

Anubandhan Plus Scope and Conditions

- It is a **unique customized comprehensive** service package offered by Kirloskar to esteemed retail customers for direct purchase and enrolling the AMC with Kirloskar.
- Customer is required to pay for enrolling under this AMC directly to Kirloskar Oil Engines Limited at start of agreement and there **after no any extra charges to be paid for service visits** or spares consumed during the complete tenure of this service package.
- The complete service execution will be taken care by Kirloskar through its **Pan India authorized service and spare dealership network**.
- This product will be applicable for **Kirloskar CPCB II DG sets models under standard warranty**.
- End to end coverage of all service related requirements for a DG set with **two years standard warranty + three years extended service (5 years)/6000 running Hrs. whichever will be earlier** under this package.
- Kirloskar's widest network and well-trained network of service professionals will assist in ensuring proactive **maintenance of DG sets and on time services as per commitment**.

USPs

- **Unlimited breakdown for the complete service tenure.**
- **No service maintenance cost to be paid for 5 years or 6000 running hrs.** DG set operation with complete "Peace of mind".
- Economical, reduce cost of operation with high uptime of DG Set through scheduled maintenance under this package.
- Guarantee of usage of genuine Kirloskar Care spares and consumables.
- Best in industry spare part management system assuring of the shelf spare parts availability.
- Customer with even single DG set can purchase and get the AMC enrolled directly with Kirloskar Oil Engines Ltd.
- Assured preventive maintenance by trained service engineers as decided in maintenance schedule visits.

Service packages offering:

- It is applicable for low running Kirloskar DG sets with consideration of **<500 hrs. running per year**.
- Includes cost of consumables (oil & filters) under CSP as per maintenance schedule during warranty
- Preventive maintenance visit schedule per year - 2 PM's per year (01 PM (Wet PM) and 01 Health Check (HC).
- Kirloskar certified DG set revalidation, **if any to be completed prior to commissioning**, before taking DG sets covered under this package.

Includes:

- One **wet PM every year** from start of agreement.
- Kirloskar **genuine premium oil for wet PM** services.
- All spare parts and consumable are included **except DG set outside Panel and Battery**.
- **Labor charges for all breakdown** complaints whenever reported by customer.
- Transportation charges for parts and spares.

Note – Kirloskar Genuine Spares included in one Wet Preventive Maintenance services will be as below-

- 1) **Kirloskar Care Oil (Premium grade only as per applicability)** – As per DG oil system capacity.
- 2) Coolant- Only top up (upto 1 liter) - **Applicable for water cooled series engines only**.
- 3) Fuel filters - **Primary & Secondary filter element as per applicability**.
- 4) Lube oil filters - **Filter element / cartridge and bypass filters as per applicability**.
- 5) Air cleaner elements - Primary & Safety filter element as per applicability.
- 6) Water separator element.

*Note: Above listed parts are as per applicability in the application code.

Kirloskar Oil Engines Limited

A Kirloskar Group Company

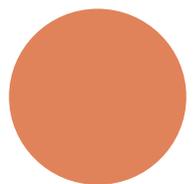
Regd. Office: Laxmanrao Kirloskar Road,

Khadki, Pune, Maharashtra - 411 003, India.

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CIN : L29120PN2009PLC133351



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Excludes:

- This product is not applicable for Kirloskar make **Bio-gas and Gas (PNG) sets**.
- Services of **AMF panel & synchronization panel** are not covered.
- Top and major overhauls repair charges and spare parts, **if not warrantable**.
- Shifting of DG set, crane charges or additional external labor charges, if required, for any outside repair.
- Any damages to DG **due to fire, natural disasters or theft**.
- **Rental charges of backup power required** in case of any major failure. It will be under customer scope.
- Diesel filling and **daily DG checkup** activities.
- **Repair charges for proprietary items** (FIP, Starter motor, Alternator, Radiator CAC Turbocharger) **if not warrantable during the complete tenure of package**.
- **Battery replacements**.

** For DG set running **more than 500 hours per year**, customers can opt for other Kirloskar **Bandhan service packages**.

Banking Partners & Payment modes

● Payment Terms:

- All payments for the "Anubandhan Plus" service package must be made in the name of "Kirloskar Oil Engines Limited."
- Payment terms require full payment upfront (100%) at the time of purchase.

● Payment mode available:

- Net Banking, Credit Card, Debit Card, UPI modes
- NEFT/RTGS mode
- Cheque mode

- Customers can opt to pay for the "Anubandhan Plus" service package by issuing a Cheque in the name of "Kirloskar Oil Engines Limited." The Cheque should be submitted to their nearest authorized Kirloskar Care service dealer.

● Our Banking Partners & A/C details for "Anubandhan Plus"

- Kirloskar Oil Engines Limited's Banker: HDFC Bank Ltd
- Kirloskar Oil Engines Limited Bank account details are available in Online Portal.
- Quotation reference number to be mentioned after KOELPG only for NEFT/RTGS payments.

Banking Partner - HDFC Bank Limited	
Mode of Payments	Account Number
Cheque	KOELPGAB
NEFT/RTGS	KOELPGABXXXXXXXXX
UPI	Scanner Option

Refund Policy:

- Refund to customer under "**Anubandhan Plus**" is **not applicable** under any circumstances post creation of the agreement.
- Conversion to any other package of Kirloskar can't be allowed once the agreement is created under "**Anubandhan Plus**".

Regards,



Ayyaj M Shaikh

Head - Customer Support (Revenue & Service Solution)

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