



AOV INTERNATIONAL LLP

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



SERVICE REPORT

46689

HOSPITAL NAME	Civil Hospital Tapa	COMPLAINT NUMBER	32254
HOSPITAL TYPE	SDH	COMPLAINT RECEIVED DATE/ TIME	27/3/25
DISTRICT	Bazhale	COMPLAINT ATTENDED DATE/ TIME	28/3/25
USER CONTACT DETAILS	6284641225	COMPLAINT RECTIFIED DATE/ TIME	28/3/25
EQUIPMENT TYPE (TICK THE BOX)	☒ UNDER CONTRACT ☐ UNDER WARRANTY ☐ UNDER AMC/CMC ☐ PHYSICAL DAMAGE ☐ CONDEMNED		

EQUIPMENT DETAIL	EQUIPMENT NUMBER :	3020170021	MANUFACTURER :	Phillips
	EQUIPMENT NAME :	multipara monitor	MODEL NO :	Rad G
	DEPARTMENT :	OT	SERIAL NUMBER :	Dc671C91870

PROBLEM IDENTIFIED	monitor display is broken
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ACTION TAKEN	Check and found that multipara monitor Display & multi parts is damage incident report already handover to the customer Philips Company has
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PHASE - NEUTRAL (VOLT):	220	PHASE - EARTH (VOLT):	228	NEUTRAL - EARTH (VOLT):	2
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ENGINEER'S REMARKS	also declared that it cannot be repaired recommend to the condemn this machine
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SPARES CONSUMED	PART NAME	QTY.	SERIAL NO. / LOT NO.
	/	/	/
	/	/	/

CUSTOMER REMARKS IF ANY	
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DB COMPLETED SATISFACTORY	☐ YES ☐ NO	FOR AOV INTERNATIONAL LLP
CUSTOMER SIGNATURE WITH SEAL	Senior Medical Officer H/o. S.D.H. Tapa	ENGINEER NAME & SIGNATURE

AOV International LLP, Plot No. 386, JLPL Industrial, Sector 82, SAS Nagar, Mohali (Punjab), Pin Code : - 160055, Mob.: 9289690100 / 9289690101

TOLL FREE NUMBER : 1800 - 419- 9938

MEDVISION

Solutions Pvt. Ltd.

Corporate Office: SCF 75, 1st Floor, Sector-10 Panchkula-134109 (HARYANA)
Tel/Fax: +91 172-3500035, Email: conheasol@gmail.com
CIN: U51507HR2011PTC079510

PHILIPS
Health Systems - Authorised
Service Support Partner

S NO : 8260

CUSTOMER NAME <u>Civil Hospital</u>	REPORT DATE <u>27-03-2025</u>
ADDRESS <u>Tapa, Punjab</u>	CASE ID / SWO <u>NA</u>
<u>— NA —</u>	Visit Dates <u>27-03-2025</u>
<u>— NA —</u>	CM / PM / FCO - Selection <u>C.M</u>
<u>— NA —</u>	JOB COMPLETED YES ☐ NO ☐

EQ. NO.	PROBLEM SYMPTOM <u>monitor is not working.</u>
NAME <u>Patient monitor MX500</u>	
SR. NO. <u>DE67IG1870</u>	

☐ WARRANTY ☐ CMA ☐ AMC ☐ PAID ☐ OTHERS

Activity Performed Attend the site check and confirm
Patient monitor screen & multi part damage
and it is not repairable.

SL. No.	Part Name	Part No.(12NC)	Serial No.
1.			
2.			
3.			
4.			

Notes:

ENGINEER NAME (CAPS): <u>Pardeep</u>	CUSTOMER SIGN & SEAL <u>27/3</u> Senior Medical Officer <u>I/c. S.D.H. Tapa</u>
SIGN.:	

REACH PHILIPS HEALTH SYSTEMS CUSTOMER CARE CENTER AT : 1800-419-6788 (TOLL FREE)