



**MIDDLEBY CELFROST INNOVATIONS PRIVATE LIMITED**

3<sup>rd</sup>Floor, SLV House, Plot No.14, Sector 44, Near Taj Vivanta  
Institutional Area Gurgaon -122003, Haryana India  
Tel: +91 124 4308430, +91 124 2544555 Fax: +91 124 2544556  
E- mail: [manish@middlebycelfrost.com](mailto:manish@middlebycelfrost.com) , Web: [www.celfrost.com](http://www.celfrost.com)

20<sup>th</sup> October 2014

**Ms. IPCA**

A: 3B, 3rd Floor,  
FC-24, Film City Sector 16-A,  
Noida-201301, India.

**Kind Attention: Mr. Hemant Garg, Category Manager Indian subcontinent.**

Sub: Annual Maintenance Contract for the products Manufactured, marketed and serviced by Middleby Celfrost Innovations Private Ltd. to Subway Stores all India basis.

**Dear Sir,**

Thank you very much for choosing us as your service partner. We are hereby placing our offer for the year 2014 -2015 for your kind consideration and perusal.

➤ **SCOPE OF OUR COMPREHENSIVE MAINTANENCE CONTRACT ( C.M.C.)**

**The Contract includes the following:**

- Comprehensive Preventive Maintenance once in every **three** months.
- During working days, we will be attending the Breakdown Calls within 04-06 hrs. after receipt of the said call at our respective regional service Help Desk
- During Saturday if breakdown call lodged after 6PM will be attended on Monday.
- During Sunday / Holidays, the Breakdown calls lodged will be attended within 4 hrs. of the next working day.

**The service calls to be registered and obtain call ticket numbers from our toll free Customer Care Centre.**

- National Customer Care Toll Free Number – **1800 180 1980**
- Email ID: [service.india@middlebycelfrost.com](mailto:service.india@middlebycelfrost.com)

**NUVU OVEN / TURBOCHEF SPEED OVEN / MENU MASTER :**

- Cleaning & sanitization of the internal Cooking chamber /cavity.
- Cleaning & checking of Door Gaskets.
- Checking proper functionality of Fan Motors & other movable parts.
- Checking the proper functionality of all the safety devices / features.
- Cleaning of all Filters, Hot air vents.
- Cleaning of Water Spray nozzles in case of NUVU Proofer for optimum humidification.
- Ensuring proper functionality of magnetrons & wave guides for better temperature achievement within specified menu timings.

- Checking of all the Electrical Connections & joints.
- Replacement / Repairs of all Controls , Heaters , Magnetrons , Fan , Electrical & Electronic Devices repairs / replacement is covered under the said Contract .

**CELFROST REACH IN CHILLERS / FREEZERS**

- Attending all breakdown calls within normal working hours.
- Supplying electrical & mechanical spares like contactors, overload relays, HP/LP Switches, refrigerant gas, driers, compressor, lubricating oil, fan motors which are part of the machine.
- Checking the refrigerant piping for signs of leaks and repairing the leaks, if any.
- Checking the machine, compressor and other drives for undue vibrations.
- Cleaning the air filters, evaporator coil, and finned surface of the condenser with air blower.
- Ensuring the condensate drain is not clogged.
- Greasing of motor and blower bearings if applicable.
- Checking tightness of all electrical connections and fuse links.
- Checking the operation of thermostat, overload, relays, HP/LP switch.
- Adjustment of air flow through ducts, if applicable.
- In case of compressor failure, the same will be repaired/ replaced.
- If blower /condenser motor/ cooling fan burn out, the same will be repaired /replaced.
- All safeties will be checked during the preventive maintenances for smooth functioning.

The following is essential for smooth operation of the machines:

Stabilized uninterrupted Main supply voltage: **415V ± 5% AC 3 phase, 50Hz OR 230V ± 5% AC 1 phase,50 Hz as applicable to each machines.**

Avoiding Voltage fluctuation or single phasing in the main supply would be under customer's scope.

**EXCLUSIONS. :**

**NUVU OVEN / TURBOCHEF SPEED OVEN / MENU MASTER :**

- ◆ Body Repair / Door / Door Gasket Replacement/ Door Handle & Hinges / Ceramic Tray – menumaster
- ◆ Painting of the units.
- ◆ Replacement of leaked or damaged water incoming pipe / Flexible pipe in case of NUVU.
- ◆ Any fabrication related job.
- ◆ Non Functioning of Voltage Stabiliser / MCB / ELCB / Power sockets from where the machine is drawing power.
- ◆ Any electrical faults in the main supply line of the M/c's resulting any damages.
- ◆ In case quality of supply power deviates from 415 ± 5% V, 3phase, 50Hz including standard deviation as per relevant I. E. rules and equipment (controls, motors, magnetrons, electrical & electronic accessories, and heaters) get damaged, then repairing will be charged extra. In case, non-repairable, replacement will be given at extra cost.

**CELFROST REACH IN CHILLERS / FREEZERS**

- ◆ Replacement of cooling coil, condensers and Sheet metal parts.
- ◆ Painting of the units.
- ◆ Replacement of pipe lines in case of split units.
- ◆ Sheet Metal Work, Voltage Stabilizer, Cabinet, Plastic or metallic body parts , Door Locks , Panels , any extra temperature indicators/ light fittings/ Bulbs and hardware's like Handle and Door closures. etc.
- ◆ Any electrical faults in the main supply line of the M/c's resulting any damages.
- ◆ In case quality of supply power deviates from 415 ± 5% V, 3phase, 50Hz including standard deviation as per relevant I. E. rules and equipment (compressors, motors) get damaged, then repairing will be charged extra. In case, non-repairable, replacement will be given at extra cost.

➤ **Your Investment on AMC**

<b>Annual Maintenance Rates for Equipment installed at Subway Stores - All India</b>			
<b>Model</b>	<b>Brand</b>	<b>Description</b>	<b>Comprehensive AMC Charges / Unit</b>
Encore	Turbochef	Speed Oven with Impingement Microware and IR Element	37000
SUB 123	NUVU	Bread Oven With Proofer	35000
RFS 511 TSW	MenuMaster	Commercial Microwave Oven (34 ltrs. Capacity)	6500
GN 1500 TN	Celfrost Professional	2 Door Reach In Refrigerator ( 1410 ltrs. Capacity)	11000
GN 1500 BT	Celfrost Professional	2 Door Reach In Freezer ( 1410 ltrs. Capacity)	12500
GN 700 TN	Celfrost Professional	1 Door Reach In Refrigerator ( 650 ltrs. Capacity)	7300
GN 700 BT	Celfrost Professional	1 Door Reach In Freezer ( 650 ltrs. Capacity)	8400

Our price is subject to statutory variation & any change in tax structure will be borne by you at extra.

➤ **Terms and Condition**

100% Advance to initiate the Contract.

▪ **Validity:**

This quotation is open for acceptance till 30 days from the date hereof.

This contract is not transferable and we reserve the right to terminate it in case of change of ownership or location. No refund of contract fee will be made in the event of our inability to service due to force major condition.

▪ **Limitation of Liability:**

Under no circumstance we will be liable for any consequential losses whatsoever direct or indirect arising out of or damage caused by fire, rain, storm, theft etc.

▪ **Arbitration:**

All disputes & differences arising out of connected with this contract failing amicable settlement will be referred to a mutually approved arbitrator, in New Delhi.

We hope you will find our proposal complete and in line with your requirements. In case you require any further clarification, please do consider our services at your disposal. We now look forward to receive an early and favorable response from you.

Thanking you and assuring you our best services at all times.

Very truly yours,

**Middleby Celfrost Innovations Pvt. Ltd.**



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**20 October2014**

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**Kind Attention: Mr. Hemant Garg, Category Manager Indian subcontinent.**

Sub: Annual Maintenance Contract – **Labor in nature** for the products Manufactured, marketed and serviced by Middleby Celfrost Innovations Private Ltd. to Subway Stores all India basis.

**Dear Sir,**

Thank you very much for choosing us as your service partner. We are hereby placing our offer for the year 2014 -2015 for your kind consideration and perusal.

➤ **SCOPE OF OUR ANNUAL MAINTANENCE CONTRACT – LABOR ONLY**

**The Contract includes the following:**

- Preventive Maintenance once in every **three** months.
- During working days, we will be attending the Breakdown Calls within 04-06 hrs. after receipt of the said call at our respective regional service Help Desk
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- Ensuring proper functionality of magnetrons & wave guides for better temperature achievement within specified menu timings.
- Checking of all the Electrical Connections & joints.

### **CELFROST REACH IN CHILLERS / FREEZERS**

- Attending all breakdown calls within normal working hours.
- Checking the refrigerant piping for signs of leaks and repairing the leaks, if any.
- Checking the machine, compressor and other drives for undue vibrations.
- Cleaning the air filters, evaporator coil, and finned surface of the condenser with air blower.
- Ensuring the condensate drain is not clogged.
- Greasing of motor and blower bearings if applicable.
- Checking tightness of all electrical connections and fuse links.
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### **EXCLUSIONS. :**

Since this is a non-comprehensive contract (Labour in nature), All Spares parts and consumables would be supplied on subway approved rates with 100% in advance.

### **➤ Your Investment on AMC - Labour**

#### **Annual Maintenance Rates for Equipment installed at Subway Stores - All India**

<b>Model</b>	<b>Brand</b>	<b>Description</b>	<b>Labour AMC Charges / Unit</b>
Encore	Turbochef	Speed Oven with Impingement Microware and IR Element	12000
SUB 123	NUVU	Bread Oven With Proofer	9000
RFS 511 TSW	MenuMaster	Commercial Microwave Oven (34 ltrs. Capacity)	6000
GN 1500 TN	Celfrost Professional	2 Door Reach In Refrigerator ( 1410 ltrs. Capacity)	6000
GN 1500 BT	Celfrost Professional	2 Door Reach In Freezer ( 1410 ltrs. Capacity)	6000
GN 700 TN	Celfrost Professional	1 Door Reach In Refrigerator ( 650 ltrs. Capacity)	6000
GN 700 BT	Celfrost Professional	1 Door Reach In Freezer ( 650 ltrs. Capacity)	6000

Our price is subject to statutory variation & any change in tax structure will be borne by you at extra.

➤ **Terms and Condition**

100% Advance to initiate the Contract.

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This quotation is open for acceptance till 30 days from the date hereof.

This contract is not transferable and we reserve the right to terminate it in case of change of ownership or location. No refund of contract fee will be made in the event of our inability to service due to force major condition.

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All disputes & differences arising out of connected with this contract failing amicable settlement will be referred to a mutually approved arbitrator, in New Delhi.

We hope you will find our proposal complete and in line with your requirements. In case you require any further clarification, please do consider our services at your disposal. We now look forward to receive an early and favorable response from you.

Thanking you and assuring you our best services at all times.

Very truly yours,

**Middleby Celfrost Innovations Pvt. Ltd.**