



Hi-Tech Sweet Water Technologies Pvt. Ltd.

An Iso 9001:2015 Certified, N.S.I.C. & CE Registered Company



Water
Quality
ASSOCIATION



ANNUAL MAINTENANCE CONTRACT - Hi-Tech Water Purifier

Name & Address of Customer :

City : _____

Phone No. : _____

Date : _____ Amount: _____

*Payment Detail: _____

Model : _____ Sr. No.: _____

Date / Time of Inst. : _____

Contract Period From : _____ To : _____

S.E. / Tech. Name : _____ Sign.: _____

Plant Inspection Memo No.: _____

Customer Signature : _____



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* Kindly also send the DD/cheque along with the form In the favor of “Hi-Tech Sweet Water Technologies Pvt. Ltd.” Payable at Bardoli / Surat.

Under this contract Hi-Tech Sweet Water Technologies Pvt. Ltd. undertakes to maintain your Hi-Tech Water Purifier installed at the above addresses. This contract provides for free replacement of spare parts and periodical service to the water purifier subject to the terms and conditions mentioned hereafter. The charges for such maintenance are as follows.

Model No.: _____ 1 yr. Annual Maintenance Charge : _____

SERVICES COVERED BY THE CONTRACT :

- 4 periodical servicing visits per year during the period of contract, at the time of when the Hi-Tech Water Purifier will be thoroughly checked and adjusted.
- Any additional visit during the contract period as and when required, at the time of any breakdown/malfunctioning of the equipment, on intimation in the regard by the customer.
- Replacement of pre-sediment filter will be made, it is mandatory to replace by service technician every year during the service contract period.

TERMS AND CONDITIONS OF THE CONTRACT :

- A. The contract shall not cover visits/replacement of parts under the following circumstances :
- Damage caused to the equipment due to floods, fire, accident, roit, breakage, pest, misuse, improper or negligent use, tampering, leakage from pipes etc.
 - Damage caused to the equipment due to failure to observe the operating instructions & precautions as mentioned in the User's manual.
 - Defects/failures resulting from servicing/repairs done by a person other the authorised representative of Hi-Tech Sweet Water Technologies Pvt. Ltd.
 - Visit for customers re-training or for reinstalling at a different locations.
 - Defects/failures resulting from servicing/repairs done by a person other then authorised representative of Hi-Tech Sweet Water Technologies Pvt. Ltd.
 - Where this equipment is under use for more than 4 hours a day continuously, unless otherwise agreed in writing by Hi-Tech Sweet Water Technologies Pvt. Ltd.

Service Head Quarters : 4, Gopal Nagar, Nandida Char Rasta, **BARDOLI**

Call Center : +91 98980 47820 / 98980 22557 • Help Line : 1800 120 1212 • Service email : amc@hitechro.net

With regards to repairing the existing worn-out/defective part(s) or replacing the same, and ascertaining the presence of above circumstances, the decision of Hi-Tech Sweet Water Technologies Pvt. Ltd. will be final.

In any circumstances, the decision of Hi-Tech Sweet Water Technologies Pvt. Ltd. will submit a prior estimate for approval or bill for the work carried out at the prevailing rates.

- B. Since under the terms of this contract, the company is liable to supply you free replacement of spare parts in certain circumstances. **(GST tax where liable will be borne by customer)**. However the spare parts replaced will be the sole property of Hi-Tech Sweet Water Technologies Pvt. Ltd.
- C. For repairs necessitating the removal of the purifier or any parts thereof to Hi-Tech Sweet Water Technologies Pvt. Ltd. service center of factory, there shall be no additional charge for the labour.
- D. The equipment must be in good working condition. The same to be certified by authorised representative of Hi-Tech Sweet Water Technologies Pvt. Ltd. before this contract becomes effective. The customer shall pay the necessary charges in the first instance for rendering the equipment so workable, for which Hi-Tech Sweet Water Technologies Pvt. Ltd. will submit an estimate for approval. This clause does not apply if a contract is renewed from the next date or termination of the warranty period or previous contract period.
- E. The equipment should be made available for servicing as and when our Service technician/authorised franchisee technician calls on his periodical servicing visit.
- F. Every visit by our service technician/authorised franchisee technician will be made within reasonable time from receipt of a complaint for breakdown of the equipment and will be made only during hours of our service department and no visit will be made on Sundays / holidays.
- G. The liability of Hi-Tech Sweet Water Technologies Pvt. Ltd. shall be limited to providing service and replacing spares as covered by this contract and Hi-Tech Sweet Water Technologies Pvt. Ltd. shall not be use or operation of the product.
- H. In order to enable Hi-Tech Sweet Water Technologies Pvt. Ltd. to discharge its obligations under this contract the customer shall notify in writing any change in his address within 10 days of such change. In default where of Hi-Tech Sweet Technologies Pvt. Ltd. shall not be obliged to perform its obligations under this contract till it receives such as intimation from the customer. In such an event the removal and reinstallation of the Hi-Tech unit will be done at an additional cost as per the rates prevailing on that date.
- I. This contract is not terminable before the expiry period nor is it transferable in the event of resale/ gift to any other person.
- J. This service contract is offered only if you have purchased our water purification plant.
- K. Contract changes are payable in advance.
- L. Renewal of the service contract after its expiry will be at the sole discretion of Hi-Tech Sweet Water Technologies Pvt. Ltd.
- M. It shall not be the responsibility of Hi-Tech Sweet Water Technologies Pvt. Ltd. to send any reminder or any such communication to intimate to the customer either in nature of intimating the expiry of the contract or in the nature of renewal notice of the contract. The rights of renewing the contract rests with the owner.
- N. In the event of any complaint please quote your name and contract no.
- O. This contract sets out all the terms and conditions of which Hi-Tech Sweet Water Technologies Pvt. Ltd. agrees to service the equipment and cancels and supersedes all prior agreements undertakings or arrangements, oral or written between the parties on the subject matter.
- P. Validity - This offer is valid for 1 month from the date of this perform.
- Q. **On all AMC GST rate is 18%.**

NOTE : 1. Increase of service dissatisfaction, you may write to the Service Manager at Our Head Office.

Email : amc@hitechro.net

For Hi-Tech Sweet Water Technologies Pvt. Ltd.

NOTE : SERVICE CONTRACT PARTICULARS FOR INFORMATION ONLY AND DOES NOT MAKE IT BINDING WITH THE COMPANY