



RINAC INDIA LIMITED

No. 5, Sarswathi Nivas , Main Channel Road, Ulsoor, Bangalore
560008, Karnataka India
18004252252, rilco@rinac.com

Offer

ID: EST925

Status: New

09:10 PM 20/03/2023

CUSTOMER AND ADDRESS INFORMATION

Customer: Blr Lounge Services Pvt L	Point of Contact: -
Billing / HO Address: Blr Lounge Services Pvt L, Blr Lounge Services Pvt Ltd., Kempegowda International Airport, KIAL Rd., Bangalore, Karnataka, India, 560300	Service Address: Blr Lounge Services Pvt L, Blr Lounge Services Pvt Ltd., Kempegowda International Airport, KIAL Rd., Bangalore, Karnataka, India, 560300
Branch: Bangalore Branch	

PRIMARY INFORMATION

Estimate ID: EST925	Tags: -
Reference / PO #: -	Expiry Date: 31/03/2023
Estimate Date: 20/03/2023	Subject: Q1 - Comprehensive Annual Maintenance contract offer
Dear Sir,: - CAMC Will start from 01.04.2023 to 31.03.2023	

ITEM INFORMATION (PRODUCTS / PARTS / SERVICES)

#	Item Name	HSN/SAC	Quantity	Unit Price	Discount %	Tax %	Total
1	AMC - SER0000000000001 MRW-ER-F3-03	998717	2.00	INR 43800.00	0.00	18.0	INR 87600.00
2	AMC - SER0000000000001 MRW-ER-C3-03	998717	5.00	INR 30410.00	0.00	18.0	INR 152050.00
3	AMC - SER0000000000001 MRW-ER-C6-03	998717	1.00	INR 38450.00	0.00	18.0	INR 38450.00

Total Units :	8
Sub Total (Excluding Tax):	INR 278100.00
9.0% CGST(9.0)% :	INR 25029.00
9.0% SGST(9.0)% :	INR 25029.00
Sub Total (Including Tax):	INR 328158.00
Total:	INR 328158.00

TERMS, SCOPE OF WORK AND ADDITIONAL INFORMATION

Terms & Conditions: - 100% advance payment along with the order.

- Validity of Offer: 30 Days

- Any changes in Taxes will be applicable at The Time of Invoicing

- Before entering into the contract equipment inspection and rectification will be done on chargeable basis and contract will start once equipment running on healthy conditions

Notes for customer: - All statutory levies/taxes as per GST will be applicable as on the date of delivery and contract value shall stand amended to this effect.

- In case if you want us to take up the above work, please let us have your confirmed order along with 100% payment.

Payment Terms: 100% @ Advance along with work order

Order To Be Placed On: Rinac India Limited ,128/1, Magadi Road Byadarahally, Byadarahally Bangalore, Karnataka, 560091, India, GSTN-29AAACR7111E1ZN

Bank Account Details: Bank Name: PNB CC

A/C Details: : MG ROAD , BANGALORE -560001, Karnataka, India

Account Name: RINAC INDIA LIMITED

Account No: 2273008700000371

RTGS/IFSC Code: PUNB0104610

NEFT IFSC Code: PUNB0104610

PAN Card Number: AAACR7111E

PREPARED BY AND CONTACT INFORMATION

Quote Prepared By: Manjunath **Designation :** SFE - Bangalore Location

Phone Number: +91 9972366808 **Email:** sfemanjunath@rinac.com

- : We trust our offer is in line with your requirements. Please call on us if any clarifications are required. Looking forward to your valued order, thank you and assuring you of our best service always.

Yours Faithfully,

For RINAC INDIA LTD.

"Nourishing the customer by Cherishing the world-class services."

Terms & Conditions - Q1 - Comprehensive Annual Maintenance contract offer: Please find enclosed our terms & conditions for your reference and necessary action. In case of any clarification, please feel free to contact us, and look forward to receiving your valued order to enable us to continue with our services. Thanking and assuring you of our best service always.

-- ANNUAL MAINTENANCE CONTRACT (COMPREHENSIVE) FOR -- M/S "....."

Under this scheme, we undertake to service and repair of the plant for one year. The timing of the services will be decided by mutual consensus of -- M/S "....."

- ACTIVITIES

- a) Quarterly checking and servicing the plant.
- b) Attending to the plant when called upon by you.
- c) Half yearly cleaning of condensers & cooling coils.
- d) Repairing / overhauling the components of the equipment (including compressor) at site / in our service station, including replacement of worn out parts, when found necessary.
- e) Replacing refrigerant required as a result of leak in the system arising out of fair, wear and tear.
- f) Lubricating the bearings of motor and fans, when found necessary.

2. TERMS AND CONDITIONS

- a) Fee for maintenance service for one year is payable in advance. Service is deemed to be terminated if payments are not made on time.
- b) The Preventive maintenance service could be made available during our normal working hours, the timing to be decided by mutual consensus. However, facilities such as adequate lighting near the condensing units and indoor units & accessibility to the equipment to be made available by you at the mutually agreed timing, any delay resulting from not providing the same/and would be chargeable to you, if a second visit needs to be made for the same.
- c) The response time for any breakdown call in city would be a max of 4-6 hours and the time to put back the system in to operation would be as per the details given below. Your complaint will be registered by our Customer care desk and a complaint no. will be given to you as desired.
- d) Points
 - i) Normal electrical components failure - One day.
 - ii) Gas leak - Three days.
 - iii) Compressor replacement - Four days (depending on compressor availability)
- e) The maintenance service is subject to termination by us if repairs / overhauls are carried out by a third party without our approval.
- f) The maintenance service can be terminated by either party in which case pro rata refund of the fee will be made for the unexpired full quarterly period.
- g) We shall not be liable for any breach or non-performance or delay in carrying out any of the obligations contained in this maintenance service as a result of strike, lockout, industrial / labour disturbance, fire / accidental damage, restrictions imposed by Government, any act of God, riot, war or any condition arising from similar causes beyond our control.
- h) Consequential damages and losses of any nature, whatsoever, are not covered under the maintenance service scheme.
- i) The whole system will be inspected by our service engineer and if anything is found defective/nonstandard, it will be rectified on a chargeable basis before entering to AMC.

3. NOT COVERED UNDER THE MAINTENANCE SERVICE SCHEME

- a) Day-to-day / routine operation and maintenance of the plant.
- b) Repairs / replacement of electrical main incoming switch / circuit breaker, main incoming cable, fuses and indicating lamps, cold room lights, pressure and temperature transmitters, evaporator coil, condenser coil, steam humidifiers, HRC fuse, de-humidifier, data logger, PLC display, humidity sensor, humidifier, fresh air and exhaust damper, CO2 sensor, all type actuators, ethylene generator, etc..
- c) Repairs / replacement of room insulation, suction line insulation, Door gaskets, Heaters, door locks, door hinges, racks, pans, strip curtains, water piping, ducting, duct lining, false ceiling, any kind of masonry / structural work, fine filters and absolute filters.
- Repair of the above-mentioned devices will be carried out on a chargeable basis at actual for which you will have to send written confirmation and the payment towards the same to be paid advance.
- d) All kinds of filters, plastic parts like front panel, remote handset, stabilizer, and timers.
- e) Ducting, insulation, canvas connection, drain tray, drain pump, false ceiling works, electrical civil and carpentry work, tinkering, painting, etc.
- f) Failure due to power vagaries like voltage surge, imbalance, abnormal usage other than the intended design of equipment, atmospheric conditions.
- g) Repair and damage due to corrosion.
- h) Any replacement modification and relocation of the unit by any other agency.
- i) Repair or replacement of sectional overhead doors.
- j) Any other items not specifically included by us.

For RINAC INDIA LIMITED,

Authorised Signatory

II

Please find enclosed a cheque / Demand Draft bearing No: _____ dated: _____ for Rs. _____ drawn in favour of M/s.Rinac India Limited, Bangalore towards Comprehensive Annual Maintenance Contract Charges for a period of one year / six months from _____ to _____ Kindly acknowledge the receipt at the earliest

REMARKS & SIGNATURE OF THE FIRM WITH SEAL

Escalation Matrix - Branch Wise: SCEM-BLR1 - Bangalore Branch

SCEM - Bangalore Branch - BLR1 - Service Contact and Escalation Matrix: 1. Complaint Registration Customer care desk (Toll-Free

No.) 1800-4-252-252

2. Escalation - 1st Level

Person Name - Manjunatha E - SFE Karnataka & Goa

Email - sfemanjunath@rinac.com,

Phone - 9972366808

3. Escalation-2nd Level

Person Name - Ravisankar

Role - Branch Manager

Email - ravisankar@rinac.com

Phone - 9945234221

4. Escalation-3rd Level

Person Name - Aiyappa

Role - Service Head

Email - aiyappa@rinac.com

Phone - 9945234216

5. Escalation- 4th Level

Person Name - NK Mohanan

Role - Sr.Vice President-South &East

Email - mohanan@rinac.com

Phone - 9945234200

-: This is a Rinac's system generated offer and it doesn't require any sign-off.