



PO NO.:
AMC Ref No:
Date:

To:

.....
(SUBWAY)

RE: COMPREHENSIVE AMC OFFER FOR FRONT COUNTER(Refrigeration Systems Only)

Dear Sir,

An Annual Maintenance Contract (AMC) Comprehensive is being signed on between (Herein referred to as Client) and KEN FIXIT, A-6, Basement, Local Shopping Complex, Naryana Industrial Area,Phase-2 New Delhi-110028 (herein referred to as Vendor) with following scope and terms & conditions:

1 - VENDOR SHALL:

- a) Maintain the equipment(s) to keep it in good working condition through periodic checkups or preventive maintenance (total 4 visits in a year) through its authorized representatives.
- b) Check the equipment(s) as per schedule and repair or replace any such component(s) or part(s) that in its opinion warrant repair or replacement as a result of normal usage.
- c) Attend to all breakdown calls within a pre specified time upon receiving information from the client or their representative. (As per para '8')
- d) In case of failure of the part(s) or component(s), covered under AMC the same will be replaced free of cost. Labor, servicing and visiting will also be free of cost.
- e) Restrict its liability to ensuring that the equipment is in good working condition and there is no other liability whether expressed or implied.
- f) The execution of AMC will be either by the Authorized Service Provider of Vendor or by the Vendor itself, at the Vendor's discretion.

2 - CLIENT SHALL:

- a) Keep the machine(s) clean and free from litter.
- b) Strictly use the machine(s) for intended purpose only as per guidelines / operating instructions provided by the Vendor.
- c) Allow only trained people to operate the machine(s).
- d) Indemnify Vendor against any claim, action or proceedings as also against all costs and expenses which Vendor may incur, or for which Vendor may become liable in the event of any accident or injury occurring to any person using equipment whatsoever.
- e) Provide first aid assistance to the technicians of Vendor in case of injury.
- f) First check the power supply and working of the equipment as per operating instructions in the event of mal-functioning of the equipment, and if the mal-functioning continues, register a complaint with the Vendor and obtain from them a complaint number.



3 - PARTS COVERED UNDER THIS CONTRACT:

PARTS COVERED UNDER COMPREHENSIVE AMC	
COMPRESSOR	H.P SWITCH
TEMPERATURE CONTROLLER	L.P SWITCH
CAPACITOR	CONTACTOR
OVER LOAD PROTECTOR	CONNECTOR
RELAY FOR COMPRESSOR	SENSOR
WIRING HARNESS	MOTORS
GAS CHARGING	FAN
DRIER	FAN BLADE
CAPILLARY	

In General, all parts other than those mentioned in para '4'

4 - PARTS NOT COVERED UNDER THIS CONTRACT:

PARTS NOT COVERED UNDER COMPREHENSIVE AMC	
CONDENSER COIL	DRAIN PIPE
COOLING COIL	DOOR SPRING
S.S/G.I BODY PARTS	TUBE LIGHT AND FITTINGS
DOOR HINGES	PISTON & DAMPER SET
RUBBER GASKETS	ANY GLASS

The following jobs are also excluded from the scope of AMC's.

- a) Repair of any faults as a result of misuse of the equipment or arising out of any damage caused due to fire, flood, theft, riot, sabotage, explosion, incorrect power supply, accident, acts of God, or any other calamity shall not be covered in AMC.
- b) Any type of modernization or modification work by unauthorized personnel without consultation with Vendor.
- c) Body parts, dents, paint jobs.
- d) AMC will not be provided in case equipment is moved to a new location.



5 - DURATION OF THE CONTRACT:

This contract is signed for a period of One year (12 months) and is valid from to

6 - PRICES:

Charges are as follows:

Description	Front Counter	Front Counter	Front Counter	Front Counter	Front Counter
Equipment Model	36"	48"	60"	74"	86"
AMC for 1st Year	8000	10000	12000	15000	15000
AMC for 2nd Year	10000	12000	14000	18000	20000
AMC for 3rd Year	12000	14000	16000	21000	24000

7 - PAYMENT TERMS:

100% Advance along with Purchase Order.

8 – OTHER TERMS CONSIDERATIONS:

- a) The AMC should be signed 30 days in advance prior to expiry of Warranty and/or current AMC.
- b) The owner will get the pre-AMC repair, if required, carried out by Vendor before commencement of this contract. The estimated charges for the same will be the communicated by Vendor to the Client before signing the contract.
- c) The Client undertakes to pay the charges strictly as set out in the contract. In the event of any failure in doing so, for any reason whatsoever, Vendor will have full rights to terminate its agreement and or stop rendering services without any notice and without prejudice have right to recover the outstanding dues with an interest of 20% per annum till the date of payment. In such event Vendor will not be held responsible on any account.
- d) The Vendor intends to attend all Service / Breakdown Calls and handover the Machine in operational conditions after registering the complaint. Metro cities same day (Average response time 6 hours), Non metro cities 3 days (Average response time 72 hrs).
- e) Services shall be rendered on normal working days, during normal working hours of the Vendor excluding public holidays.



9 – SERVICE ESCALATION MATRIX :

Service Escalation Matrix For Ken-Fixit						
Escalation	Name	Duration	Description	Mail Id	Contact No	If not resolved
1st	Himanshu Sharma	0-4 Hrs.	For all service call registering	callcentre@kenfixit.com	8800209922	Go to 2nd Level
2nd	Pradeep Saini	4-48 Hrs.	For Cold Equipments	ps@kenfixit.com	9958986857	Go to 3rd Level
3rd	Maheswar Pradhan	48-72 Hrs	For All Equipments	mp@kenfixit.com	9811726211	Go to 4th Level
4th	Loveleen Bhagat	Above 72 Hrs.	For all service Assistance	Lb@kenfixit.com	9899989227	

10 – SERVICE CONTACT NO'S:

CUSTOMER CARE:

Call: +91 8800209922
Landline: +91 11 43157348
E-Mail: Callcentre@kenfixit.com

For KEN FIXIT

Signature

(Service Manager)

Contact No.:

Email:@kenfixit.com

CLIENT DETAIL:

Name of the company:
Call: +91 -
E-Mail:
Contact Person :

for the Client

Signature

Designation

Note: Signed & Stamped Copy to be returned to Ken-fixit for Records