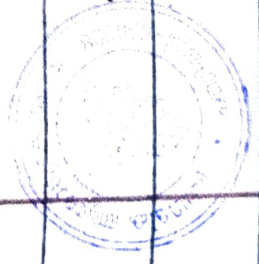
മെഡിക്കൽ ഓഫീസർ  
 പ്രാഥമിക ആരോഗ്യ കേന്ദ്രം  
 പാതിയൂർ കീരിക്കാട് പി.ഒ

Semi Auto Analyser

11/9/2015 Invoice No → 254 dt 3/9/2015. Robonik . 9-B  
Directors Colony, Kochambakkam Chennai.

1) Semi Auto Analyser. Model → Prietest Touch  
make → Robonik. Nu → ATO 790815RBK  
Rs. 64760/-  
Toll - 67998/-

Accessories - 1) Side wave VPS - 1 No  
2) Halogen lamps → 1 No.  
3) Thermal print paper → 2 Nos  
4) Dust Cover - 1 No



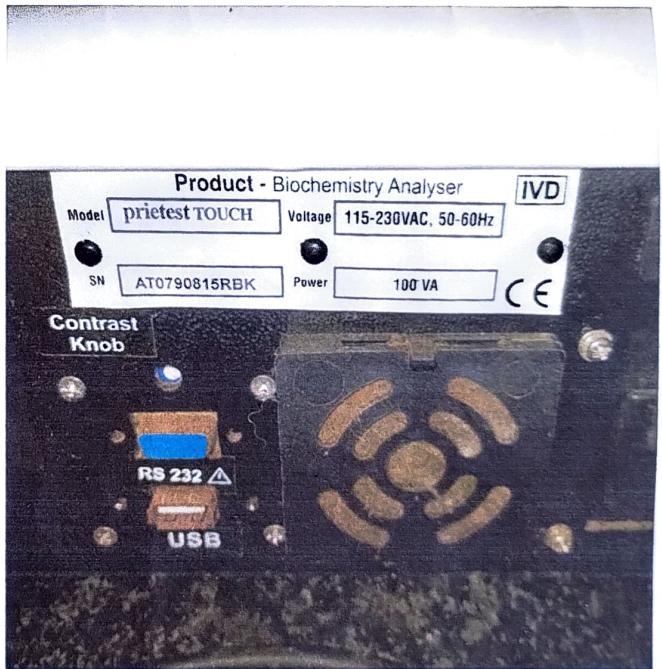
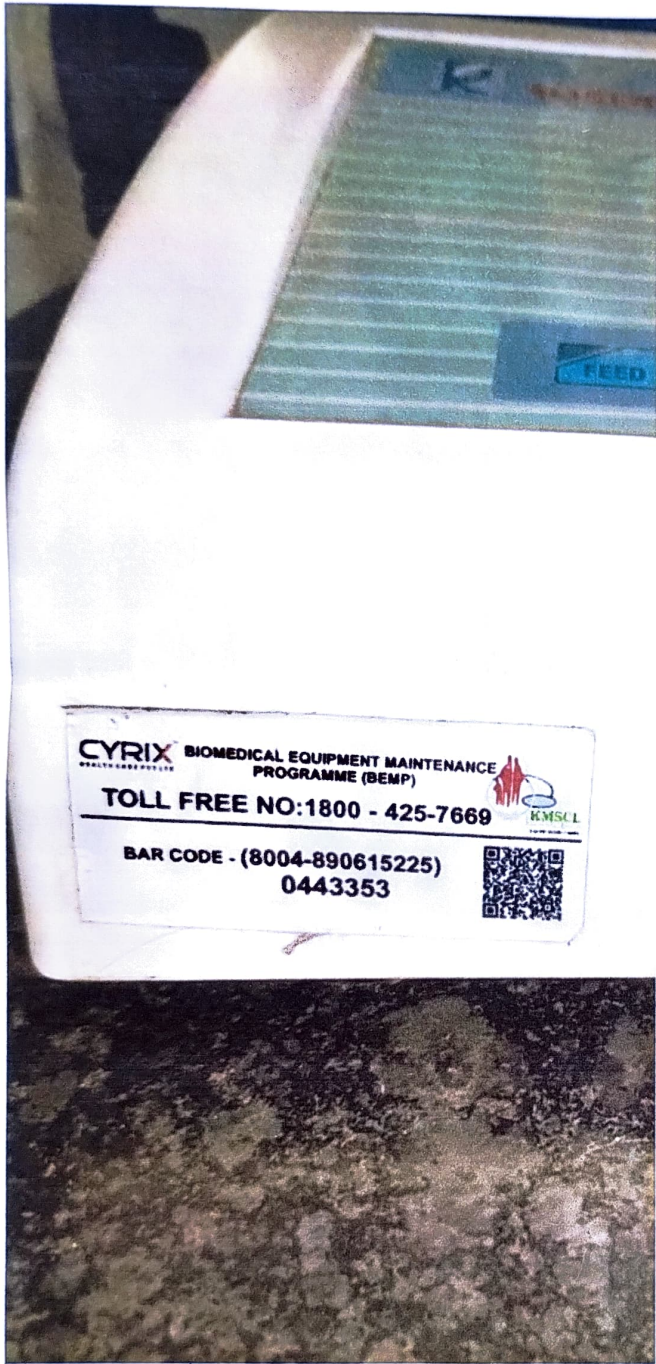
Robonik  
No

Mil

1

For signature

Robonik  
No



*Dr S. Sujale*

മെഡിക്കൽ ഓഫീസിൽ  
 സാമ്പിളുകൾ ശേഖരണം ചെയ്യുന്ന  
 പത്തു മുൻ കിരീടങ്ങൾ പലതും



Abhilash A &lt;abhilashacyrix@gmail.com&gt;

**QUOTATION NEEDED - PRIMARY BOARD FOR SEMI AUTO ANALYZER - ROBONIK - 0443353 - TICKET NO 132486**

3 messages

Abhilash A &lt;abhilashacyrix@gmail.com&gt;

Fri, Sep 13, 2024 at 12:07 PM

To: customercare@robonikindia.com, service@robonikindia.com, sanjana.support@robonikindia.com

Cc: Project Manager KLBEMP &lt;pm.bempkl@cyrix.in&gt;, Anjitha T L &lt;anjithacyrix@gmail.com&gt;, Afsal Yunuze &lt;zm1.klbemp@cyrix.in&gt;, DM Abijith-KLBEMP &lt;dm2.klbemp@cyrix.in&gt;

Dear Service Team,

Kindly give us a quotation for a Primary board for the following machine:

District	ALAPPUZHA
Facility Type	PHC
Facility Name	PHC PATHIYOOR
Department	LABORATORY
Device Name	Semi Automatic Biochemistry Analyzer
Manufacturer	Robonik
Model	Prietest touch
Serial No	AT0790815RBK
Installation Date	12/12/2015
Warranty End Date	11/12/2017

**With Regards,****Abhilash A****SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA****Mob: +91 8157068890 , 7593847172****Email: abhilashacyrix@gmail.com | Website:- www.cyrixhealthcare.com****Cyrix Healthcare Pvt Ltd**

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH

*"Genius in Healthcare"*

Abhilash A &lt;abhilashacyrix@gmail.com&gt;

Tue, Sep 17, 2024 at 8:13 AM

To: customercare@robonikindia.com, service@robonikindia.com, sanjana.support@robonikindia.com

Cc: Project Manager KLBEMP &lt;pm.bempkl@cyrix.in&gt;, Anjitha T L &lt;anjithacyrix@gmail.com&gt;, Afsal Yunuze &lt;zm1.klbemp@cyrix.in&gt;, DM Abijith-KLBEMP &lt;dm2.klbemp@cyrix.in&gt;

Dear Sir,

Kindly share the Quotation.

**With Regards,****Abhilash A**

**SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA**

**Mob: +91 8157068890 , 7593847172**

**Email: [abhilashcyrix@gmail.com](mailto:abhilashcyrix@gmail.com) | Website:- [www.cyrixhealthcare.com](http://www.cyrixhealthcare.com)**

**Cyrix Healthcare Pvt Ltd**

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

**KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH**

***"Genius in Healthcare"***

[Quoted text hidden]

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**Abhilash A** <[abhilashcyrix@gmail.com](mailto:abhilashcyrix@gmail.com)>

Fri, Sep 20, 2024 at 12:14 PM

To: [customercare@robonikindia.com](mailto:customercare@robonikindia.com), [service@robonikindia.com](mailto:service@robonikindia.com), [sanjana.support@robonikindia.com](mailto:sanjana.support@robonikindia.com)

Cc: Project Manager KLBEMP <[pm.bempkl@cyrix.in](mailto:pm.bempkl@cyrix.in)>, Anjitha T L <[anjithacyrix@gmail.com](mailto:anjithacyrix@gmail.com)>, Afsal Yunuze

<[zm1.klbemp@cyrix.in](mailto:zm1.klbemp@cyrix.in)>, DM Abijith-KLBEMP <[dm2.klbemp@cyrix.in](mailto:dm2.klbemp@cyrix.in)>

Dear Sir,

Gentle Reminder.

**With Regards,**

**Abhilash A**

**SENIOR BIOMEDICAL ENGINEER | BEMP-KERALA**

**Mob: +91 8157068890 , 7593847172**

**Email: [abhilashcyrix@gmail.com](mailto:abhilashcyrix@gmail.com) | Website:- [www.cyrixhealthcare.com](http://www.cyrixhealthcare.com)**

**Cyrix Healthcare Pvt Ltd**

30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India

**KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH**

***"Genius in Healthcare"***

On Fri, Sep 13, 2024 at 12:07 PM Abhilash A <[abhilashcyrix@gmail.com](mailto:abhilashcyrix@gmail.com)> wrote:

[Quoted text hidden]

**Date: 25.09.2024**

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. AT0790815RBK.**

As required, we stated herewith that the said instrument Semi Automated Biochemistry Analyser (Model : Prietest Touch) having **Serial No. AT0790815RBK** as **End of Life (EOL) Notified.** (During from installation is 09 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