

Bandhan Scope and Conditions

- Bandhan is a **Unique Customized Service Package** from Kirloskar Care for Kirloskar Green Diesel Genset users.
- It is labor agreement between **Kirloskar Oil Engines Limited and Customer** wherein customer is required to pay labor charges directly to Kirloskar Oil Engines Limited at start of agreement.
- Bandhan Product is applicable for Kirloskar CPCB II & CPCB IV+ gensets ranging from 7.5kVA to 1500 kVA
- The complete service execution will be taken care by Kirloskar through its **Pan India authorized service and spare Dealership network**.

USPs:

- No extra visit charges of Kirloskar Care service person for any major failures (Top overhauling or Major overhauling).
- **Unlimited breakdown** visit (Except diesel filling and day to day checkup requirement).
- Flexible No of HC (Health Checkup) visits selection based on usage pattern of Genset.

Premium service details:

- Service Engineers will execute the Premium Service during last visit of **every year covering all the necessary checks in the DG with developed tool kit**.
- Detailed annexure reports of premium test **results will be incorporated in our eFSR and shared with customers** for getting his health reports summary.
- Kirloskar Oil Engines introduces the industry's first Premium Service Check, setting a **new benchmark** for proactive DG health monitoring to virtually eliminate future risk and ensure peak performance."

Service Package offering (Customer to select during purchase):

- For **Kirloskar Green** Diesel Genset of any age.
 - Available in tenure of **1 year – 3 years - 5 years** period.
 - Selection of health checkup visits based on yearly Genset usage by customer.
- DG set Running **Upto 500 hours in a year – 4 HC / years; 500 – 1000 hours in a year – 6 HC / year; 1000+ hours – 12 HC / year.** (*Note: HC- Health Checkup)
- ** Customer may select higher number of health checkup visits based on the criticality of the application and power dependability on Genset, Irrespective of the running pattern. For Kirloskar Green Diesel Genset - in warranty with usage below 1000 hours per year
 - 3 years tenure with 9 committed health checkup visits.
 - Health checkup visits schedule for **3 year 9PM** product will be mentioned below
 - 1st Year : 2 HC; 2nd Year : 3 HC; 3rd Year : 4 HC (*Note: HC- Health Checkup)
 - One Premium service at the end of every year in **1 year – 3 years - 5 years for Assets under DG within warranty** tenure. (Last visit of every year will be premium service) ensuring maximum protection.

Note:

Kirloskar recommends below oil change schedule for PG assets.

For DG sets complying with CPCB I or CPCB II emission norms – Recommended Wet Preventive Maintenance (Oil and Filter Change) in 500 Hrs or once per Year, whichever is earlier. This recommendation is with usage of Kirloskar Care premium oil. DG set enrolled under Bandhan, should adhere to this recommendation for trouble free performance of DG set.



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Bandhan Includes:

- Visit Charges for scheduled **health checkup** as per service package selected by Customer during purchase.
- Visit Charges for all **Breakdown Complaints** whenever reported by customer.
- Visit Charges for **Major and Minor repairs including overhauls**.

Excludes:

- The cost of consumables and spare parts required for preventive or breakdown visits must be borne by the customer. The customer should purchase the necessary **consumables and spare parts from the nearest Kirloskar Care authorized service network** whenever required to keep the Genset in good condition.
- Charges of **external agencies if require for any external job works** like FIP -Starter Motor - Charging alternator repairing, AC Alternator repairing, machining required for any part of Genset, radiator cleaning through outside vendor etc **However Kirloskar Care service person visit charges are part of Inclusion for said jobs (customer is not required to pay for the same)**.
- Service to **AMF Panel & Synchronization Panel not manufactured by Kirloskar Green**.
- **Transportation charges** for parts and spares will be charged separately.
- **Shifting of Genset, Crane charges or additional external labor** 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.
- **Half-Yearly (6-month)** agreements are not eligible for Premium Service.
(Example – 1 year 4 visit no's of HC will be only 02 no's & No Premium service visit)

Premature AMC Termination – Refund Policy

- For assets enrolled under **one year Bandhan package**, **No refund will be applicable after creation of agreement**.
- For assets enrolled with more than **one year Bandhan Package**, in case of premature termination of AMC the refund will be calculated on basic amount on pro rata basis considering **12 months lock in period**.
- After receiving the confirmation of refund amount from customer refund process will be initiated via **cheque mode only and it will take 20-21 working days**.

Payment Terms:

- Payment is required on the name of Kirloskar Oil Engines Limited.
- **100% Payment in advance** during purchase of Bandhan service package for the selected service tenure.
- Kirloskar Oil Engines Limited, under its Bandhan AMC Program, is pleased to offer special discount benefits For customers renewing their annual Maintenance Contract (AMC) before the due date. We are offering a flat discount of 7% on the basic value on the AMC value as per below conditions.



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Eligibility Conditions:

1. Timely Renewal
 - The customer must renew the asset before to the end date of the existing AMC.
2. Payment Compliance
 - The Basic Value (after discount) plus 18% GST must be credited and recognized in Kirloskar's bank account in full without any short payment.
3. Cheque Clearance
 - Any Cheque that is bounced or not recognized by the bank (amount not credited), even if deposited, will disqualify the customer from availing this benefit.

Note –

Post-Expiry Renewal

- Any asset renewed after the AMC expiry date will be charged the standard AMC value & GST additional.


Payment mode available:

- NEFT/RTGS mode
- Net Banking, Credit Card, Debit Cards, UPI modes
- Cheque mode-Customer can deposit cheque in Kirloskar Oil Engines Limited's Bank account directly or can submit cheque to nearest Kirloskar Care authorised service dealer.
- Kirloskar Oil Engines Limited's Banker: HDFC Bank Ltd
- Kirloskar Oil Engines Limited's Bank account details are available in Online Portal against each quotation reference no which customer is required to cross check before final payment.

Banking Partner - HDFC Bank Limited	
Mode of Payments	Account Number
Cheque	KOELBANDH
NEFT/RTGS	KOELCSQRXXXXXXXXX/KOELCSQWXXXXXXXXX
UPI	Scanner Option

**KOELCSQR Should be used for Bandhan & KOELCSQW should be used for 3 Year 9 Pm

Regards,



Ayyaj M Shaikh

Head Channel – (Revenue & Service Solution)

Kirloskar Oil Engines Limited
A Kirloskar Group Company

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