

## Bandhan Scope and Conditions

- “**Bandhan Two Year Saver Pack**” 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.
- This product is applicable for all Kirloskar **CPCB II & CPCB IV +** gensets ranging from 7.5 to 1500 kVA that are currently under post warranty period.
- Recommended specially for low running DG sets upto 500 hrs. per year.
- The complete service execution will be taken care by Kirloskar through its Pan India authorized service and spare dealership network.

### USPs:

#### Key Features and USPs

- Visit Schedule & Premium Service Check-Up
- The DG set enrolled under “Bandhan Two year Saver Pack” will have **3 visits per year** for a standard tenure of 2 years.

| Visit Type       | Total No of Visits | 01st Year | 02nd Year |
|------------------|--------------------|-----------|-----------|
| Health Check ups | 05 No's            | 03 No's   | 02 No's   |
| Premium Service  | 01 No.             | NA        | 01 No's   |

### Breakdown Visits:\*\*

- 1st Year: Unlimited breakdown visits.
- 2nd Year: Unlimited breakdown visits are applicable, **provided the customer completes the preventive maintenance (WET service) in the 1st year.**
- Major Failures: No extra visit charges apply for Kirloskar Care service personnel for major failures (Top overhauling or Major overhauling).

### Premium service details:

- Service Engineers will execute the Premium Service during last visit of **2nd year** as specified in above tabular chart covering all the necessary checks in 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.”



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### Bandhan Includes:

- Visit Charges for all Breakdown Complaints wherever 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 required 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 out side 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.
- Under Breakdown visits – **Diesel filling and day to day check-up activities**
- 6 month service package not applicable in Two Year Saver Pack

### 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.



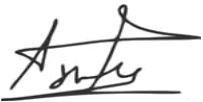
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### Payment mode available:

- 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 |
| UPI                                 | Scanner Option    |

Regards,



Ayyaj M Shaikh

**Head Channel – (Revenue & Service Solution)**

**Kirloskar Oil Engines Limited**  
A Kirloskar Group Company

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