

Anubandhan- Extended warranty 5 years (CPCB IV +) service solutions DG sets – Expert Care Package Scope of Work

- “Anubandhan“- Extended Warranty Service Solution for CPCB IV+ DG Sets.” is a customized service package for Kirloskar make CPCB IV+ DG sets, provided through our extensive network of highly trained service professionals to take care all service needs of DG set maintenance post purchase of the product during warranty period and further 3 years after end of standard warranty.
- Applicable for Kirloskar diesel DG set from **7.5 kVA to 750 kVA nodes** which are under standard warranty period.
- This service package provides comprehensive coverage for all your DG set service needs.
- Period applicable
 - **Two year standard warranty offered by Kirloskar.**
 - **An extended warranty period for 3 years from end of standard warranty.**
 - **Coverage up to 5 years or 6,000 hours of DG set, whichever comes earlier.**
- **Assured visits** every quarter after end of standard warranty period.
- Complete peace of mind and predictable budgeting for maintenance costs (Opex) for long timeframe without any worry of inflation & Spares and Oil cost escalation during the tenure of agreement
- This Package service package is a one-time cost paid directly by the customer to Kirloskar oil engines limited. This cost covers all service visits and spare parts required for your DG set throughout the entire service package duration. Kirloskar's authorized service and spare parts dealership network across India will handle all service execution with a single point of contact for all your maintenance needs.

USPs:

- **Optimum Operating Expenses:** This service package offers peace of mind with no additional service maintenance costs for five years or up to 6,000 hours of DG set operation. This translates to significant cost savings over the coverage period without compromising on the DG health.
- **Improved Uptime and Efficiency:** This service package promotes economical operation by reducing the overall cost of ownership (TCO). As per regular maintenance and genuine spare parts, you can expect high uptime and efficient performance from your DG set.
- **Comprehensive Coverage:** There are no hidden charges. The package covers breakdown failures, ensuring the customer is protected from unexpected sudden repair costs.
- **Genuine Parts and Expertise:** Kirloskar guarantees the use of genuine spare parts and consumables and service provided by Kirloskar-trained service engineers, following a predefined maintenance schedule. Ensuring the DG set receives the best care and maximizes its lifespan with high uptime.
- **Reliable Parts Availability:** Kirloskar boasts an industry-leading spare parts management system. Assuring necessary spare parts are made available to minimize downtime during maintenance or repairs.

Includes:

- Kirloskar **genuine premium oil** for PM services.
- Includes Cost of Consumables (**Oil & Filter**) under CSP as per maintenance schedule during warranty.
- **CSPs and Preventive Maintenance (PM)** will be executed through a **maintenance kit** developed for CPCB IV+ nodes by Kirloskar team.
- Assured visit per year – **1 Preventive Maintenance (PM) and 3 Health Checkup (HC)** post standard warranty for 3 years.
- Unlimited Breakdown visits and spare parts replacement, **warrantable** during the complete tenure of package (5 years).
- **Labor charges and transportation charges** for all breakdown complaints reported by the customer.
- **Uninterrupted KRM** subscription for 6 years that includes additional 1 year post end of tenure.
- Coolant consumption under normal **operating condition is 0.5 to 1.0 litre** in every 500 hours operation depending on operating duty cycle. Check the engine coolant level, if required top-up, recommended coolant top up whenever required.
- Coolant level to be maintained in **between min and max of expansion bottle**. In case expansion bottle not provided (as per engine code) then coolant level to be **maintained in Radiator top tank**.
- **Control and power panel** inside DG set.

Kirloskar Oil Engines Limited

A Kirloskar Group Company

Regd. Office: Laxmanrao Kirloskar Road,

Khadki, Pune, Maharashtra - 411 003, India.

24x7 KOEL Helpdesk Number - 880 633 4433

Email : koel.helpdesk@kirloskar.com | Website : www.kirloskaroilengines.com

CIN : L29120PN2009PLC133351



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Excludes:

- Other make (Non-Kirloskar), Bio-gas and pipe natural gas DG sets.
- Applicable to all segments **except Infrastructure, Marine, Defense, Rental and Telecom.**
- **Diesel Exhaust fluid and AdBlue** consumable required for the Nox reductions to meet current CPCB emission norms. This is the customer's responsibility.
- Service to **AMF panels and synchronization panels.** This is the customer's responsibility.
- Replacement charges for **proprietary items** (FIP, Starter motor, charging alternator, Radiator CAC, Turbocharger), if not warrantable during the complete tenure of package.
- **Battery replacement** is excluded from the Expert Care package.
- **Complete coolant replacement** excluded from the Expert Care package.
- **Top and major overhaul** repair charges and spare parts, if not warrantable.
- Shifting of gensets, crane charges, or additional external labor if required for handling any parts of the genset during repairs or maintenance. However, Kirloskar service person labor charges are included (the customer is not required to pay for Kirloskar service person labor).
- Any damage due to **fire, natural disasters, improper handling, or theft.**
- **Rental charges** for backup power required in case of major failure. This is the customer's responsibility.
- Diesel filling and daily DG checkup activities.
- Under Anubandhan Extended Warranty (Expert Care) if the **Genset crosses 500 hrs. running within one year then additional wet PM will be on chargeable basis** to customer.
- Kirloskar certified DG set revalidation, if any to be completed prior to commissioning, before taking DG sets covered under this package.

Banking Partners & Payment modes:

- **Payment Terms:**
 - All payments for the "Anubandhan" **Extended Warranty Service Solution for CPCB IV+ DG Sets** 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 Modes Available:**
 - Net Banking, Credit Card, Debit Card, UPI modes
 - NEFT / RTGS
 - Cheque
- Customers can opt to pay for the 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 "**
 - 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	KOELPGQCXXXXXXXX
UPI	Scanner Option

Refund Policy:

- Refund to customer under "Extended Warranty Service Solution for CPCB IV+ DG Sets" is not applicable under any circumstances post creation of the agreement.
- Refund to the customer will be provided in form of Cheque only if the customer opt for refund prior to creation of Anubandhan agreement.
- Conversion to any other package of Kirloskar can't be allowed once the agreement is created under **Anubandhan- "Extended Warranty Service Solution for CPCB IV+ DG Sets"**
- Change of ownership as per define policy by finance. For the same please contact Kirloskar representative.

Regards,



Ayyaj M Shaikh
Head - Customer Support (Revenue & Service Solution)

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