

# AOV INTERNATIONAL LLP

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



34769



HOSPITAL NAME	DH Jalandhar	COMPLAINT NUMBER	PB18443
HOSPITAL TYPE	DH	COMPLAINT RECEIVED DATE/TIME	18/04/24
DISTRICT	Jalandhar (Punjab)	COMPLAINT ATTENDED DATE/TIME	18/04/24
USER CONTACT DETAILS	90566-68857	COMPLAINT RECTIFIED DATE/TIME	18/04/24
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:	9100110621	MANUFACTURER:	B. Braun
	EQUIPMENT NAME:	Dialysis Machine	MODEL NO.:	Dialog +
	DEPARTMENT:	Dialysis Unit	SERIAL NUMBER:	35035

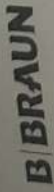
PROBLEM IDENTIFIED	Machine is not working.
ACTION TAKEN	Attend the complaint and found that DF flow Alarm, Heating Problems & Piston Pump's faulty. AS Per OEM This Model & Sr. No. Machine is end of service & spare part Not available & we suggest this Machine for condemnation

PHASE - NEUTRAL (VOLT):     
  PHASE - EARTH (VOLT):     
  NEUTRAL EARTH (VOLT):

ENGINEER'S REMARKS	Machine suggested For Condemnation		
SPARES CONSUMED	PART NAME	QTY.	SERIAL NO. / LOT NO.
		N/A	

CUSTOMER REMARKS IF ANY	
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JOB COMPLETED SATISFACTORY	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	FOR AOV INTERNATIONAL LLP Sushil SUSHIL KUMAR ENGINEER NAME & SIGNATURE
CUSTOMER SIGNATURE WITH SEAL	Palwinder [Signature]	



B. Braun Medical (India) Pvt. Ltd.  
A-601 | Booncrang | Chandivoli  
Andheri (E) | Mumbai - 400 072  
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Tel. : (91-22) 6668 2332  
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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:  
45776,46367,46651,45649,46119,46122,46120,46128,46131,45780,45208,25526,46126,46123,  
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.brind@bbbraun.com](mailto:cs.brind@bbbraun.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

