



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



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

CYRIX
HEALTHCARE PVT LTD

No. :
225804

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>THGH Kollarakare</u>	Call Registration Date : <u>17/12/24</u>
Address : <u>Kollarakare</u>	Caller ID : <u>96567</u>
<u>Kollam</u>	Date of Visit : <u>19/12/24</u>
Ph : <u>9207632962</u>	Asset No. : <u>0220983</u>
	EQPT Name : <u>Auto Refracto meter</u>
	Manufacture <u>Shim-Nippon</u> Model : <u>AccuRef 1800</u>
	S. No. <u>Y9AE4152</u> Dept. <u>Ophthalmology</u>

Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : Machine not getting on

Action Taken : Checked one machine. Changed the strip cable. Display module has complain. Enquire spare with OEM

Completed Date : 19/12/24 Time : 12:00pm Spare Required

Spare Replaced Requested

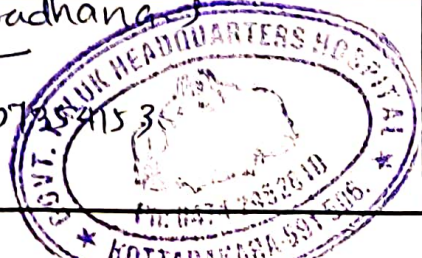
Description	Qty.	Part Number	PR Number
1.			
2.			
3.			

Cyrix Engineer	Date	Start Time	End Time
<u>Rakesh</u>	<u>19/12/24</u>	<u>10:00am</u>	<u>12:00pm</u>

Customer Remark Completed Pending

Service Engineer Name : Rakesh
Signature : [Signature]
Date : 19/12/24
Contact Number : 7012689165

Customer Name : Asadhana
Signature : [Signature]
Date : 11/11/24
Contact Number : 7907354153
Designation : BMG
Hospital Seal :





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



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

No : 1021371

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..... <u>THH Kottarakkara</u>	Call Registration Date : ... <u>17/2/24</u>
Address..... <u>Kottarakkara</u>	Caller ID : ... <u>96567</u>
..... <u>Kollam</u>	Date of Visit : ... <u>19/2/24</u>
Ph : ... <u>9207637967</u>	Asset No : ... <u>0220983</u>
	EQPT Name : ... <u>Auto Refractometer</u>
	Manufacture. <u>Shin Nippon</u> Model : <u>AccuRef 8w</u>
	S. No. <u>Y9AE4152</u> Dept. ... <u>Ophthalmology</u>

Service Classification : Breakdown call PMS Calibration Cust. Training

Problem Identified : machine not getting on

Action Taken : checked the machine. Display module change. Display module has complaint. OEM came on 27/3/24. Replaced the display module. main board also has complaint. Enquire spare with OEM.

Completed Date : 27/3/24 Time : 1:00 pm Spare Required

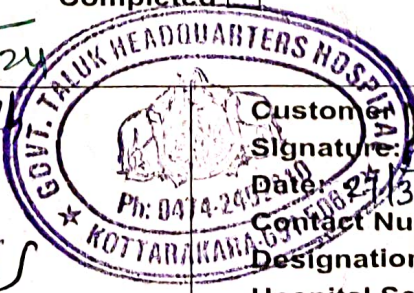
Spare Replaced Requested

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

Cyrix Engineer <u>Rakesh</u>	Date	Start Time	End Time
	<u>27/3/24</u>	<u>10:00 AM</u>	<u>1:00 PM</u>

Customer Remark Completed Pending

Service Engineer Name : Rakesh Customer Name : Aradhana.S
 Signature: [Signature] Signature: Aradhana
 Date: 27/3/24 Date: 27/3/24
 Contact Number: 7012689165 Contact Number: 7907354153
 Designation : BME
 Hospital Seal




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

Recommendations for Beyond Economic Repair (BER)

PROFORMA

Sl. No	Particulars	Details
1	Name of District	KOLLAM
2	Name of Hospital	THQH KOTTARAKKARA
3	Name of Equipment with Make, Model and Serial Number	Equipment : AUTO REFRACTOMETER Make: SHIN NIPPON Model: Accuref-8001 SN : Y9AE4152
4	Equipment ID & Barcode	Ticket id: 96567 / Barcode : 0220983
5	Date of purchase / Year of manufacture / Installation Date	08-03-2010
6	Warranty details (Yes/No)	No warranty
7	*AMC/ CAMC Period agreed at the time of purchase	No AMC/CMC
8	Date of breakdown (Date of registration of complaint through email/ Toll free)	17-02-2024
9	Action taken	Checked and found that the machine not getting on, display & mainboard defective, enquire the spare with OEM
10	Present status of the equipment (Fully damaged / partially damaged)	Fully damaged
11	Recommendations for repair (required service details)	Not recommending for repair.
12	Cost of spares (specify parts and cost)	NA


13	Asset Value	Rs .235200
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	NA
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	Cyrix service report & EOL attached
16	Reasons for recommending the equipment as BER	Checked and found that in the display issue OEM changed the display on 27-03-2024 but found the mainboard also defective. OEM informed the main board not available the model is discontinued long back, the machine installed on 08-03-2010 equipment outlived 14 years. As per tender clause 5.3.14.2, spare not available case so recommending to condemnation.
17	Name & Signature of CYRIX Authority	RAKESH R 


*Not mandatory #Based on the period of life and value as per the BER guidelines

* Attach Photograph

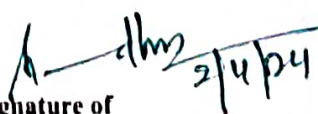
Remarks and Recommendations of Consultant (Biomedical) NHM:

Main board defective. OEM visited and checked the machine with new display, but found that main board defective. ~~EOL~~ letter from OEM verified, also verified email communication. As per the letter received from OEM, it is hereby recommended for Beyond economic repair.


Signature of JC BM (NHM)
ABMO
NHM, KOLLAM



Date _____ Seal _____


Signature of Superintendent / Medical Officer (I/c)
02/04/24

RE: Spare Quotation for Auto Refractometer Thqh Kottarakkara (0220983 #96567)

message

URAJ <info@surajhitech.com>

18 March 2024 at 11:06 AM

Reply-To: info@surajhitech.com

From: "Abilal S [DI Kollam_]" <abilalcyrix@gmail.com>, suraj hi tech <surajteam91@gmail.com>

Cc: Afsal ZM new mail <zm1.klbemp@cyrix.in>, Abijith A DM Cyrix South <abijithacyrix@gmail.com>, Anagha
<bempservicekl3@gmail.com>, Fathima cyrix <bempservicekl2@gmail.com>

Sir

Wait we will check the availability and quote today evening.

Best Regards

DILLIBABU

DIRECTOR

PH.: 9677151303

From: Abilal S [DI Kollam_] [mailto:abilalcyrix@gmail.com]**Sent:** Monday, March 18, 2024 11:06 AM**To:** info@surajhitech.com; suraj hi tech <surajteam91@gmail.com>**Cc:** Afsal ZM new mail <zm1.klbemp@cyrix.in>; Abijith A DM Cyrix South <abijithacyrix@gmail.com>; Anagha
<bempservicekl3@gmail.com>; Fathima cyrix <bempservicekl2@gmail.com>**Subject:** Re: Spare Quotation for Auto Refractometer Thqh Kottarakkara (0220983 #96567)

Sir,

Kindly share the Spare availability. is it ready stock, Please share the Quotation

On Fri, 15 Mar 2024 at 14:11, Abilal S [DI Kollam_] <abilalcyrix@gmail.com> wrote:

Sir,

Kindly share the Spare availability. is it ready stock, Please share the Quotation

On Thu, 14 Mar 2024 at 11:26, SURAJ <info@surajhitech.com> wrote:

Mr. ABILAL .S

District incharge

CYRIX HEALTHCARE Pvt. Ltd
Kollam - 691002

Ph: +91 7593847161

Dear Sir

With reference to the Shin Nippon Auto Refractometer model Accuref 8001 service at Taluk Head Quarters Hospital, Kottarakkara, we give below the estimation.

Display for Auto Refractometer – Rs. 33,000/-

GST @ 12% will be charged extra.

Service Charges for Auto Refractometer – Rs. 3,500/-

GST @ 18% will be charged extra.

On receipt of your approval with advance payment, we will send our Service engineer along with the spare.

Best Regards

D.DILLIBABU

DIRECTOR

PH.: 9677151303

SURAJ HI-TECH PVT LTD.,

NO.2, DURGA STREET

SRI SAKTHI NAGAR

ARUMBAKKAM

CHENNAI 600106

PH.: 044 23637155, 7955

Whatsapp : 7550286156

www.surajhitech.in

<https://www.instagram.com/surajteam91/>

From: Abilal S [DI Kollam_] [mailto:abilalcyrix@gmail.com]

Sent: Wednesday, March 13, 2024 10:09 AM

To: info@surajhitech.com; suraj hl tech <surajteam91@gmail.com>

Cc: Afsal ZM new mail <zm1.klbemp@cyrix.in>; Abijith A DM Cyrix South <abijithacyrix@gmail.com>

Subject: Re: Spare Quotation for Auto Refractometer Thqh Kottarakkara (0220983 #96567)

Sir,

We have an issue with the Auto Refractometer's display module, as it is not functioning with no graphical output. Please provide a quotation for the replacement display module for the Auto Refractometer. Details are provided below.

Part Name : Dispay Module

Hospital Name: Thqh Kottarakkara

Make : Shin-Nippon

Model : Accuref-8001

SI no : Y9AE4152

Barcode : 0220983

Ticket Id : 96567

On Mon, 11 Mar 2024 at 11:48, Abilal S [DI Kollam_] <abilalcyrix@gmail.com> wrote:

Remainder #2
Sir,

any updates from Manufacturer , Kindly update the status

On Wed, 6 Mar 2024 at 12:22, Abilal S [DI Kollam_] <abilalcyrix@gmail.com> wrote:

Sir,

any updates from Manufacturer , Kindly update the status

On Sat, 2 Mar 2024, 10:53 am Lumen Mediworks, <info@lumenmediworks.com> wrote:

Dear sir

Thank you for contacting us regarding the spare part for Shin Nippon Accuref 8001 that includes display assembly set. We have requested the manufacturer for the same and we shall inform the price once we get an update from them.

thank you

Aravind Sukumar

From: Abilal S [DI Kollam_] [mailto:abilalcyrix@gmail.com]

Sent: 02 March 2024 07:54

To: info@lumenmediworks.com; johnsam@lumenmediworks.com

Cc: Afsal ZM new mail <zm1.klbemp@cyrix.in>; Abijith A DM Cyrix South <abijithacyrix@gmail.com>

Subject: Re: Spare Quotation for Auto Refractometer Thqh Kottarakkara (0220983 #96567)

Sir,

Please share the Quotation & Spare Availability

—

Thanks and Regards

ABILAL .S

District Incharge

CYRIX HEALTHCARE Pvt. Ltd
Kollam - 691002

Ph:+91 7593847161

On Fri, 1 Mar 2024 at 14:05, Abilal S [DI Kollam_] <abilalcyrix@gmail.com> wrote:

Sir,

We have an issue with the Auto Refractometer's display module, as it is not functioning with no graphical output. Please provide a quotation for the replacement display module for the Auto Refractometer. Details are provided below.

Part Name : Dispay Module

Hospital Name: Thqh Kottarakkara

Make : Shin-Nippon

Model : Accuref-8001

SI no : Y9AE4152

Barcode : 0220983

Ticket Id : 96567

-

Thanks and Regards

ABILAL .S

District incharge

CYRIX HEALTHCARE Pvt. Ltd
Kollam - 691002

Ph:+91 7593847161

-
Thanks and Regards

ABILAL .S

District incharge

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Kollam - 691002

Ph:+91 7593847161

-
Thanks and Regards

ABILAL .S

District incharge

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Kollam - 691002

Ph:+91 7593847161

**RE: Purchase Order - KL 23 24 104096 - Suraj Hi-Tech (P) Ltd - 0220983 THQH
KOTTARAKKARA**

message

URAJ <info@surajhitech.com>

28 March 2024 at 11:00

Reply-To: info@surajhitech.com

From: IZRATH <purchasecyrix5@gmail.com>

To: SURAJ HI TECH PVT LTD <surajteam91@gmail.com>, "Cyrix Purchase Mgr." <purchasemgr@cyrix.in>, Project Manager LBEMP <pm.bempkl@cyrix.in>, Assistant Manager Purchase <ampurchase@cyrix.in>, BEMP Service 2 <bempservicekl2@gmail.com>, Cyrix Accounts Payable <acc.payable@cyrix.in>, "Siju K Mathai-Asst Manager (Accounts)" <asst.acmanager3@cyrix.in>, Payment Kerala <paymentkl@cyrix.in>, Afsal Yunuze <zm1.klbemp@cyrix.in>, Abijith A <abijithacyrix@gmail.com>, Abilal S <abilalcyrix@gmail.com>, Logistics Cyrix <logisticscyrix@gmail.com>, Cyrix Logistics <logistics@cyrix.in>, Kerala GRN <keralagr@cyrix.in>, Anjitha T L <purchasecyrix2@gmail.com>

Dear Sir,

As per technician visit your place and service for accuref 8001 changed display but board also problem , not working machine , Kindly replace new equipment.

We are attaching the quotation for Rexxam Auto refractometer Model R 800 along with the catalogues .

We generated E invoice Number 339 & 349 Date :26.03.2024, we will give a credit note .

You have already paid 50% advance payment Rs.20,545/- on 25.03.2024 , After getting service charges Rs.3500+gst ,balance will be refund for your account .

Regards

D.Dillibabu

PH No:9677151303

SURAJ HI-TECH PVT LTD.,

NO.2, DURGA STREET

SRI SAKTHI NAGAR

ARUMBAKKAM

CHENNAI 600106

PH.: 044 23637155, 7955

Whatsapp : 7550286156

www.surajhitech.in

<https://www.instagram.com/surajteam91/>

From: IZRATH [mailto:purchasecyrix5@gmail.com]

Sent: Wednesday, March 27, 2024 1:13 PM

To: info@surajhitech.com

Cc: SURAJ HI TECH PVT LTD <surajteam91@gmail.com>; Cyrix Purchase Mgr. <purchasemgr@cyrix.in>; Project Manager KLBEMP <pm.bempkl@cyrix.in>; Assistant Manager Purchase <ampurchase@cyrix.in>; BEMP Service 2 <bempservicekl2@gmail.com>; Cyrix Accounts Payable <acc.payable@cyrix.in>; Siju K Mathai-Asst Manager (Accounts) <asst.acmanager3@cyrix.in>; Payment Kerala <paymentkl@cyrix.in>; Afsal Yunuze <zm1.klbemp@cyrix.in>; Abijith A <abijithacyrix@gmail.com>; Abilal S <abilalcyrix@gmail.com>; Logistics Cyrix <logisticscyrix@gmail.com>; Cyrix Logistics <logistics@cyrix.in>; Kerala GRN <keralagr@cyrix.in>; Anjitha T L <purchasecyrix2@gmail.com>

Subject: Re: Purchase Order - KL 23 24 104096 - Suraj Hi-Tech (P) Ltd - 0220983 THQH KOTTARAKKARA

Dear sir,

Kindly update the status of service .

Thanks & Regards

IZRATH K K

Purchase Department

On Thu, Mar 21, 2024 at 8:14 PM Anjitha T L <purchasecyrix2@gmail.com> wrote:

Dear Sir,

Please find the attached Purchase Order and do the needful. Kindly send a confirmation mail with details of material delivery (Docket details) along with the invoice Copy mentioning our PO No. (For reference) with Seal and Signature.

EDD as per payment term: 30/03/2024

For Queries and Clarifications

- | | | | |
|---|------------------|---|--|
| 1 | Technical | : | bleseencyrix@gmail.com / afsalcyrix@gmail.com / bempservicekl@gmail.com |
| 2 | Accounts | : | acc.payable@cyrix.in |
| 3 | Logistics | : | logisticscyrix@gmail.com |
| 4 | PO Clarification | : | smijacyrix@gmail.com / purchasemgr@cyrix.in |
| 5 | Delivery Address | : | Cyrix Healthcare Pvt Ltd - Godown
Chithrappuzha Ponjassery Road,
Door No 13 353a, Sy No. 254/7-3
Pin Code - 682309-,Kerala, India |

@ Cyrix Accounts

Payment Term: : 50% Adv 50% After Delivery

Thanks & Regards

Anjitha T L

Purchase Assistant

PH:- 9947719111

purchasecyrix2@gmail.com


www.cyrixhealthcare.com

Cyrix Healthcare Pvt Ltd

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

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

3 attachments

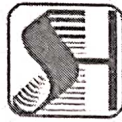
 **CYRIX-QUOTE-R.pdf**
434K

 **CYRIX-L1.pdf**
387K

 **ACCUREF R 800, K 900.pdf**
1230K



GSTIN : 33AAACS5018H1ZP



SURAJ HI-TECH (P) LTD.,

CIN : U29309 TN1991 PTC020159

No. 2, Durga Street, Sri Sakthi Nagar,
Arumbakkam, Chennai - 600 106.

Phone : 044 - 2363 7155, 044 - 2363 7955

Whatsapp : +91-44-7550286156

Email : info@surajhitech.com / surajteam91@gmail.com

Ref. No. KEC-4/557

MARCH 27, 2024

Cyrix Healthcare Pvt. Ltd.,
30/641 B Pettah Junction
Poonithura, Cochin - 38
Kerala
Ph.: 7593847161
Email.: abilalcyrix@gmail.com

Kind Attn.: Mr. Abilal S, District Incharge

Dear Sir,

Subject: - THQH KOTTARAKKARA - AUTO REFRACTO METER -
MODEL ACCUREF 8001

With reference to the Auto refractometer model Accuref 8001 (Sl.No. Y9AE 4152) display problem of THQH Kottarakkara, Our service executive visit your place on 27.03.2024 changed display but board also defective , Machine Not working .

we would like to inform that this model has been discontinued long back and the spares were not available for the same.

So it is not possible to arrange for the new display. Sorry for the inconvenience.

Kindly replace new equipment.

Thanking you

For SURAJ HI-TECH PVT. LTD.,

AUTHORISED SIGNATORY

www.surajhitech.in

Rexxam
JAPAN

MediWorks
CHINA

i-Optik
CHINA

Riester
GERMANY

Ocular
Instruments
USA