

### SERVICES: AMC POLICY

### ANNUAL MAINTENANCE CONTRACT

Dear Customer,

We thank you for your trust in our service. We at Climatech HVAC Solutions believe in providing our valued customers the best in engineered technology & quality performance for extreme Indian conditions. Striving to keep our commitments and to ensure best maintenance performance, we offer to you exciting "Annual Maintenance Plans" to cover the service support for your Air-condition Systems. Should you avail of these services, our qualified service team will ensure that your Air-condition Systems are in optimum condition to give you best performance and at the same time be economical in operations.

Climatech HVAC Solutions undertake Annual Maintenance Contract for following product under terms and conditions as mentioned:

#### Non Comprehensive

Product	Capacity	Tenure	Standard Charges	GST
Window AC	1.0 to 2.0 Ton	1 Year	1450	18%
Split AC	1.0 to 2.0 Ton	1 Year	1450	18%
Cassette/Ductable/VRV	per ton	1 Year	1650	18%

#### Comprehensive

Product	Capacity	Tenure	Standard Charges	GST
Window AC	1.0 to 2.0 Ton	1 Year	2350	18%
Split AC	1.0 to 2.0 Ton	1 Year	2350	18%
Cassette/Ductable/VRV	per ton	1 Year	2550	18%

Charge can be varying according to quantity & age of Units.

#### SCOPE OF WORK:

All Type of Air-Conditioner AMC & CMC (comprehensive) Contract

#### Non Comprehensive AMC Includes

- ❖ Four routine Services
- ❖ Immediate Attendance of breakdown, if any
- ❖ Labor Charges for any repair & service

#### Extra Charges Excludes:

All Parts to be replaced are to be purchased at Extra cost from AMC @ market Rates:

- ❖ Plastic Items
- ❖ Air Filter
- ❖ Sheet Metal Parts
- ❖ Condenser & Evaporator Coils
- ❖ Remote Control
- ❖ Voltage Stabilizers & Scanners
- ❖ Circuit Breaker
- ❖ Thermocouple Parts
- ❖ Compressor
- ❖ Refrigerant gas Charging
- ❖ P.C.B. & Transformer

#### Residential:

- ✦ Split AC
- ✦ Window AC
- ✦ Cassette AC

#### Commercial:

- ✦ Ducted AC
- ✦ Free Standing Units
- ✦ VRF & VRV Units

#### Industrial:

- ✦ Chiller Plants
- ✦ Packaged Systems
- ✦ HVAC Control Panels

### ❖ Magnetic Switch

### CMC: Comprehensive maintenance Contract:

CMC contract include one-year warranty for air-conditions, electric parts, gas charging & compressor with four times service & complaint

#### Comprehensive Maintenance Contract includes: -

- ❖ Four routine services
- ❖ Immediate attendance of breakdown, if any
- ❖ Refrigerant gas charging, if necessary
- ❖ Compressor repair/replacement
- ❖ Fan Motor repair/replacement
- ❖ P.C.B. repair/replacement
- ❖ Magnetic Switch
- ❖ Transformer
- ❖ Condenser Coils repair/replacement
- ❖ Evaporator Coils repair/replacement
- ❖ Remote Control repair/replacement

#### Extra Chargeable Excludes: -

- ❖ Plastic Items
- ❖ Air Filter
- ❖ Sheet Metal Parts
- ❖ Voltage Stabilizers & Scanners
- ❖ Circuit Breaker
- ❖ Thermocol Parts

#### Our Valuable Services: -

- ❖ Immediately response at short notice (within 06-12 hrs.)
- ❖ Annually 4 services on quarterly basis, that we remind you on call and Email

#### Terms & Conditions: -

- ❖ AMC will cover waiver of the visiting charges and 03 routine service charges during the period of contract.
- ❖ AMC will be offered to the customer only after inspection of the set & ensuring that the set is in the working condition. However, if set is outside warranty & not in working condition, then the set will be repaired on chargeable basis first & then AMC can be taken/issued to customer.
- ❖ AMC shall be valid for a period as mentioned in the work order form, or the CTHS invoice, duly signed by CTHS representative.
- ❖ In case of NON Comprehensive AMC if any spare required for repairing of the product after receiving breakdown complaints, company will provide the same on chargeable basis
- ❖ AMC covers only operational parts. Operational parts are only those component parts that are critical to the performance of the product's essential function. Plastic & Rubber Parts, Lamp, interconnecting cable, Rubber pads for Remote Control, interconnecting Copper Tubes, aesthetic parts & Stabilizer are not covered under this AMC. Uninstallation & re-installation is also not covered under AMC in case of change of location of product. The company shall be under no obligation to provide repair / service because of improper use, unauthorized alteration, modification or substitution of any part or Sr. No. of the machine is altered, defaced or removed, abnormal voltage fluctuation, rat bite, neglect, acts of god like floods, lightening, earthquakes etc. Or causes other than ordinary use. If our services are required as a result of the causes stated above, such services shall be at extra charge
- ❖ While every effort shall be made to give preferential attention to emergency breakdown of the equipment, the company shall not be held responsible for any loss arising period, there shall be no refund of the charges for unexpired period shall be given
- ❖ The equipment bought to the service center will remain there at customer risk and the company will not be responsible for any damages caused due to the factory beyond its control borne by the customer as per the applicable rates contract the company

#### Residential:

- ✦ Split AC
- ✦ Window AC
- ✦ Cassette AC

#### Commercial:

- ✦ Ducted AC
- ✦ Free Standing Units
- ✦ VRF & VRV Units

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- ✦ Chiller Plants
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- ✦ HVAC Control Panels

- ❖ During AMC, in cases where the set cannot be repaired at the location of the customer & is required to be repaired at company's service center, then Transportation charges will be borne by customer
- ❖ All payments are to be made in advance along with AMC work order Form.
- ❖ All disputes are subject to Lucknow Jurisdiction.

Important of: -

# HVAC Preventive Maintenance



## When was the last time you conducted routine maintenance on your HVAC system?

Many homeowners forget about preventative maintenance. Instead of scheduling small tune-ups, they wait until a major problem occurs to reach out to the professional. Don't learn the hard way. There are many reasons to stay on top of your HVAC's maintenance needs.



Maintaining your HVAC system could save you money in the long run. Tune-ups ensure that your system is efficient. The more efficient your system is, the less you'll pay in utility costs.



Maintaining your system could benefit your health. A well-maintenance system doesn't pump dirty air through your home. It properly filters allergens, pet hair and dust before sending heated or cooled air through your ductwork.



Maintaining your system is the easiest way to prolong the life of your system. By keeping up with regular maintenance, you catch small problems before they become costly issues.

It's a simple way to stay within the parameters of your warranty-yet another money-saving reason to keep up with your maintenance!



-: Deals In :-

Residential	Commercial	Industrial
<ul style="list-style-type: none"> <li>Split AC</li> <li>Window AC</li> <li>Cassette AC</li> </ul>	<ul style="list-style-type: none"> <li>Ducted Units</li> <li>Free Standing Units</li> <li>VRF &amp; VRV Units</li> </ul>	<ul style="list-style-type: none"> <li>Chiller Plant</li> <li>Packaged Systems</li> <li>HVAC Control Plant</li> </ul>

Regd. Add.: 97, 98 Basera Vihar Colony, Puspdev Marg, Kalyanpur, Lucknow - 226022

8080001678  
8879414678  
info@climatechhvac.com  
www.climatechhvac.com  
climatechhvac.com

For your immediate reference we are enclosing herewith our formal offer for your kind

We are looking forwards your valued patronage.

Thanking you, and assuring you of our best services at all-time 08080001678.

### Residential:

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- ✦ Ducted AC
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### Industrial:

- ✦ Chiller Plants
- ✦ Packaged Systems
- ✦ HVAC Control Panels