

### DETAILS OF TERMS AND CONDITION OF AMC

1. All service request/calls for repair work must be attended within 24 hours of the complaint being lodged with the AMC Provider. There should be adequate number 'of Telephone lines for lodging of service requests. If the AMC Provider firm failed to attend the calls within 24 hours, this office reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the case of exceptional and repeated delays, poor services, fault, break down, etc., this office reserves the right to deduct such costs as deemed to be necessary by way of damages and may also cancel the AMC unilaterally.
2. The selected Contractor shall be responsible to provide comprehensive AMC of all AC units. The comprehensive AMC will include:-
  - i) Periodical preventive maintenance.
  - ii) All repairs of damaged spare parts (Including compressor, coils, fans, filters).
  - iii) Gas filling etc.
2. This constitutes a comprehensive maintenance contract and includes all parts of the machines including compressor, gas, mechanical parts etc.
3. Even if no call is made by any of our offices covered under AMC, the firm is required to undertake preventive maintenance by checking all the Chillers, AHU, Out door unit, Fans, Control wiring & Ducting at least once every month and servicing every 3 months and confirm that the systems are in the best of the working conditions. However, the firm shall be paid for the new / replaced part if required necessary for compressor, fan, coils, filters etc.
4. The firm shall use only genuine spare parts for replacement.
5. AMC for the items should be comprehensive on site. In case the AC unit is not repairable within the office, the same shall be carried to Contractor workshop at his own expenses with written permission of IISER Mohali. The units carried to the workshop shall be repeated within 3 days.
6. AMC will be for a period of one year and extendable further for a period of one year, commencing from the date of the Agreement comes into force. This can be cancelled unilaterally whenever the service is not found to be satisfactory or up to the mark.

