

To:

**RE: COMPREHENSIVE AMC OF WASHMATIC DISHWASHER**

Dear Sir,

An Annual Maintenance Contract (for short, AMC) Comprehensive is being signed on ..... between..... **(Herein referred to as Client)** and **GN WASHMATIC INDIA PVT LTD, 10 J Gopala Tower, 25 Rajendra place New Delhi-110008, Reg. office: 249, Vasant Enclave, New Delhi-110057 (herein referred to as Vendor)** with following scope and terms & conditions:

**VENDOR SHALL:**

1. Maintain the equipment(s) to keep it in good working condition through periodic checkups through its authorized representatives.
2. Check the equipment(s) as per schedule and repair or replace any such component(s) or part(s) that in its opinion warrant repair or replacement as a result of normal usage.
3. Attend to all breakdown calls within a pre specified time upon receiving information from the institution or their representative.
4. In case of failure of the part(s) or component(s), covered under AMC the same will be replaced free of cost. Labor, servicing and visiting will also be free of cost. However, if the equipment has to be brought to factory for repairs, 'to and fro' cartage shall be charged to the Customer on actual basis.
5. Restrict its liability to ensuring that the equipment is in good working condition and there is no other liability whether expressed or implied.
6. The execution of AMC will be either by the Authorized Service Provider of vendor or by the Vendor itself, at the vendor's discretion.

**CLIENT SHALL:**

1. Keep the machine(s) clean and free from litter.
2. Strictly use the machine(s) for intended purpose only as per guidelines / operating instructions provided by the COMPNAY.
3. Allow only trained people to operate the machine(s).
4. Only use Soft Water BELOW 40 MG in Dish Washing Machine to avoid the salt deposits.
5. Indemnify VENDOR against any claim, action or proceedings as also against all costs and expenses which VENDOR may incur, or for which VENDOR may become liable in the event of any accident or injury occurring to any person using equipment whatsoever.
6. Provide first aid assistance to the technicians of vendor in case of injury.

7. First check the power supply and working of the equipment as per operating instructions in the event of mal-functioning of the equipment, and if the mal-functioning continues, register a complaint with the VENDOR and obtain from them a complaint number.

**EXCLUSIONS:**

1. Repair of any faults as a result of misuse of the equipment or arising out of any damage caused due to fire, flood, theft, riot, sabotage, explosion, incorrect power supply, accident, acts of God, or any other calamity shall not be covered in AMC.
2. Any type of modernization or modification work by unauthorized personnel without consultation with VENDOR.
3. Body dent, physical damages/ breakages, paint job, door springs, All Accessories, Water softener, connection hose pipes, Pre Rinse Units are not covered under this AMC
4. There being any change in the location of the equipment or any part thereof or transfer of the equipment to new CUSTOMER.

**DURATION OF THE CONTRACT:**

This contract is signed for a period of One year (12 months) and is valid from ..... to .....

**PRICES:**

Charges for this Comprehensive AMC of Conveyor type dishwasher are as follows:

<u>S.No</u>	<u>Machine Type</u>	<u>Qty.</u>	<u>No. of years</u>	<u>Rates/ year</u>	<u>Amount</u>
1.					
	<b>Sub Total</b>				
	<b>VAT @ 12.5 %</b> (ON 80 % value of AMC Charge)				
	<b>Service Tax @ 12.36 %</b> (On 70 % value of AMC Charges)				
	<b>Total Amount Payable</b> (Including all taxes):				

**PAYMENT TERMS:**

100% Advance along with Purchase Order.

## CONSIDERATIONS:

1. The AMC should be signed 30 days in advance prior to expiry of Warranty and/or current AMC.
2. The owner will get the pre-AMC repair, if required, carried out by VENDOR upon commencement of this contract. The estimated charges for the same will be communicated by VENDOR to the CLIENT before signing the contract.
3. The CLIENT undertakes to pay the charges strictly as set out in the contract. In the event of any failure in doing so, for any reason whatsoever, VENDOR will have full rights to terminate its agreement and or stop rendering services without any notice and without prejudice have right to recover the outstanding dues with an interest of 20% per annum till the date of payment. In such event VENDOR will not be held responsible on any account.

## SERVICE ANNEXURE:

1. The VENDOR / SERVICE PROVIDER intend to attend all Service / Breakdown Calls and handover the Machine in operable conditions within 48 Hrs of registering the complaint on week days.
2. Services shall be rendered on normal working days, during normal working hours of the VENDOR / SERVICE PROVIDER excluding public holidays.
3. All others spare / accessories shall be replaced on the first visit of the technician after receiving the exact nature of complaint from the customer.

## Service Contact Nos.:

### Customer Care:

Call: +91 9910088680  
Fax: +91 11 43157373  
E-Mail: [service@washmaticindia.com](mailto:service@washmaticindia.com)

### Local Service Provider:

Name:  
Call:  
E-Mail:

For G N Washmatic India Pvt. Ltd

Signature

( )

Contact No.:  
Email:

for the Buyer

Signature

( )  
Designation

**Note: Signed & Stamped Copy to be returned to Washmatic for Records**