

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.

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



AOV INTERNATIONAL LLP

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



34788

HOSPITAL NAME	DH Ferozefus	COMPLAINT NUMBER	PB17732
HOSPITAL TYPE	DH	COMPLAINT RECEIVED DATE/ TIME	26/03/24
DISTRICT	Ferozefus (Punjab)	COMPLAINT ATTENDED DATE/ TIME	27/03/24
USER CONTACT DETAILS	99150-49495	COMPLAINT RECTIFIED DATE/ TIME	01/04/24
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 type="checkbox"/> CONDEMNED		

EQUIPMENT DETAIL	EQUIPMENT NUMBER:	2070050005	MANUFACTURER:	B Braun
	EQUIPMENT NAME:	Dialysis machine	MODEL NO:	Dialog +
	DEPARTMENT:	Dialysis Unit	SERIAL NUMBER:	45476

PROBLEM IDENTIFIED: machine is not working

ACTION TAKEN: checked and found that gear pump and P.F. sensor faulty. As per OFM this version (model) machine is absolute, so spare parts not available. I recommended to this machine on condemnation.

PHASE - NEUTRAL (VOLT): 233V PHASE - EARTH (VOLT): 228V NEUTRAL - EARTH (VOLT): 05

ENGINEER'S REMARKS: Spare parts not available this version, so I recommended this machine on condemnation.

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

CUSTOMER REMARKS IF ANY: NA

JOB COMPLETED SATISFACTORY	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	FOR AOV INTERNATIONAL LLP	<i>Rakesh Sharma</i>
CUSTOMER SIGNATURE WITH SEAL	<i>Manj</i> Medical Officer	ENGINEER NAME & SIGNATURE	<i>Yogeshwar</i> AOV