

# ASTER

## AMC

| Parameters   | UOM   | Equipment 1  | Equipment 2  | Equipment 3  | Equipment 4  | Equipment 5  |
|--|---|--|--|--|--|--|
| Indian Partner for the Equipment                       | Indian Supplier   | Front Counter  | Front Counter  | Front Counter  | Front Counter  | Front Counter  |
| Make   | International OEM/ Brand  | Aster  | Aster  | Aster  | Aster  | Aster  |
| Equipment Model  | Model No.   | 36"  | 48"  | 60"  | 74"  | 86"  |
| Price of the equipment to us                           | Rs.   | 106550   | 129450   | 153300   | 199800   | 228900   |
| Warranty from OEM ( Years)                             | Yrs ( Add warranty, if you have different warranties for different parts) | 1 Year   | 1 Year   | 1 Year   | 1 Year   | 1 Year   |
| Warranty   | (Comprehensive/ Non Comprehensive)  | Comprehensive  | Comprehensive  | Comprehensive  | Comprehensive  | Comprehensive  |
| AMC for 1st Year after 1st year Comprehensive Warranty | Rs.   | 8000   | 10000  | 12000  | 15000  | 15000  |
| AMC for 2nd Year after 1st year Comprehensive Warranty | Rs.   | 10000  | 12000  | 14000  | 18000  | 20000  |
| AMC for 3rd Year after 1st year Comprehensive Warranty | Rs.   | 12000  | 14000  | 16000  | 21000  | 24000  |
| Response Time to Attend the Call                       | Hrs   | 4-6 Hrs in Metro cities, 24-48 Hrs in Non metro cities | 4-6 Hrs in Metro cities, 24-48 Hrs in Non metro cities | 4-6 Hrs in Metro cities, 24-48 Hrs in Non metro cities | 4-6 Hrs in Metro cities, 24-48 Hrs in Non metro cities | 4-6 Hrs in Metro cities, 24-48 Hrs in Non metro cities |
| Proactive Maintainance Visit in Year                   | Nos.  | 4  | 4  | 4  | 4  | 4  |
| Call centre Number ( If Any)                           |   | 8800209922   | 8800209922   | 8800209922   | 8800209922   | 8800209922   |
| Escalation Matrix:                                     |   |  |  |  |  |  |
| 1st Escalation   | Name  | 8800209922   | 8800209922   | 8800209922   | 8800209922   | 8800209922   |
| 2nd Escalation   | Name  | 9560011619   | 9560011619   | 9560011619   | 9560011619   | 9560011619   |
| 3rd Escalation   | Name  | 9811726211   | 9811726211   | 9811726211   | 9811726211   | 9811726211   |
| 4th Escalation   | Name  | 9899989227   | 9899989227   | 9899989227   | 9899989227   | 9899989227   |