

DUTTSO ENTERPRISES

ANNUAL MAINTENANCE CONTRACT (AMC) w.e.f. 01.09.2023

Type of Air-conditioner	Capacity	Tenure	Comprehensive (upto 5 years)	Comprehensive (6th & 7th Years)	Labour Only (for any year)
Window Ac	upto 2.0 ton	1 year	3500	4500	2000
Split AC	upto 2.0 ton	1 year	4000	6000	2500
Tower AC	upto 4.0 ton	1 year	5500	7000	2800
Cassette AC	upto 4.0 ton	1 year	6500	8000	3000
GST @ 18% extra on above rates					
• Comprehensive Contract available upto 7 years only.			• Rates for Ductable AC available on request		

Terms & Conditions:

1. AMC Price: as above for Kolkata only, taxes and duties extra as applicable.
2. AMC rate (comprehensive) will cover repair or replace cost of the functional parts like all electrical components, capacitor, switches, motor, compressor and refrigerant gas only including preventive and breakdown services. Exclusions: : All static parts like all plastic parts/components, all sheet metal parts, heat exchangers/coils, copper pipe, insulation, wire, preventer, contactor, remote system, PCB and control panel. Transportation cost, if required will be extra.
3. AMC rate (Labour Charges) will include preventive and breakdown maintenance. Cost of all new spares/accessories and spare repairs from outsource will be charged extra, if required.
4. The AMC shall cover both preventive and breakdown maintenance at Customer's place. Our responsibility is to ensure the refrigeration system of the machine is well maintained to give smooth performance without interruption.
5. Free Preventive Maintenance : 1 dry service, 1 wet service and 1 overhauling service in normal cases.
6. Breakdown calls will be attended within next 24 hours except Holiday/Sunday.
7. Additional / Workshop overhauling will be charged extra per machine at prevailing rate.
[Refer our Price List : Spare Parts & Services]
8. 100% of value to be paid in advance alongwith accepted Contract Form duly signed.
9. All chargeable work will be done after customer approval only which to be paid by 7 days. If situation demands, advance payment to be made as and when required.
10. Our Company's means and method for maintenance work will be final.
11. Our company is not responsible, if spares is not available from manufacturer or open market.
12. If at anytime during the period of AMC, customer handles the machine without our company's mechanic and without our company's knowledge, then the AMC will be void and cancel.
13. In case the machine is found defective during first handling by us, then the cost to bring the machine in order will be charged extra.
14. AMC exclusions:
 - a) Transportation charges in all cases will be charged extra.
 - b) Replace/repair/service for any breakdown or malfunctioning or loss or damage caused due to improper/abnormal use, unauthorized handling, abnormal voltage fluctuation, rat/insect bite, neglects, fire, theft, strikes, riots, natural calamities or any other cause beyond our company's control will be charged extra to bring the machine in order.
 - c) In case of bad smell from the machine due to rat/bird/insect death - cleaning charges will be charged extra.
 - d) Compressor under warranty is maintained by the manufacturer only. Otherwise, our Company will take care of the compressor.
 - e) In case the machine is not accessible, then the cost to get access for maintenance work will be extra.
 - f) AMC coverage is not applicable in case of concealed / hide piping.
 - g) Upgradation / Assembling charges are not included in AMC coverage.
 - h) Any shifting / relocation cost will be extra.
15. In case customer wish to cancel the AMC before expiry period, there shall be no refund for un-expired period.
16. The AMC is not transferable in the event of resale/gift - no refund in that case.
17. Acceptance of any AMC is solely under our discretion.
18. Comprehensive Contract is undertaken upto 7 years, if renewed continuously after initial 1 year warranty period.
19. The contract will be void and cancel, in case of wrong declaration by the customer regarding the machine.
20. 10% loyalty discount for registered customers on renewal cases for 5 and more ac in a single contract.
21. 5% quantity discount for 5 or more air-conditioner installed in one place.

- Note: 1) The above prices & terms may change anytime without any prior notice
2) This price list supersedes all previous price list
3) Acceptance / Renewal of AMC is solely at our discretion.
4) All disputes will be under Kolkata Jurisdiction only.