

## Anubandhan Plus Scope and Conditions

- It is a **unique customized comprehensive** service package offered by Kirloskar to esteemed **retail customers** for direct purchase and enrolling the AMC with Kirloskar.
- Customer is required to pay for enrolling under this AMC directly to Kirloskar Oil Engines Limited at start of agreement and there **after no any extra charges to be paid for service visits** or spares consumed during the complete tenure of this service package.
- The complete service execution will be taken care by Kirloskar through its **Pan India authorized service and spare dealership network**.
- This product will be applicable for **Kirloskar CPCB II DG sets models under warranty**.
- End to end coverage of all service related requirements for a DG set with standard **two years standard warranty + three years extended service (5 years) or 6000 running Hrs. whichever will be earlier** under this package.
- Kirloskar's widest network and well-trained network of service professionals will assist in ensuring proactive preventive **maintenance of DG sets and on time services as per commitment**.

### USPs:

- **Unlimited breakdown for the complete service tenure.**
- **No service maintenance cost to be paid for 5 years or 6000 running hrs.** DG set operation with complete "Peace of mind".
- Economical, reduce cost of operation with **high uptime of DG set through schedule maintenance under this package.**
- Guarantee of usage of genuine Kirloskar Care spares and consumables.
- Best in industry spare part management system assuring of the shelf spare parts availability.
- Customer with even single DG set can purchase and get the AMC enrolled directly with Kirloskar Oil Engines Ltd.
- Assured preventive maintenance by trained service engineers as decided in maintenance schedule visits.

### Service packages offering:

- It is applicable for low running Kirloskar DG sets with consideration of **<500 hrs.** running per year.
- Preventive maintenance visit schedule per year - 2 PM's per year (01 PM (Wet PM) and 01 Health Check (Dry PM)).
- Kirloskar certified DG set revalidation, **if any to be completed prior to commissioning**, before taking DG sets covered under this package.

### Includes:

- One **wet PM every year** from start of agreement.
- Kirloskar **genuine premium oil for wet PM** services.
- All spare parts and consumable are included **except DG set Panel and Battery.**
- **Labor charges for all breakdown** complaints whenever reported by customer.
- Transportation charges for parts and spares.

### Note – Kirloskar Genuine Spares included in one Wet Preventive Maintenance services will be as below-

- 1) **Kirloskar Care Oil (Premium grade only as per applicability)** –As per DG oil system capacity.
- 2) Coolant- Only top up (upto 1 liter) - **Applicable for water cooled series engines only.**
- 3) Fuel filters - **Primary & Secondary filter element as per applicability.**
- 4) Lube oil filters - **Filter element / cartridge and bypass filters as per applicability.**
- 5) Air cleaner elements - Primary & Safety filter element as per applicability.
- 6) Water separator element.

## Kirloskar Oil Engines Limited

A Kirloskar Group Company

Regd. Office: Laxmanrao Kirloskar Road,

Khadki, Pune, Maharashtra - 411 003, India.

24x7 KOEL Helpdesk Number - 880 633 4433

Email : koel.helpdesk@kirloskar.com | Website : www.kirloskaroilengines.com

CIN : L29120PN2009PLC133351



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### Excludes:

- This product is not applicable for Kirloskar make **Bio-gas and Gas (PNG) sets**.
- Services of **AMF panel & synchronization panel** are not covered.
- Top and major overhauls repair charges and spare parts, **if not warrantable**.
- Shifting of DG set, crane charges or additional external labor charges, if required, for any outside repair.
- Any damages to DG **due to fire, natural disasters or theft**.
- **Rental charges of backup power required** in case of any major failure. It will be under customer scope.
- Diesel filling and **daily DG checkup** activities.
- **Repair charges for proprietary items** (FIP, starter motor, alternator).
- **Battery replacements**.

\*\* For DG set running **more than 500 hours per year**, customers can opt for other Kirloskar **Bandhan service packages**.

### Banking Partners & Payment modes –

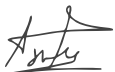
- **Payment Terms:**
  - All payments for the "Anubandhan Plus" service package must be made in the name of "Kirloskar Oil Engines Limited."
  - Payment terms require full payment upfront (100%) at the time of purchase..
- Payment mode available:
  - **Net Banking, Credit Card, Debit Card, UPI modes**
  - **NEFT / RTGS mode**
  - **Cheque mode-**
- Customers can opt to pay for the "Anubandhan Plus" service package by issuing a Cheque in the name of "Kirloskar Oil Engines Limited." The Cheque should be submitted to their nearest authorized Kirloskar Care service dealer.
- **Our Banking Partners & A/C details for "Anubandhan Plus"**
  - Kirloskar Oil Engines Limited's Banker: **HDFC Bank Ltd**
  - Kirloskar Oil Engines Limited Bank account details are **available in Online Portal**.
  - Quotation reference number to be mentioned after KOELPG only for NEFT/ RTGS payments.

Banking Partner - HDFC Bank Limited	
Mode of Payments	Account Number
Cheque	<b>KOELPGAB</b>
NEFT	<b>KOELPG</b>
UPI	<b>Scanner Option</b>

### Refund Policy –

- Refund to customer under **"Anubandhan Plus"** is **not applicable** under any circumstances post creation of the agreement.
- Conversion to any other package of Kirloskar can't be allowed once the agreement is created under **"Anubandhan Plus"**.

Regards,



**Ayyaj M Shaikh**

Head - Customer Support (Revenue & Service Solution)

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