

No. : SIH/SUR/201102R/12/2020
Tanggal : 01 Februari 2021
Hal : Informasi Harga Spare Part Alat Kesehatan merk ZEISS

Kepada Yth,
Direktur RSM Undaan
Jl. Undaan Kulon No.19, Peneleh, Kec. Genteng
Kota Surabaya, Jawa Timur 60274

Dengan ini kami PT. Elo Karsa Utama sebagai business partner Medical Business Group Carl ZEISS Pte. Ltd. di Indonesia bermaksud untuk menawarkan part untuk alat kesehatan IOL Mater 500 SN: 1105632 merk ZEISS sebagai berikut:

1	Part Number	000000-2367-070
	Description	FRU MED-COM2 with HD and Win10 License
	Unit Price	Rp 168,500,000
	Disc	30%
	Net Price	Rp 117,950,000
	Remarks	- Garansi untuk spare part adalah tiga bulan sejak tanggal pemasangan.

Svarat dan Ketentuan :

1. Harga sudah termasuk PPN.
2. Harga sudah termasuk biaya pengiriman spare part.
3. Pengiriman: Delivered Duty Paid (DDP) RSM Undaan
4. Pembayaran : 30 hari setelah tanggal faktur pajak.
Pembayaran melalui transfer ke rekening a/n PT Elo Karsa Utama
 - a. Bank Mandiri Cabang Jakarta Ratu Plaza – nomor rekening 102.0000052735
 - b. Bank BCA Cabang Palmerah – nomor rekening 319.340526.2
5. Harga tersebut berlaku selama 1 (satu) bulan sejak surat penawaran ini kami buat.

Untuk informasi lebih lanjut dapat menghubungi Destriyana Aulia (+62811 9700 6348) atau melalui e-mail: destriyana.aulia@elokarsa.com.

Demikian Surat Informasi harga dari kami. Atas perhatian dan kerjasamanya, kami ucapkan terimakasih.

Hormat kami,
PT Elo Karsa Utama


PT ELO KARSA UTAMA

Hendry Sabella
Medical General Manager

Surabaya, 2 Maret 2021

Nomor : 012/RSMU/PM/III/2021
Lampiran : 7 lembar
Perihal : Laporan Kerusakan Alat Biometri IOL Master 500

Yth. dr. Sahata Napitupulu, SpM
Direktur RS. Mata Undaan
Di tempat

Dengan hormat,

Bersama ini, kami sampaikan laporan kerusakan alat biometri IOL Master 500 yang telah dilakukan perbaikan oleh teknisi IPS dan teknisi alat IOL master 500, ternyata membutuhkan spare part agar alat tersebut dapat berfungsi kembali. Adapun spare part yang dibutuhkan menunggu penawaran dari vendor (PT. Ello Karsa Utama). Berikut kami lampirkan form permintaan perbaikan dan servis report dari vendor. Demikian surat ini kami sampaikan, atas perhatian dan kerjasamanya diucapkan terima kasih.

Hormat kami,
Kepala Instalasi Penunjang Medis



Otto Desyanto, S.Kep



RS Mata Undaan
Care and Smile

Rumah Sakit Mata Undaan Surabaya
Instalasi Sarana Dan Prasarana Rumah Sakit

Extension : 100

No. :

FORM PERMINTAAN PERBAIKAN / PEMELIHARAAN KURATIF

Nama / Pelapor : Rofiq
Unit & No. Extension : Penunjang
Tanggal / Jam : 26 Nov 20 00.22

Paraf Pemohon

OTTO.

Mohon perbaikan/pengecekan : Alat IOL Master 500 Matri total
bersama listrik matri

Teknisi Pelaksana
Nama Teknisi : Aqvi
Tanggal / Jam : 26/Nov 20 00.25
Kesimpulan / Hasil Kerja
pengecekan Sebab kronologi
IOL Master 500 Matri total
Bersama teknisi Zerus

Mengetahui Instalasi telah selesai dikerjakan
Tanggal / Jam : 26 Nov 2020
Ttd & Nama Terang :

OTTO.

*Dilisi Oleh Teknisi

Putih : Unit IPSRS Merah : Unit Ruang / Instansi Kuning : Lampiran untuk pengajuan spare part



RSM Undaan
Dzul Fiqri
Jl Undaan Kulon No 19
SURABAYA-EAST JAVA 60200
INDONESIEN

PT. ELO KARSA UTAMA
JL. KEBAYORAN LAMA NO. 34E
12220 JAKARTA

Your Commercial Contact

Name: Hanna Latifa
Telephone: +62 (8118622175)
Fax:
Email: service.zeiss@elokarsa.com

Your Technical Contact

Name: Hardianda Ramadhan

Customer contact

Name: Dzul Fiqri
Telephone:

Date: 27/11/2020
Page: 1 of 2

Field Service Report

Service Order Number: 8581324632 / 10
Service Type: Onsite fix
Date of Completion: 27/11/2020

Request Note:

unit down

Solution:

Perform Corrective Maintenance

Problem unit cant boot up

Work Done :

1. Check line voltage, MEDCOM, IOL digital and power supply voltage normal
2. Check BIOS battery, battery normal
3. no sign booting from display, no self test performed in start up mode

Suspect: Problem in MEDCOM or IOL Cable

IBase Information

Instrument	Site Address	Customer Inventory #	Serial #
IOLMaster 500	RSM Undaan Jl Undaan Kulon No 19 SURABAYA 60200 INDONESIA		1105632



Authorized Dealer



Order No: 8581324632 / 10
Date: 27/11/2020
Page: 2 of 2

Time Items

Service Type	Date	From	Until	Quantity
Travel Time	27/11/2020	12.00	12.30	0.5 HR
Worktime Cat1	27/11/2020	12.30	15.30	3 HR

27/11/2020

Date

Signature of Service Engineer (Hardianda Ramadhan)

27/11/2020

Date

Signature of Customer / Company (Dzul Fiqri)



Authorized Dealer



RSM Undaan
Dzul Fiqri
Jl Undaan Kulon No 19
SURABAYA-EAST JAVA 60200
INDONESIEN

PT. ELO KARSA UTAMA
JL. KEBAYORAN LAMA NO. 34E
12220 JAKARTA

Your Commercial Contact

Name: Hanna Latifa
Telephone: +62 (8118622175)
Fax:
Email: service.zeiss@elokarsa.com

Your Technical Contact

Name: Yopie Oktavian

Customer contact

Name: Dzul Fiqri
Telephone:

Date: 02/12/2020
Page: 1 of 2

Field Service Report

Service Order Number: 8581324632 / 50
Service Type: Onsite fix
Date of Completion: 02/12/2020

Request Note:

unit down

Solution:

Work done in brief :

- Test IOL cable using test part from demo unit
- Unit still error, suspect problem Medcom PCB

IBase Information

Instrument	Site Address	Customer Inventory #	Serial #
IOLMaster 500	RSM Undaan Jl Undaan Kulon No 19 SURABAYA 60200 INDONESIA		1105632

Time Items

Service Type	Date	From	Until	Quantity
Travel Time	01/12/2020	03.00	09.00	6 HR
Worktime Cat1	01/12/2020	09.00	13.00	4 HR



Authorized Dealer



Order No: 8581324632 / 50

Date: 02/12/2020

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02/12/2020

Date

Signature of Service Engineer (Yopie Oktavian)

02/12/2020

Date

Signature of Customer / Company (Dzul Fiqri)



Authorized Dealer



RSM Undaan
Dzul Fiqri
Jl Undaan Kulon No 19
SURABAYA-EAST JAVA 60200
INDONESIEN

PT. ELO KARSA UTAMA
JL. KEBAYORAN LAMA NO. 34E
12220 JAKARTA

Your Commercial Contact

Name: Hanna Latifa
Telephone: +62 (8118622175)
Fax:
Email: service.zeiss@elokarsa.com

Your Technical Contact

Name: Ridho Ramadhan

Customer contact

Name: Dzul Fiqri
Telephone:

Date: 06/01/2021
Page: 1 of 2

Field Service Report

Service Order Number: 8581324632 / 80
Service Type: Onsite fix
Date of Completion: 06/01/2021

Request Note:

unit down

Solution:

Corrective maintenance :

Replace PCB Med com IOL Master

work done in brief :

1. installation PCB Med com
2. perform booting up , system cannot boot to windows
3. perform boot from windows xp to Recovery image with ghost and restore
4. set boot sequence to hardisk primary at Bios , system still cannot boot to windows

windows image is damage



Authorized Dealer



Order No: 8581324632 / 80
Date: 06/01/2021
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IBase Information

Instrument	Site Address	Customer Inventory #	Serial #
IOLMaster 500	RSM Undaan Jl Undaan Kulon No 19 SURABAYA 60200 INDONESIA		1105632

Time Items

Service Type	Date	From	Until	Quantity
Travel Time	06/01/2021	12.30	13.30	1 HR
Worktime Cat1	06/01/2021	14.00	19.20	5.33 HR

Spare Parts

Product ID / Product Description	Quantity
000000-1770-369 EC PCB MED-COM IOLMaster (MED-COM)	1 PC

06/01/2021

Date

Signature of Service Engineer (Ridho Ramadhan)

06/01/2021

Date

Signature of Customer / Company (Dzul Fiqri)



Authorized Dealer