

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) AGREEMENT

1. Contract Details:

B.P. Code:		Contract No:	
Customer Name:		Contract Start Date:	
Contact No :		Contract End Date:	
Product Code:			
Product Name :		Customer Address:	
Machine Serial No:			

2. Renewal Conditions:

- The Customer is required to renew the CAMC within one month from expiry of warranty.
- A service charge of Rs. 350/- + cost of spares (if required) will be levied for delayed renewals.
- Backdate renewal (from the date of expiry) exempts service charges but incurs the cost of spare parts.

3. CAMC Rates (Including GST):

- The CAMC rates, as per Annexure 'A,' shall be charged by the Company at the time of activating this CAMC.
- These rates subject to annual revision at the sole discretion of the Company, with or without prior notice.

4. Service Coverage:

- The Company will provide services on demand, including periodic maintenance visits, at its sole discretion.
- The Customer must report breakdowns promptly, and the Company will respond within [X] hours at its convenience.

5. Coverage of Consumables:

- Consumable are covered for one-time replacement during the CAMC period.
- Consumables shall be handed over to the customer at the time of activation of the CAMC via the AMC Spare Kit as per Annexure 'B'.
- Upon failure of a Consumable in the CAMC period, the customer may get it replaced first time Free of Cost from the AMC Spare Kit available already with the Customer.
- Subsequent replacement of Consumables shall be done on chargeable basis as per prevailing market rates.
- However, Hydrostatic Tank have a specific life, which depends on the quality of raw water and use of machine by the customer and will not be covered under CAMC.

6. Coverage of Electrical & Mechanical Parts:

- All Electrical and Mechanical Spare Parts are covered within the CAMC period.
- Upon failure of an electrical or mechanical spare part, the Company shall replace the same with new or refurbished spare part.
- The Customer is obligated to return faulty parts promptly, failing which replacement may be denied.

7. Exclusions from Service:

- Excludes painting of body, top, and bottom.
- Excludes chrome plating of nuts, bolts, and decorative materials.
- The Company may, at its sole discretion, choose to waive these exclusions based on specific circumstances.

8. Transport Cost:

- The Customer bears all transport costs for removing the purifier or parts for both warranty and non-warranty repairs.
- The detailed breakdown of transport costs, if provided, is for reference only and is subject to change at the Company's discretion.

9. Pre-Contract Condition:

- The purifier must be in impeccable working condition at the time of accepting the CAMC. · The Company reserves the right to reject the contract if the purifier exhibits any defects or deviations from the Company's standards.

10. Service Availability:

- The purifier should be made available for servicing to the authorized representative of the Company at the Company's convenience.
- Failure to comply will be treated as a service rendered, and no refund or compensation shall accrue to the Customer.

11. Service Timing:

Every visit by our Service Technician will be made within [X] hours from receipt of a complaint at the Company's convenience during normal working hours. - 10.2 The Company will not make visits during Sundays or Holidays unless it deems the situation an emergency.

12. Liability:

- The Company's liability is limited to providing service and replacing parts as covered by this contract, and it shall not be liable for any consequential damages.
- The Customer acknowledges that the use or operation of the purifier may entail risks, and the Company assumes no responsibility for any damage, death, injuries, or consequential damage.

13. Installation Address:

- The Customer is strictly prohibited from shifting the installation from the original address without the Company's explicit written consent.
- Failure to comply will result in additional charges for reinstallation at rates determined solely by the Company.

14. Payment Terms:

- 100% contract charges are payable in advance by cash or demand draft in favor of the Company.
- Late payment may result in immediate termination of the contract without any obligation on the Company's part.

15. Renewal and Termination:

- Renewal after the expiry is entirely at the sole discretion of the Company and may involve revised terms, conditions, and charges.
- Termination may occur for unauthorized servicing or change of ownership without any obligation on the Company's part.

16. Notification:

The Company has no obligation to notify the Customer of the renewal of the contract, the responsibility of renewing rests solely with the Customer.

17. Defects and Misuse:

- The Company shall not be responsible for defects arising from misuse, negligence, accidents, or damage during shifting or transportation.
- The Customer accepts full responsibility for using the purifier in accordance with the user manual and guidelines provided by the Company.

18. Price/Rates Revision:

- All prices/rates are subject to revision at the sole discretion of the Company, with or without prior intimation.
- The Customer shall accept revised prices/rates without dispute, and any failure to comply may result in immediate contract termination.

19. Force-Majeure:

- This contract is subject to "Force-Majeure," and the Company assumes no liability for any delays, failures, or non-performance arising from force majeure events.
- The Company may choose to provide services during force majeure events at its sole discretion and convenience.

20. Dispute Resolution:

- Any dispute shall be referred to the sole arbitration of an arbitrator nominated by the Company.
- The Customer agrees that the arbitration shall be held in New Delhi, and Delhi Courts alone have the jurisdiction to deal with the arbitration proceedings and award.

21. Geographical Limitation:

This contract is valid only for Delhi & NCR, and the Company has no obligation to extend services beyond this geographical limitation.

22. Jurisdiction:

All disputes are subject to the exclusive jurisdiction of Delhi Courts, and the Customer agrees not to contest this jurisdiction under any circumstances.

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Annexure 'A'

Model	CAMC price	Model	CAMC price
11979-KENT WONDER	7000	11030-KENT PRIME TC MINERAL RO	7000
11989-KENT WONDER (OLD)	7000	11061-KENT GRAND+ PAYAWAY MINERAL RO	7000
11004-KENT PRIDE	7000	11075-KENT GRAND PLUS NEW MINERAL RO	7000
11005-KENT SUPER PLUS	7000	11076-KENT GRAND NEW MINERAL RO	7000
11040-KENT WONDER PLUS MINERAL RO	7000	11082-KENT PRISTINE PLUS	7000
11059-KENT WONDER STAR MINERAL RO	7000	11098-KENT PEARL ZWW MRO	7000
11036-KENT ACE PLUS MINERAL RO	7000	11099-KENT GRAND PLUS ZWW MRO	7000
11110-KENT SUPREME LITE 2020	7000	11112-KENT SUPREME PLUS ZWW 2020	7000
11111-KENT SUPREME 2020	7000	111099B-KENT GRNAD PLUS ZWW MRO BLACK	7000
11119-KENT GRAND 2021	7000	11121-KENT CRYSTAL PLUS ZWW 2021	7000
11066-KENT PRIDE MINERAL RO	7000	11068-KENT SUPREME + MINERAL RO	7000
11105-KENT ACE LITE 2020	7000	111154B-KENT CROWN PLUS BLACK	7000
11106-KENT ACE 2022	7000	11002-KENT PEARL MINERAL RO	7000
11033-KENT WONDER MINERAL RO	7000	11006-KENT SUPREME MINERAL RO	7000
11084-KENT ACE PLUS MINERAL RO NEW	7000	11038-KENT PRISTINE MINERAL RO	7000
11034-KENT STERLING MINERAL RO	7000	11011-KENT SUPER STAR MINERAL R	7000

11029-KENT GEM MRO	7000	11007-KENT GRAND MINERAL RO	7000
11045-KENT GEM MRO NE	7000	11067-KENT PRIDE PLUS MINERAL RO	7000
11113-KENT SUPREME ALKALINE ZWW 2020	7250	11107-KENT ACE PLUS ZWW 2020	7000
11116-KENT SUPERB ALKALINE	7250	11053-KENT STERLING+ MINERAL RO	7500
11122-KENT CRYSTAL ALKALINE ZWW 2021	7250	11065-KENT PRIME PLUS MINERAL RO	8000
11108-KENT ACE ALKALINE ZWW 2020	7250	11070-KENT GRAND STAR MINERAL RO	8000
11133-KENT SUPREME COPPER ZWW 2021	7250	11080-KENT SUPERB STAR	8000
d-KENT ACE COPPER ZWW 2021	7250	11100-KENT PRIME PLUS ZWW MRO	8000
11003-KENT EXCELL+ MINERAL RO	7750	11101-KENT GRAND STAR ZWW MRO	8000
11046-KENT EXCELL MINERAL RO	7750	11118-KENT PEARL STAR ZWW MRO	8000
11048-KENT EXCELL MINERAL RO	7750	11123-KENT CRYSTAL STAR ZWW MRO 2021	8000
11052-KENT EXCELL ACE RO+	7750	111118B-KENT PEARL STAR ZWW BLACK	8000
11074-KENT EXCELL+ RO WITH STAND	7750	111100B-KENT PRIME STAR ZWW MRO BLACK	8000
11114-KENT EXCELL RO+UF MRO	7750	111101B-KENT GRAND STAR ZWW MRO BLACK	8000
11990-KENT EXCELL SUPER	7750	111123B-KENT CRYSTAL STAR ZWW MRO BLACK	8000
11998-KENT EXCELL MINERALRO W/O TANK	7750	11037-KENT SUPERB MINERAL RO	8000
11001-KENT GRAND + MINERAL RO	7000	11081-KENT ACE STAR	8000
11028-KENT PRIME MINERAL RO	7000	11109-KENT ACE STAR ZWW 2020	8000
		11032-KENT ACE MINERAL RO	7000

Coverage of Consumables

Annexure 'B'

<input type="checkbox"/>	KENT AMC SPAR PLUS	Membrane (200529)	FRT (200018)	Inline Sediment (200010)	Inline Carbon (200009)	UF Membrane (200003)	Post Carbon (200015)	
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<input type="checkbox"/>	KENT AMC SPAR	Membrane (200529)	FRT (200018)	Inline Sediment (200010)	Inline Carbon (200009)	UF Membrane (200004)		
<input type="checkbox"/>	KENT AMC SPAR ALKALINE	Membrane (200529)	FRT (200018)	Inline Sediment (200010)	Inline Carbon (200009)	UF Membrane (200003)	Alkaline (200575)	
<input type="checkbox"/>	KENT AMC SPAR COPPER	Membrane (200529)	FRT (200018)	Inline Sediment (200010)	Inline Carbon (200009)	UF Membrane (200003)	Post carbon Copper (201878)	
<input type="checkbox"/>	KENT AMC SPAR EXCELL	Membrane (200529)	FRT (200018)	Sediment (200247) *1	Activated Carb on (200012)	UF Membrane (200003)	Post Carbon (200015)	Carbon Block Filter (200673)

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