**SCOPE OF COMPREHENSIVE RISK PROTECTION MAINTANENCE CONTRACT**

**General Scope & Deployment**

* Service provider shall deploy 2 nos of technician and 1 reliever during the mentioned working hours of week as below.
* Working Hours will be of 2 shifts, each shift of 9 hrs, 1 technician in each shift.

Shift 1 – 10 pm to 7 am

Shift 2 – 7 am to 4 pm

* Attending unlimited breakdown Calls. TAT 6 hours.
* Any number of breakdown calls shall be attained during assigned w o r k i n g hours.
* Resolution time same business d a y if the call is logged before 3 PM, else next business day.
* Breakdown calls lodged on holidays will be attended next working day.

Normally the equipment shall be services at company’s premises. If necessary the equipment shall be moved to service provider workshop for repair. The offsite expenses like to & fro transportation, packing, insurance etc., will be borne by service provider itself.

**Scope of work**

**Preventive Maintenance & Periodic Checkups**

1. Service provider shall provide quarterly preventive maintenance i.e. 4 times a year.
2. This shall include 2 (Two) nos of chemical washes for each unit.
3. Attending all break down calls within assigned shift hours.
4. Preventive maintenance includes Electrical spares, Mechanical spares, Gas Charging, Contractors, connectors, Overload relays, PCB, water inlet valve, water pump, thermostat, probe, temperature controller, dc controller, compressor, condenser fan motor, compressor & accessories i.e. relay, over load relay, capacitor, cooling fan motor, evaporator fan motor, heating element, switch etc.
5. Checking the Equipments piping for signs of leaks and repairing the leaks, if any.
6. Checking the machine, compressor and other drives for undue vibrations.
7. Cleaning the air filters, evaporators, coils and finned surfaces of the condenser with air blower.
8. Ensuring the condensate drain is not clogged.
9. Greasing of motor and blower as and when required.
10. Checking tightness of all electrical connections and fuse links.
11. Checking the operation of thermostat, overload relays.
12. Adjustment of air flow through ducts, as required.
13. In case of compressor failure, the same will be repaired/ replaced.
14. If blower or condenser motor burns out, the same will be rewinding or replaced.
15. Attending breakdown calls.
16. All safeties will be checked during the handling of machines for smooth functioning.
17. Labor, servicing and visiting is inclusive.

**Exclusions**

* Painting of units.
* Replacement of pipe lines and insulations.
* All rubber parts Gaskets, Glass, Handles, Blades, Belts, Body & Aesthetic Parts are excluded.
* Any consumables items are excluded.
* Physical damage, rat cuts are not covered.
* Any electrical fault in the main supply line of the machine resulting any damages.
* Failure of machine due to floods, fire or any other calamities of nature, are not covered.

**Payment Term:**

To be paid monthly after submission of Approved Invoice to be submitted along with the detail monthly report signed off by Maintenance In charge & General Manager Business on Maintenance SLA and deliveries as per Contract