



# SMART BIOMEDICAL SERVICES

YOUR SATISFACTION IS OUR HAPPINESS.....

To  
Advance Tech Pathology Laboratory  
C/O Saiseva Hospital, Kazi Complex  
Mahatma Phule Chowk ,Pune, Chakan -410501

**Sub: Annual Maintenance Service Contract for Year 2024-2025(April-March) For Hematology analyzer Medsource- Alphacount 60.**

Dear Sir/Madam

You are requested to enter into Service Contract for the financial year from **01 April 2024 to 31 Mar 2025.**

Kindly send your approval by completing the agreement format with the signature and stamp of authorized person along with the payment for the same as early as possible.

Whenever the equipment is not under service contract the charges per visit of our engineer will be **Rs 4000/- Inclusive 18% GST** Per instrument In addition to the cost of spares replaced, if any.

Thank You

Sincerely,  
For Smart Biomedical Services



**Instrument:**  
Alphacount 60 (Medsource):

**Amount**  
Rs. 18000

**Amc Paper Enclosed**





## MAINTENANCE AGREEMENT

The maintenance agreement entered between Smart Biomedical Services of Sr no. 60/2, Vivek Vasahat, Shivnagari, Bijalinagar, Chinchwad, and Pune-411033 (Hereinafter called "The Firm" which terms shall include unless repugnant to the meaning and the contexts there of its successors and assignees) on one part and Advance Tech Pathology Laboratory, C/O Saiseva Hospital, Kazi Complex Mahatma Phule Chowk, Pune, Chakan -410501 having Blood cell counter Model (Alphacount 60, Medsource) of serial no 822307006IEMC hereinafter called the "Customer" which term shall include unless repugnant to the meaning and the context there of his heirs successors, administrators, executors and assign on the other parts.

1. The Firm agrees in consideration of **Rs.18000(Rupees Eighteen Thousand Only)** for the period between **1 April 2024 to 31 March 2025** (payable in advance) to carry out maintenance of the customer's equipment as mentioned in the schedule attached herewith and keep them in good operating condition for the above-mentioned period from the date of agreement.
2. The Equipment mentioned in the schedule should be in operating condition on the date of execution of this agreement. If it is not in operation separate **charges will be levied** for putting it in operating condition and then it will enter into service contract.
3. The Firm agrees to make **2 Preventive Maintenance calls and 2 Breakdown calls** during the normal working 8 hours to customer's Equipment mentioned in the schedule.
4. The service Contract covers only the Labour parts of the Servicing. **If any part needs to be replaced**, it will have to be procured **from the Firm**. However, every effort will be made by the Firm to reduce the downtime by arranging the spares either from the stock or loan basis for which invoice will be raised and the cost will be borne by the customer.
5. The Firm undertakes to make its best effort to carry out its obligations under the terms of the agreement as speedily as possible, but will not be responsible for any loss, costs or expenses arising directly or indirectly from any delay in so doing.
6. The **customer** hereby undertakes to keep the equipment clean ensuring its correct operation, preventing **misuse** and to report immediately and correct any problems related to the operation. The equipment must be installed in a clean cool environment and should have proper electrical installation by using a proper voltage stabilizer to ensure surge free stabilized power supply. Any damage caused due to improper Electrical installation will not be covered under the agreement.
7. The **customer** shall run control regularly, at least once a month for which the procedure has been given in the operating manual. The control may be purchased from the Firm. Control charges are not covered by the agreement. If customer requires to run control by the Firm one time **charges will be 750/- + Service taxes @ 18(SGST 9% + CGST 9%) + Rs. 875.**
8. The Payment For the Spares supplied and used shall be paid by the customer immediately on installation of spares failing which the maintenance agreement will be treated as cancelled and no further calls will be attended till the payment is received with interest @21%PA.



9. This agreement does not cover any work necessitated by neglect, misuse, fire or accident and major repairs like rewinding transformers or etc. Or any damage by natural Disasters will not be covered in the contract.

10. It is hereby expressly agreed between the parties hereto that if the customer fails to comply with any of the terms and condition mentioned herein, then in that event the Firm shall not be liable in any manner whatsoever.

11. This agreement shall stand cancelled and nullified in the event the equipment is shifted from the original place of installation or the right of property is transferred or the equipment is misused, dismantled, altered or serviced by anybody other than the Firm's service engineer /technician or person ,without the express consent in writing from the Firm or Reagent used other than Supplied by Smart Biomedical Services .In case of relocation of the system the Firm shall charge the relocation charges as per the nature of relocation and complexities involved in shifting the system. In case of relocation of the system, the Firm has a right to revise the maintenance charges depending upon the new location.

12. This agreement will be renewed from year to year by tacit consent if notice to the contrary is not given 30 days before the expiry of the period in course. The Firm may terminate this agreement at any time giving one month's Prior notice in writing.

13. It is hereby agreed between the parties hereto that if, on the expiry of the terms of this agreement, customer wants to renew this agreement for another year then the agreement shall be renewed as and from the date of this agreement on the customer paying the **full maintenance charges for another year in advance to the Firm**. It is further agreed that if the customer wants to renew this agreement from any date subsequent thereto then in that even the agreement shall be renewed from that subsequent date only on payment of **additional amount of 4000/- Plus (Service Tax As Applicable)** as and by way of inspection charges in addition to full maintenance charges for next year to the Firm .It is hereby agreed that customer needs to clear all the outstanding payment before the renewal of the aforesaid agreement or else the same will not be renewed.

14. In case of any dispute or difference arising at any time between the parties with regards to anything written in this agreement, the same shall be governed by the provision of the arbitration and conciliation act, 1996. It is hereby further agreed between the parties to that in case the parties do not agree on the appointment of any arbitrator for any reason whatsoever, then the parties have the option not to be governed by the arbitration and conciliation act 1996 and to adopt other legal remedy available to them under the law and only **the courts of Pune** will have Jurisdiction in all matters arising out of or connected with in this agreement.

**Note: 1-This Agreement come in force only after the agreement is signed by the customer with stamp and payment made by cheque /DD Payable at Pune.**

**2-Amc Subject to availability of spares**

**3-Payment 100% Advance.**

For Smart Biomedical Services

Payment: DD/Cheque

Date:



Customer name and signature with stamp



# SMART BIOMEDICAL SERVICES

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DATE: 1 April 2024

## To Whomsoever It May Concern

This is to certify that Medsource Fully **Automated Hematology analyzer** Serial No: **822307006IEMC** installed at **Advance Tech Pathology Laboratory, C/O Sai Seva Hospital, Kazi Complex, AP Chakan, Tal Khed, Pune -410501** has been **calibrated on 1/04/2024** and verified to be working satisfactorily as per its specifications.

Analyzer Meet All Working Standard As per Checklist Attached.

For Smart Biomedical Services

Authorised signatory





# SMART BIOMEDICAL SERVICES

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## QUALITY CONTROL SHEET

DESCRIPTION	Alphacount 60
SERIAL NO	822307006IEMC
QC PASS DATE	01 April 2024

PART 1	TEST APPARATUS
REAGENTS	DILUENT =ADIL-010124L
	LYSE =LYS0124002
QC MATERIAL	CBC -3D Hematology Control - Lot B0824

PART 2	QUALITATIVE TEST	
	Circle Which Appropriate	
1.Chassis/Housing-Verify Physical integrity Cleanliness	PASS FAIL NA	14.HgB Lamp -Verify Condition PASS FAIL NA
2.AC Plug-Verify integrity	PASS FAIL NA	15.Fittings/Connectors-Examine all Cables and connectors PASS FAIL NA
3.Mount/Fasteners - verify physical integrity	PASS FAIL NA	16.Audible signals-Verify operation and level PASS FAIL NA
4.Strain relief-Verify physical integrity at both ends of line cord	PASS FAIL NA	17.Indicators/Display-Verify proper illuminations and operations PASS FAIL NA
5.Line cord-verify proper insulation and integrity	PASS FAIL NA	18.Optics/measuring Area-inspect PASS FAIL NA
6.Circuit Breaker/Fuses- Verify correct rating	PASS FAIL NA	19.Alarms -Check All warning alarms PASS FAIL NA
7.Cables-Verify Physical Integrity	PASS FAIL NA	20.Initialization Process-Verify PASS FAIL NA
8.Controls/Switches-Verify operations	PASS FAIL NA	21.User Setting- Verify PASS FAIL NA
9.Hydraulic and Pneumatic System-Verify	PASS FAIL NA	22.Labeling-Verify Caution and warning label PASS FAIL NA
10.Tubes/Hoses-Verify Condition	PASS FAIL NA	23.User Calibration-Verify PASS FAIL NA
11.Electrodes and Transducers-Verify condition and operation	PASS FAIL NA	24.Accessories-Verify as appropriate PASS FAIL NA
12.Probes-Verify Integrity	PASS FAIL NA	25.Others(Specify) PASS FAIL NA
13.Fan/Motor/Compressor-Verify condition and operation	PASS FAIL NA	





# SMART BIOMEDICAL SERVICES

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Instrument: HEMATOLOGY ANALYSER  
Model: Alphacount 60  
SR NO :B22307006IEMC

DATE :05 August 2024

## 1-CALIBRATOR RUN

Lab	Unit	Value	Ref. Range	Type	Valid level
	WBC	4.20	13.00		200.00
TARGET	RBC	4.20	12.72		241.14
1	HGB	4.20	12.95		200.77
2	HCT	4.21	12.78		200.35
3	MCV	4.27	12.95		201.34
4	MCH	4.27	12.97		201.92
5	MCHC	4.28	12.73		201.48
6	RDW	4.25	12.85		200.88
7	RDW CV	1.00	1.00		1.50
8	MEAN	4.25	12.44		202.17
9	RD	0.04	0.06		0.10
10	CV%	1.7	0.8		0.8
11	NEW GRF	1.00	1.00		1.00

Setting(T)    Delete(D)    Save(S)    Print(P)    Exit(X)

## 2- LOW ABNORMAL QC

Lab	Unit	Value	Ref. Range	Type	Valid level
No.	Targets	Limits	1		
Date			2024-07-03		
Time			14:52:00		
WBC	2.1	0.4	1.93		
LYMP	1.3	0.2	1.06		
MONO	0.2	0.1	0.14		
GRAN	0.5	0.2	0.73		
PLATE	64	9	64.80		
MPV	11	8	7.20		
GRAN%	25	8	38.00		
RBC	2.20	0.18	1.85		
HGB	6.1	0.4	5.30		
HCT	16.3	2	15.50		
MCV	72.1	4	83.00		
MCH	27	2.4	28.30		
MCHC	37.4	3	33.90		
RDW CV	12	8	43.80		
RDW CV	10.9	3	11.10		
PLT	78	25	52.00		
MPV	7.9	2	7.70		
PDW	14.2	7.5	16.90		
PCT	0.06	0.04	0.04		
PCR	12	0	14.60		

Delete(D)    Help(H)



### 3- NORMAL QC

Lot: B0524N		Validity: 2024-08-05	
No.	Targets	Limits	1
Date			2024-07-03
Time			14:47:30
WBC	7.8	1	7.70
LYM#	2.7	0.5	2.34
MID#	0.4	0.4	0.73
GRA#	4.4	0.5	4.71
LYM%	36	6	30.10
MID%	5.7	5	9.40
GRA%	58.3	7	60.50
RBC	4.47	0.18	4.32
HGB	13.6	0.5	13.90
HCT	38.1	2.5	39.40
MCV	85.2	4	91.10
MCH	30.4	2.4	32.20
MCHC	35.7	3	35.40
RDW-SD	12	6	45.70
RDW-CV	14.1	3	10.50
PLT	248	40	251.00
MPV	7	2	7.30
PDW	14.4	6.5	15.80
PCT	0.17	0.06	0.19
P-LCR	12	6	9.80

Delete(D) Help(H)

### 4- HIGH ABNORMAL QC

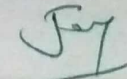
Lot: B0524H		Validity: 2024-08-05	
No.	Targets	Limits	1
Date			2024-07-03
Time			14:50:06
WBC	20.4	2.2	21.08
LYM#	3.3	1.2	2.80
MID#	1.3	1.3	1.69
GRA#	15.8	1.4	16.59
LYM%	16.1	6.4	13.30
MID%	6.4	6.4	8.00
GRA%	77.5	7	78.70
RBC	5.71	0.23	5.41
HGB	18.4	0.7	18.80
HCT	52.2	3	54.30
MCV	91.4	4	100.30
MCH	32.2	2.8	34.80
MCHC	35.2	3	34.70
RDW-SD	12	6	52.90
RDW-CV	15.1	3	11.10
PLT	505	60	503.00
MPV	7.1	2	7.70
PDW	14.4	6	12.60
PCT	0.36	0.1	0.39
P-LCR	12	6	11.80

Delete(D) Help(H)

Checked By:- 



Approved By:-





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PART 3		QUANTITATIVE TASKS	
A.		Voltage/Gain Settings	
WBC Gain		230	PASS FAIL
RBC Gain		190	PASS FAIL
HgB Current Value		238	PASS FAIL
B.		Calibration Coefficients	
Parameters		Coefficient	Remarks
WBC		1.06	PASS FAIL
RBC		1.00	PASS FAIL
HgB		1.03	PASS FAIL
MCV		1.02	PASS FAIL
PLT		1.02	PASS FAIL

C			
Measured Values			
Normal Control			
Parameter	Obtained Value	Range	Remark
WBC	7.78	6.6-8.6	PASS FAIL
RBC	4.32	4.29-4.65	PASS FAIL
HgB	13.9	13.1-14.1	PASS FAIL
MCV	91.1	84.5-94.5	PASS FAIL
PLT	251	208-288	PASS FAIL
Low Control			
Parameter	Obtained Value	Range	Remark
WBC	1.93	1.7-2.5	PASS FAIL
RBC	1.86	2.1-2.42	PASS FAIL
HgB	5.3	5.1-6.1	PASS FAIL
MCV	72.1	73.2-83.2	PASS FAIL
PLT	50	51-101	PASS FAIL
High Control			
Parameter	Obtained Value	Range	Remark
WBC	21.08	18.2-22.6	PASS FAIL
RBC	5.41	5.48-5.94	PASS FAIL
HgB	18.80	17.7-19.1	PASS FAIL
MCV	100.30	93.9-103.9	PASS FAIL
PLT	503	445-565	PASS FAIL

Checked By:-



Approved By:-





ASSAY VALUES AND EXPECTED RANGES

LOT

B0524

QCP Data Months :

May, June, July

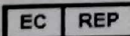


2024-08-05

Instruments : RAYTO / J.T. BAKER / AVANTOR / SFRI (1)							
Instrument	Parameter / Paramètre	CONTROL L		CONTROL N		CONTROL H	
		LOT	B0524L	LOT	B0524N	LOT	B0524H
		Mean	Limit	Mean	Limit	Mean	Limit
		Cibles	Limites	Cibles	Limites	Cibles	Limites
RAYTO RT-7600 RT-7200 RT-7600S RT-7600VET	WBC/GB	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	2,1 ± 0,4	7,6 ± 1,0	20,4 ± 2,2		
	RBC/GR	10 <sup>6</sup> /μL & 10 <sup>12</sup> /L	2,26 ± 0,16	4,47 ± 0,18	5,71 ± 0,23		
	Hgb	g/dL	6,1 ± 0,4	13,6 ± 0,5	18,4 ± 0,7		
		g/L	61 ± 4	136 ± 5	184 ± 7		
		mmol/L	3,79 ± 0,25	8,45 ± 0,31	11,43 ± 0,43		
AVANTOR / J.T. BAKER BeneSphera	Hct	%	16,3 ± 2,0	38,1 ± 2,5	52,2 ± 3,0		
		L/L	0,163 ± 0,020	0,381 ± 0,025	0,522 ± 0,030		
	MCV/VGM	fL	72,1 ± 4,0	85,2 ± 4,0	91,4 ± 4,0		
	MCH/TCMH	pg	27,0 ± 2,4	30,4 ± 2,4	32,2 ± 2,8		
HTI MicroCC-20 Plus		fmol	1,68 ± 0,15	1,89 ± 0,15	2,00 ± 0,17		
	MCHC/CCMH	g/dL	37,4 ± 3,0	35,7 ± 3,0	35,2 ± 3,0		
		g/L	374 ± 30	357 ± 30	352 ± 30		
MEREDITH DIAGNOSTICS MD-7600		mmol/L	23,3 ± 1,9	22,2 ± 1,9	21,9 ± 1,9		
	RDW/IDR	%	15,9 ± 3,0	14,1 ± 3,0	15,1 ± 3,0		
ROCHEN Avis GA-60	Plt	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	76 ± 25	248 ± 40	505 ± 60		
	MPV/VPM	fL	7,9 ± 2,0	7,0 ± 2,0	7,1 ± 2,0		
	Pct/Tht	%	0,060 ± 0,040	0,174 ± 0,060	0,359 ± 0,100		
ABAXIS HEALTHCARE BeneSphera H32		mL/L	0,60 ± 0,40	1,74 ± 0,60	3,59 ± 1,00		
	PDW/IDP	%	14,2 ± 7,5	14,4 ± 6,5	14,4 ± 6,0		
	LYM%	%	64,0 ± 9,0	36,0 ± 6,0	16,1 ± 6,0		
	MON%	%	11,0 ± 6,0	5,7 ± 5,0	6,4 ± 6,4		
SFRI Countender 20 & 30 H18 Light	GRA%	%	25,0 ± 8,0	58,3 ± 7,0	77,5 ± 7,0		
	LYM#	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	1,3 ± 0,2	2,7 ± 0,5	3,3 ± 1,2		
	MON#	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	0,2 ± 0,1	0,4 ± 0,4	1,3 ± 1,3		
	GRA#	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	0,5 ± 0,2	4,4 ± 0,5	15,8 ± 1,4		

Instruments : DIRUI (1)							
Instrument	Parameter / Paramètre	CONTROL L		CONTROL N		CONTROL H	
		LOT	B0524L	LOT	B0524N	LOT	B0524H
		Mean	Limit	Mean	Limit	Mean	Limit
		Cibles	Limites	Cibles	Limites	Cibles	Limites
DIRUI BCC-3000B BCC-3600	WBC/GB	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	2,1 ± 0,6	6,7 ± 1,0	13,6 ± 3,0		
	RBC/GR	10 <sup>6</sup> /μL & 10 <sup>12</sup> /L	2,28 ± 0,16	4,52 ± 0,18	5,76 ± 0,23		
	Hgb	g/dL	6,1 ± 0,4	13,8 ± 0,5	18,5 ± 0,7		
		g/L	61 ± 4	138 ± 5	185 ± 7		
		mmol/L	3,79 ± 0,25	8,57 ± 0,31	11,49 ± 0,43		
	Hct	%	16,6 ± 2,0	38,9 ± 2,5	53,2 ± 3,0		
		L/L	0,166 ± 0,020	0,389 ± 0,025	0,532 ± 0,030		
	MCV/VGM	fL	72,8 ± 4,0	86,1 ± 4,0	92,4 ± 4,0		
	MCH/TCMH	pg	26,8 ± 2,4	30,5 ± 2,4	32,1 ± 2,8		
		fmol	1,66 ± 0,15	1,90 ± 0,15	1,99 ± 0,17		
	MCHC/CCMH	g/dL	36,7 ± 3,0	35,5 ± 3,0	34,8 ± 3,0		
		g/L	367 ± 30	355 ± 30	348 ± 30		
		mmol/L	22,8 ± 1,9	22,0 ± 1,9	21,6 ± 1,9		
	RDW/IDR	%	16,0 ± 3,0	14,2 ± 3,0	15,2 ± 3,0		
	Plt	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	77 ± 25	250 ± 40	510 ± 60		
	MPV/VPM	fL	8,0 ± 2,0	7,1 ± 2,0	7,2 ± 2,0		
	Pct/Tht	%	0,062 ± 0,040	0,178 ± 0,060	0,367 ± 0,100		
		mL/L	0,62 ± 0,40	1,78 ± 0,60	3,67 ± 1,00		
	PDW/IDP	%	14,4 ± 7,5	14,5 ± 6,5	14,5 ± 6,0		
	LYM%	%	64,0 ± 9,0	35,1 ± 6,0	15,0 ± 6,0		
MXD%	%	11,0 ± 6,0	6,6 ± 5,0	7,4 ± 7,4			
GRA%	%	25,0 ± 8,0	58,3 ± 7,0	77,6 ± 7,0			
LYM#	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	1,3 ± 0,2	2,4 ± 0,5	2,0 ± 1,2			
MXD#	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	0,2 ± 0,1	0,4 ± 0,4	1,0 ± 1,0			
GRA#	10 <sup>3</sup> /μL & 10 <sup>9</sup> /L	0,5 ± 0,2	3,9 ± 0,5	10,6 ± 1,4			

(1) Assay values provided by Bio-technie®, France.



Bio-technie® - 19 Rue Louis Delourmel  
35230 - NOYAL CHATILLON / SEICHE - FRANCE



R&D Systems, Inc. - 614 Mc Kinley Place N.E. - Minneapolis, MN USA 55413

AV03D04-V06 05/2022

