

Oct. 8, 2024

To
Aov International Llp Mohali
1st Floor, Plot No. 986,
Jipl Industrial , Sector 82,
Mohali Chandigarh ,
Sas Nagar -160055 (Punjab)
India

TOSHBRO MEDICALS PVT. LTD.
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3rd Floor, Plot No. 11, Jasola
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New Delhi-110 025

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Subject: Discontinuation of Phaco Machine Model Swiss Tech and its Parts.

Dear Sir,

We regret to inform you that our Principal Oertli Instrumente AG Switzerland has discontinued Model Swiss Tech since long back, specifically concerning the supply of essential components. As of now, the Logic PCB and force sensor required for the repair of the machine, particularly Serial No. 3803055, are unavailable due to the discontinuation of this model by the principal company.

After thorough evaluation, we must convey that the repairing cost of the Phaco machine would exceed economical feasibility. Additionally, the delivery period for sourcing these components is estimated to be 10 weeks, further exacerbating the situation.

We understand the importance of uninterrupted equipment functionality in your operations and sincerely apologize for any inconvenience this may cause. In light of these circumstances, we are prepared to explore alternative solutions or discuss potential options to mitigate the impact on your operations.

Please feel free to reach out to us at 9876633349 to discuss further steps or to address any questions or concerns you may have.

Thank you for your understanding and cooperation.

Thanking you,
Yours faithfully,

For TOSHBRO MEDICALS PVT. LTD.


Sugha (Mobile 9818220767)
Sr. Manager - Commercial & Admn.



AOV INTERNATIONAL LLP

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



SERVICE REPORT

47720

HOSPITAL NAME	CNC Bhal Kalota	COMPLAINT NUMBER	PB25962
HOSPITAL TYPE	CNC	COMPLAINT RECEIVED DATE/ TIME	29-10-24
DISTRICT	HOSHARPUR	COMPLAINT ATTENDED DATE/ TIME	29-10-24
USER CONTACT DETAILS	99141 07658	COMPLAINT RECTIFIED DATE/ TIME	29-10-24
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 : 4090070040	MANUFACTURER : OERTLI
	EQUIPMENT NAME : PHACO EMULSIFICATION	MODEL NO : Cata RHEX
	DEPARTMENT : OT (EYE)	SERIAL NUMBER : 0297

PROBLEM IDENTIFIED: Mother Board faulty.

ACTION TAKEN: checked and found in machine mother board faulty. machine part not available in market. discontinue use of phaco machine model.

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

ENGINEER'S REMARKS: machine more than 25 years old. It is recommended for condemnation. (CRB/R)

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

CUSTOMER REMARKS IF ANY

JOB COMPLETED SATISFACTORY YES NO

CUSTOMER SIGNATURE WITH SEAL: *S in Kaur*

FOR AOV INTERNATIONAL LLP: *Mandeep Singh*
ENGINEER NAME & SIGNATURE: *gumra 85218*

Senior Medical Officer
C.H.C. Bhal Kalota
Distt. Hosharpur

