

## Bandhan Scope and Conditions

### What is Bandhan ?

- Bandhan is a **Unique Customized Service Package** from Kirloskar Care for Kirloskar Green Diesel Genset Users.
- It is labour agreement between **Kirloskar Oil Engines Limited** and **Customer** where customer is required to pay labour charges directly to Kirloskar Oil Engines Limited at start of agreement and then after No Extra Charges for visit require of Kirloskar Care service person for maintenance or break down visits.
- Service Execution through Kirloskar Care Authorised Service and Spare Network.
- Supported by Kirloskar Care 24 X 7 Single Point contact helpdesk, 400+ Authorised Service Locations, 5000+ Kirloskar Trained Service Engineers, Centralised Customer Relationship Management System.

### USPs:

- No extra visit charge of Kirloskar Care service person for any major failures (Top overhauling or Major overhauling).
- Unlimited breakdown visit (except diesel filling and day to day checkup requirement).

### Service Package offering :

- **For Kirloskar Green Diesel Genset within warranty with usage below 1000 hours per year**
  - **3 years** tenure with **9** Committed Preventive Maintenance visits.
  - Preventive Maintenance visits schedule,
    - 1<sup>st</sup> Year : 2 PMs
    - 2<sup>nd</sup> Year : 3 PMs
    - 3<sup>rd</sup> Year : 4 PMs
  - Unlimited breakdown visits.

### Scope Includes :

- Visit Charges for Preventive Maintenance as per schedule of DG running selected by Customer during purchase.
- Visit Charges for All Breakdown Complaints whenever reported by customer.
- Visit Charges for Major and Minor repairs including overhauls.



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### Excludes from Scope :

- Cost of consumables and spare parts require for preventive or breakdown visits. **Customer to purchase require consumables and spare parts from nearest Kirloskar Care authorised service network whenever require to keep Genset healthy.**
- Charges of external agencies if require for any external job works like FIP —Starter — Charging alternator repairing, AC Alternator repairing, Machining required for any part of Genset, Radiator cleaning through outside vendor etc. However Kirloskar Care service person visit charges are part of Inclusion for said jobs (customer is not required to pay for same).
- Service to AMF Panel & Synchronisation Panel not belonging to Kirloskar Green.
- To and fro charges of material handling.
- Shifting of Genset, Crane charges or additional external labour if require for handling of any parts of Genset during any repairing or maintenance.
- Any damage due to fire, natural disasters or theft.
- Rental Charges of backup power require in case of any major failure.

### Payment Terms :

- Payment is required on the name of **Kirloskar Oil Engines Limited**
- **100%** Payment in **advance** during purchase of Bandhan service package for the selected service tenure.

### Payment mode available :

- Net Banking, Credit Card, Debit Card, UPIs modes
- NEFT / RTGS mode
- Cheque mode – customer can deposit cheque in Kirloskar Oil Engines Limited’s Bank account directly or can submit cheque to nearest Kirloskar Care authorised service dealer.
- Kirloskar Oil Engines Limited’s Banker : HDFC Bank Ltd
- Kirloskar Oil Engines Limited’s Bank account details are available in Online Portal against each quotation ref no which customer is required to cross check before final payment.

Regards



**Ayyaj M Shaikh**

(Head — Customer Support)

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**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](http://www.kirloskaroilengines.com)  
CIN : L29120PN2009PLC133351

