



# BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

No :1000372

# 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. Neelumangad.....	Call Registration Date : 12/09/2024.....
Address.....Trivandrum.....	Caller ID : 134730.....
.....Kerala.....	Date of Visit : 18/09/2024.....
Ph : 9446162258.....	Asset No : 0112231.....
	EQPT Name : Flash Autoclave.....
	Manufacture : Crestidy..... Model : na.....
	S. No.....na..... Dept. Dental.....

Service Classification : Breakdown call  PMS  Calibration  Cust. Training

Problem Identified : Not working

Action Taken : checked and found water leakage. The unit was already recommended for condemnation with the previous service provider's barcode number - 69011800. The OEM declared end of life for this model since the OEM declared end of life, recommended the unit for condemnation. 18/09/24 Time : 11:30 AM Spare Required

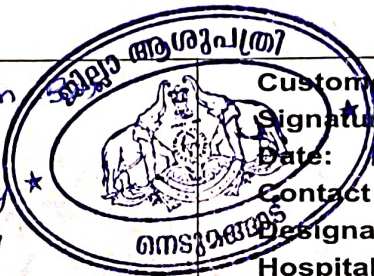
Spare Replaced  Requested

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

Cyrix Engineer	Date	Start Time	End Time
midhun BM	18/09/24	11:00 AM	11:30 AM

Customer Remark Completed  Pending

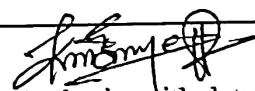

Service Engineer Name : midhun  
Signature: *[Signature]*  
Date: 18/09/2024  
Contact Number: 9074167987

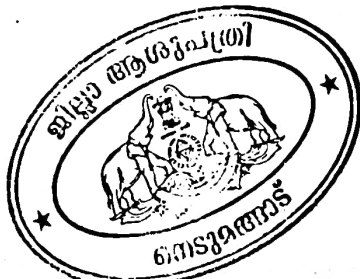


Customer Name : DR. MIKI JALE  
Signature: *[Signature]*  
Date: 18.9.24  
Contact Number: 944742928  
Designation : Jr. Dental  
Hospital Seal

PROFORMA

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

Name of Hospital: DH NEDUMANGAD	Name of District: Thiruvananthapuram
Name of Equipment: STERILIZER	Equipment ID & Barcode: 134730 & 0112231
Make: GETIDY	Model: NA
Serial Number : NA	Warranty details : No Warranty
Date of purchase/ Year of manufacture/ Installation Date: 25/02/2014	Present status of the equipment: Fully Damaged
Date of breakdown: 12/09/2024 (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 unit is not getting ON. Identified Internal chamber leakage and mainboard complaint. Needs to replace these spares for further checking and working condition of the equipment. Enquired spares with vendor.	
Recommendations for repair (required service details): Not recommending 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: 83000/-
Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not): Cyrinx service report and EOL letter attached .	
Reasons for recommending the equipment as BER: Checked and found that the Solinod valve and its controls defective. The equipment was installed on 25/02/2014 and covered up to 10+ years. The OEM declared End Of Life. The unit was already condemned by CYRIX by using previous service provider barcode (69011800) and ticket ID (39009). So recommending the unit for condemnation.	
Kasyep.p.v  Name & Signature of CYRIX Authority with date	
Remarks of Junior Consultant (Biomedical) NHM: <i>Verified the documents submitted. So can be Recommended beyond economical repair as per tender conditions.</i>	
Recommended for BER (Yes/ No):	 <b>MANEESHA MOHAN M.R.</b> Junior Consultant (Biomedical) National Health Institute of Biomedical (NHM) Thiruvananthapuram
Date: 24-09-2024	
Date:	Seal      Signature of Superintendent / Medical Officer (i/c)



*Handwritten signature*  
 ജില്ലാ ആശുപത്രി  
 തിരുവനന്തപുരം







**JAIGURU SALES & SERVICE**

Ph:09495943821

Mob:09447043821

Team For Sterilizers  
Kaitharam P.O, N. Paravur, Ernakulam, Kerala

REPORT NO. 96	TO
DATE 16-03-23	Cyrix Healthcare Ernakulam

Complaints Registered By	Mr. Ajith George	Designation	Service Engr. Thiruvananthapuram
Complaints Received By	Remesh	Designation	
Date			

Complaint: Flash Autoclave Service At Govt. Hospital Nedumangad  
Sr. No.201312198 Make Getidy

Nature Of Work Done	AMC	Guarenty	Requested Service	RS
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Type Of Work	Payable	Warenty	Free	payable
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Rectified/ Replaced Parts: Inspected the autoclave found the Solenoid valve and its controls are Damaged  
Steamer leak amd temperature sensor also not good

Service Remark: As the Spares are damaged and it is not available . So it is difficult  
to get the machine repaired and the machine is an old version .  
Many of the spares are not available .

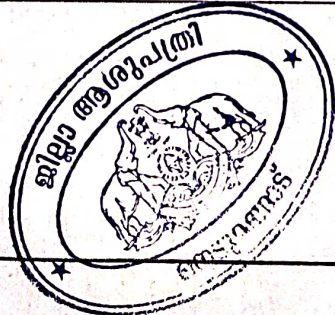
Suggestion If Any: The machine is not repairable

Service Done By: Remesh Kumar

Signature With Date: *Remesh*  
16/3/23

Customer Remarks:

Signature With Seal:



*Remesh*  
സൂപ്പർവൈസർ  
ജിഗുരു സെയ്ലിംഗ് & സർവീസ്





ശുപ്രഭാ  
ജില്ലാ ആശുപത്രി  
മെഡിക്കൽ സെക്ഷൻ



BAR CODE - 0112231

TOLL FREE NO: 1800-425-7669

TRIX BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME (BEMP)

