

## SCOPE OF THE AGENCY

The basic scope of work and option of scope is as below:

1. Attending to any number of breakdown calls and six preventive maintenance services in a year during the tenure of the contract. a
2. Any part including compressor, which requires repair / replacement due to normal wear and tear during the contract shall be replaced free of cost.
3. The AMC will not cover visits/replacement/repairing of parts and/or equipment under the following circumstances.
  - (i). Damage caused to the machine due to floods, fire, accident, riot, breakage, pest, In isuse, improper or negligent use, mishandling, unauthorized alteration, modification or substitution of any part and/or the alteration, tempering etc. of the serial no. of the machine and/or any loss damage caused due to the abnormal voltage fluctuation, extraordinary use of equipment etc.
  - (ii). Damage caused to the machine/equipment due to failure in abiding with the operating instructions and precautions as mentioned in the User's Manual.
  - (iii) Defects due to usage of non-recommended spare/s and accessories.
  - (iv). Defects /failures resulting from servicing/repairs done by a person other than authorized representative of the company.
  - (v). In case the customer as a result of the aforesaid causes requires the services then the same shall be provided at extra cost payable by the customer.
4. The Company shall make reasonable efforts to give preferential attention to emergency breakdown of the equipment, however the company shall not be held responsible for any loss/damage arising thereby. The company shall not be held responsible for any delay/default in servicing whatsoever due to any reasons beyond its control.
5. This AMC does not cover the repair / replacement of air filters, heaters, electricity distribution boards, ancillary work such as ducting / masonry work, main MCB, cabinet sheet metal panels, etc. Also it does not cover the replacement of any major equipment such as evaporator / condenser as a whole.
6. Notify the customer at least 3 days ahead to schedule all maintenance.
7. Conduct all scheduled routine maintenance as per the maintenance schedule.
8. Provided skilled service technicians.
9. Recommending list of genuine parts for stock.
10. Responding to a service call as soon as possible.
11. After each visit a report will be generated and discussed.
12. To carry out / advise necessary repairs, adjustments of assemblies, sub-assemblies in order to

Report 01  
keep the VRV in good working condition and assuring the trouble free performance of VRV

13. Service Engineer during the visit will report on the performance or any other abnormality and inform parts requirement shall also submit the report on work done and recommendations as well as spare parts offers to concern authority for procurement.
14. Attend emergency calls on priority (usually same day). However, if the engineer is required for any particular date and time, it would be the responsibility of the customer to intimate M/s LG in advance.