

SERVICE REPORT

22-04-2024

Customer Name: D.H. MOHALI, SAS NAGAR	
Address: MOHALI	
Analyzer Condition	
Is the room Air conditioned? Yes ☒ No ☐	Approximate Room temp: 30 Location of Installation: LAB
Is the unit clean, free of dust/dirt/sample material? Yes ☐ No ☒	Tests/day: 40 System Down: (Please circle) Yes ☐ No ☒
Visual Inspection (Description of Visual Flaw, Damages, missing items/parts/accessories) HBC DETECTOR BLOCK DAMAGE	
REASON FOR CALL / NATURE OF PROBLEM REPORTED MLE NOT IN WORKING SINCE 3 YEARS (A2654) TUNING REQUIRED	
Service Agreement Status: Warranty ☐ AMC ☐ CMC ☐	Reagent rental ☐ Reagent Purchase ☐ Invoice (Ad-hoc) ☐
Equipment Type: SYSMEX 3PDA	Reagents Information: SYSMEX
Equipment Make: SYSMEX	Model: XD-100 Serial No.: A2654
SERVICE ACTION DETAILS HBC DETECTOR BLOCK RUSTED & BROKEN, HBC & RBC CHANNELS FREE ALONG CABLES. VALVE NO. 19 & 12-1 12-2 ALSO BROOK. PRINTER MECHANISM BROOK.	
SPARE PARTS INFORMATION:	
Spare replacement Type: FOC ☐ Invoice ☐ Warranty ☐	
Indent / Replaced	Part no / Cat No
Description	Serial No. / Lot No
Qty	
Status after Service: (Please circle/tick mark)	
Complete ☐	Working satisfactorily ☐ Under Observation ☐ Follow-up required ☐
Incomplete ☐	Pending for Spares ☐ Working solution provided ☐ Analyzer Down ☒
Call Information Details (Please circle/tick mark)	
Call Reported by: (Please circle)	Client Sales FSE Application Marketing HO Proactive/courtesy Follow up
Name:	Phone:
Date:	Time:
Call received	Start Service
Call Assigned	End Service
Travel Time (Hours)	Hand over Time
CUSTOMER FEEDBACK (Please Circle/Tick Mark)	
CSAT (Please tick mark)	Annoyed ☐ Dissatisfied ☐ Can improve ☐ Satisfied ☐ Extremely Satisfied ☐
Signatory's Name (Client): BALJIT SINGH Designation: BME Phone: 94653-68434 Email:	
Signatures	
Client	Technical Specialist
Bali	22-04-2024
Customer Confidential	

QUOTATION

MLC/QUOTE/24-25-07
Date: 25.04.2024

To,
District Hospital
Mohali

Dear Sir/Madam,
We are pleased to offer you the price for spare parts for XP-100, (S.No – A2654)

Part No	Part Name	Price
AB783677	DETECTOR BLOCK COMPLETE XP	106377/-
97331315	WIRING CORD NO 2364	2449/-
97331218	WRING CORD NO 2363	2449/-
44396881	AIR VALVE WTKV012	12812/-
BL655698	KIT NO 494 (PRINTER REPLACEMENT)	48360/-

Note

- GST Extra

Thanks & Regards
For Meridian Life Care





AOV INTERNATIONAL LLP

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



SERVICE REPORT

61903

HOSPITAL NAME	SH Mohali	COMPLAINT NUMBER	PB29835
HOSPITAL TYPE	SH	COMPLAINT RECEIVED DATE/TIME	04-02-25
DISTRICT	Mohali	COMPLAINT ATTENDED DATE/TIME	04-02-25
USER CONTACT DETAILS	7973484744	COMPLAINT RECTIFIED DATE/TIME	04-02-25
EQUIPMENT TYPE (TICK THE BOX)	☒ UNDER CONTRACT ☐ UNDER WARRANTY ☐ UNDER AMC/CMC ☐ PHYSICAL DAMAGE ☐ CONDEMNED		

EQUIPMENT DETAIL	EQUIPMENT NUMBER: 2160070137	MANUFACTURER: SYSMEX
	EQUIPMENT NAME: CBC MACHINE	MODEL NO: XP100
	DEPARTMENT: PATHOLOGY	SERIAL NUMBER: A2564

PROBLEM IDENTIFIED	Machine is Not Working
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ACTION TAKEN	Attended the call, checked and found in these m/c the WBC Detector Block Rusted and Broken, WBC and RBC Chambers and Carbox Valve faulty. Printer mechanism faulty. Main board faulty. So this m/c is Not Repairable and Recommended for Condensation.
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■ PHASE - NEUTRAL (VOLT): 232	■ PHASE - EARTH (VOLT): 239	■ NEUTRAL - EARTH (VOLT): 0.9
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ENGINEER'S REMARKS	So Machine Recommended for Condensation.
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SPARES CONSUMED	PART NAME	QTY.	SERIAL NO. / LOT NO.
	/	/	/
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CUSTOMER REMARKS IF ANY	
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JOB COMPLETED SATISFACTORY <i>4/2/2025</i>	☒ YES ☐ NO	FOR AOV INTERNATIONAL LLP
CUSTOMER SIGNATURE WITH SEAL	<i>Dr. Manpreet Kaur</i> Medical Officer Specialist District Hospital Mohali	ENGINEER NAME & SIGNATURE <i>[Signature]</i>

AOV International LLP, 1st Floor, Plot No. 986, JLPL Industrial Estate, 2, SAS Nagar, Mohali (Punjab), Pin Code : - 160055, Mob.: 9289690100 / 9289690101

TOLL FREE NUMBER: 1800-419-9938



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