

# AOV INTERNATIONAL LLP



**BIO-MEDICAL EQUIPMENT MAINTENANCE & MANAGEMENT PROGRAM (BMMP) OF  
PUNJAB HEALTH SYSTEMS CORPORATION**



**39152**

## SERVICE REPORT

HOSPITAL NAME	District Hospital	COMPLAINT NUMBER	Service call
HOSPITAL TYPE	DH	COMPLAINT RECEIVED DATE/ TIME	2-04-24
DISTRICT	Muktsar	COMPLAINT ATTENDED DATE/ TIME	2-04-24
USER CONTACT DETAILS	87270-26238	COMPLAINT RECTIFIED DATE/ TIME	2-04-24
EQUIPMENT TYPE (TICK THE BOX)	<input checked="" type="checkbox"/> UNDER CONTRACT <input type="checkbox"/> UNDER WARRANTY <input type="checkbox"/> UNDER AMC/CMC <input type="checkbox"/> PHYSICAL DAMAGE <input checked="" type="checkbox"/> CONDEMNED		

EQUIPMENT DETAIL	EQUIPMENT NUMBER : 2170040062	MANUFACTURER : B. Braun
	EQUIPMENT NAME : Dialysis Machine	MODEL NO : Dialog +
	DEPARTMENT : Dialysis	SERIAL NUMBER : 46130

**PROBLEM IDENTIFIED** : M/c not working

**ACTION TAKEN** : Check M/c and found M/c has multiple parts faulty and as per OEM that M/c has end of life and spare are no longer available so the M/c is recommended for condemnation. as per OEM EOL letter

PHASE - NEUTRAL (VOLT): 238     
  PHASE - EARTH (VOLT): 230     
  NEUTRAL - EARTH (VOLT): 8

**ENGINEER'S REMARKS** : M/c working without UPS due to this multiple spares faulty and M/c recommended for condemnation. as per OEM EOL letter attached herit.

SPARES CONSUMED	PART NAME	QTY.	SERIAL NO. / LOT NO.
	N/A		

**CUSTOMER REMARKS IF ANY** : N/A

JOB COMPLETED SATISFACTORY <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO CUSTOMER SIGNATURE WITH SEAL: <i>Sonia Kumari</i>	FOR AOV INTERNATIONAL LLP ENGINEER NAME & SIGNATURE: <i>Abhishek</i> 928969094 
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February 26, 2024

## NOTICE OF INTIMATION

To,  
Punjab Health System Corporation,  
Punjab

**Subject:** End of service notification Dialog+ dialysis machines with SW 8. xx.

Dear Valued Customer,

We are writing this letter to inform you that B. Braun Avitum AG declares the end of service for Dialog+ dialysis machines having software version SW8.xx ('**Product**') effective from December 31, 2023 ('**Effective Date**').

Kindly note that after the Effective Date, any spare parts related to SW8.xx shall no longer be available, and unfortunately, an upgrade of Dialog+ machines with SW8.xx is not feasible.

Serial numbers :

45776,46067,45651,45649,46119,46122,46120,46128,46131,45780,45208,25526,46126,46123,  
46130,35033,35164,35159,45209,45777,45776.

For existing Dialog+ machines (software version SW 9.0x – 9.12 and SW9.18) for which maintenance services are undertaken by you, we will continue to maintain them basis the availability of spare parts.

If you are interested in purchasing a new machine, please feel free to reach out to us at [cs.bind@bbraun.com](mailto:cs.bind@bbraun.com).

Our goal is to facilitate a seamless transition for you, and we will furnish you with all the necessary information and support.

We value your loyalty and appreciate your understanding as we work through this process.

Our team is committed to assisting you with any inquiries or issues you may have during this period.

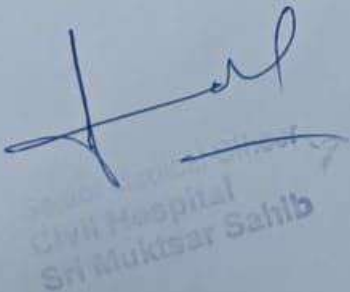
Thank you for your continued business and support.

We look forward to our successful partnership and our support of your requirements in the years to come.

Yours Sincerely,



On behalf of B. Braun Medical (India) Pvt. Ltd.  
Authorized Signatory



Civil Hospital  
Sri Muktsar Sahib

TIMES ascent  
Dream  
Companies  
to work for