

Toshibro MEDICALS

CSD/2425/DPB
Oct. 8, 2024

TOSHBRO MEDICALS PVT. LTD.
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To

AOV International Pvt Llp Mohali
1st Floor, Plot No. 986
Jipl Industrial, Sector 82
SAS Nagar, Mohali
Chandigarh-160055

Subject: Discontinuation of Nd Yag Laser Model Super Q and its Parts.

Dear Sir,

We regret to inform you that our Principal M/s Ellex Medical Pty Ltd., Australia has discontinued Model Super Q since long back, specifically concerning the supply of its Laser Cavity. As of now, for the repair of this Laser Cavity required for the machine, particularly Serial No. 11119 (installed at DH Baenala) are unavailable due to the discontinuation of this model by the principal company.

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.

Yours faithfully,
For TOSHBRO MEDICALS PVT. LTD.

Raman Kumar Chugh (Mobile 9876633349)
Asst. Manager - Customer Support

AOV INTERNATIONAL LLP



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



SERVICE REPORT

48503

HOSPITAL NAME	DH Barnala	COMPLAINT NUMBER	PB24209
HOSPITAL TYPE	Government	COMPLAINT RECEIVED DATE/ TIME	14-09-2024
DISTRICT	Barnala	COMPLAINT ATTENDED DATE/ TIME	19-09-2024
USER CONTACT DETAILS	092565-60870	COMPLAINT RECTIFIED DATE/ TIME	
EQUIPMENT TYPE (TICK THE BOX)	<input 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: 2020050054	MANUFACTURER: Ellex Medical
	EQUIPMENT NAME: Yag Lasers	MODEL NO: NA
	DEPARTMENT: Eye Department.	SERIAL NUMBER: NA

PROBLEM IDENTIFIED

ACTION TAKEN
 Check and found machine not working. This machine is discontinue. Spare parts are not available. Customer can't use this machine further.

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

ENGINEER'S REMARKS
 Machine discontinued, recommended for Condemnation OR RBER.

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

CUSTOMER REMARKS IF ANY

JOB COMPLETED SATISFACTORY <input type="checkbox"/> YES <input type="checkbox"/> NO	FOR AOV INTERNATIONAL LLP ENGINEER NAME & SIGNATURE
CUSTOMER SIGNATURE WITH SEAL CUSTOMER SIGNATURE WITH SEAL	AOV

ਡਾ: ਮਨਦੀਪ ਕੌਰ
 ਮਾਨਵ ਸਿਹਤ ਦੇ ਸੇਵਾਦਾਰ
 ਸਿਵਲ ਹਸਪਤਾਲ, ਬਰਨਾਲਾ