



Bandhan Plus Scope and Conditions

- Bandhan Plus product is a semi comprehensive (Service & Consumables) AMC between **Kirloskar Oil Engines Limited** and **Customer** wherein customer is required to pay charges directly to Kirloskar Oil Engines Limited at start of agreement.
No Extra Service visit charges will be required to be paid for any break down and preventive maintenance visits. The services will be rendered through Kirloskar Authorized Service and Spare Dealership Network.
- Supported by Kirloskar Care 24 X 7 single point contact helpdesk, 400+ authorized service locations, 3000+ KOEL trained service engineers, centralized customer relationship management system.

USPs:

- No extra labour charges for breakdown and major failure.
- Economical, reduce cost of operation with high uptime of DG Set under Bandhan Plus.

Service Package offering:

- Bandhan Plus is a customized product designed for low running **DG set (< 500 hrs.)**
 - DG sets upto **250 kVA:- 02 PMs** visits (01 compulsorily Wet PM visit and 01 Dry PM).
 - Available in tenure of 1 year period and can be renewed every year based on requirement.
 - Consumables for 1 Wet PM included in the package cost.
 - For any additional PM, consumables will be required to be sourced from Kirloskar Dealership on chargeable basis.

Includes:

- Labour charges for preventive maintenance as per schedule of DG running selected by customer during purchases.
- Labour charges for all breakdown complaints whenever reported by customer.
- One Wet PM consumables cost- Kirloskar Genuine Spares included in Wet PM :-
 - 1) Kirloskar care oil
 - 2) Fuel filters
 - 3) Lub oil filters
 - 4) Air cleaner elements
 - 5) Coolant- Top up (1ltr) wherever applicable

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:

- Cost of consumables and spare parts required for breakdown. Customer to purchase required consumables and spare parts from nearest Kirloskar Care authorized service dealerships.
- Transportation charges for parts and spares will be charged separately.
- Charges of external agencies if required for any external job works like fuel Injection pump repair, starter repair, charging alternator repairing, AC Alternator repairing, machining required for any part of Genset, radiator cleaning etc. are under customer's scope. However Kirloskar Care service person visit charges are part of Inclusion for said jobs (Customer is not required to pay for same).
- DG overhauling charges.
- Service to AMF Panel & synchronization panel not included under Kirloskar Gensets.
- Shifting of Genset, crane charges or additional external labour if require for handling of any parts of Genset during any repairing or maintenance.
- Any damage due to fire, natural disasters or theft.
- Rental charges of backup power required in case of any major failure.
- Under breakdown visit - Diesel filling and day to day checkup activities.

Payment Terms:

- Payment is required in favour of **"Kirloskar Oil Engines Limited"**
100% payment in advance is required from customer during purchase of Bandhan Plus service package for the selected service tenure.

Payment mode available:

- Net Banking, Credit Card, Debit Card, UPI modes of payment.
- NEFT / RTGS modes of payment.
- Cheque mode of payment - Customer can deposit cheque in favour of **"Kirloskar Oil Engines Limited"** bank account directly or can submit cheque to nearest Kirloskar Care authorised service dealer.
- Kirloskar Oil Engines Limited banking partner : HDFC Bank Ltd
- Kirloskar Oil Engines Limited bank account details are available in online portal against each quotation reference number which customer is required to cross check before final payment.

** For Genset running >500 hours customers may select higher package.

Regards,



Ayyaj M Shaikh
Head - Customer Support
(Revenue & Service Solution)

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