

Warranty | After Sales Service Under Warranty | A.M.C.

Annexure 1

1. Warranty :

Our products are warranted against any manufacturing defects for a period of one year from the date of installation or 13 months from the date of dispatch, whichever is earlier. Faulty parts may be replaced or repaired free of cost. Warranty does not cover replacement of subject to normal wear & tear, or those which are damaged by acts of ignorance, misuse, **site*** / environmental condition, accidents or not operated as per manufacturer's instruction/training. Warranty does not cover if scheme or any component / equipments are altered / modified / relocated / upgraded without written confirmation from the manufacturer by third party. Any equipment manufactured by other manufacturing company like pumps, blowers, valves, filters, membranes, oxygen concentrator, sensors & monitors etc, their warranty will be transferred to corresponding company. Since it is part of the scheme by Chemtronics, these equipments work under warranty will be organized by Chemtronics.

2. Operation & Routine Maintenance:

“All following stated scope of work are under clients scope of work, Chemtronics will not visit the site & perform any of them. If viable, Chemtronics can make an operation & maintenance work contract on mutually agreed terms and on chargeable basis. This work & term will be site specific & on case to case basis.”

- 2.1. Electrical panel, Pumps, filters, ozone generator, oxygen generator, air compressor, RO plant and all other installed equipments to be operated by well trained / qualified / competent operator of the client.
- 2.2. Plant / equipment start up & shut down, Cleaning, backwash, regenerations, flushing, chemical preparation, CIP, disposal of any waste generated, etc to be done by client side operator.
- 2.3. Any minor repair, electrical work, breakdown, routine servicing, replacement of defective parts supplied by the manufacturing company to be done by client.
- 2.4. Testing, Log sheet maintenance & data collection & submission, record keeping etc.

3. Servicing, Repair & Maintenance :

i. Under warranty:

Under warranty following stated activities will be performed free of cost as per warranty term, only overhead of the company of sending technician will be charged for the plant/equipments supplied/installed only by Chemtronics. This charge covers conveyance, accommodation, food, & daily allowance of the technician.

ii. Under Annual maintenance contract [AMC]:

Under AMC following stated activities will be limited & performed free of cost for the plant/equipments supplied/installed by Chemtronics & overheads of the company will also be free of cost, as per AMC contract term. Any visit beyond the term of AMC, will be charged extra.

***Site Condition: Any situation/condition not under the control of the manufacturer e.g. -**

- Ozone Built up in Ozone Cell**
- No/poor suction in ventury**
- No/less flow of feed oxygen**
- Blockage in Oxygen or ozone line**
- Pump Inlet /Outlet Valve Closed**
- Moisture/Oil/Dust in Ozone Cell**
- Moisture/Oil/Dust in Oxygen Suction**
- Incorrect Start up or shut down**
- Water Leakages, spillage, corrosion**
- Mains Voltage Fluctuation**
- Overheating, fire due to poor ventilation**
- Equipment not in operation for long (15 days)**

3.1. Periodic Routine Servicing:

Checking Overall Operation & performance of the plant / equipments installed data collection, testing, necessary tuning, adjustments, setting & reporting. Keeping equipments clean, dusting, lubrication, review of log sheets, back wash of filters, regeneration of softener, membrane cleaning/CIP, checking pipelines for leakages, electrical or mechanical valves, and review of log book. Inspection/certification/confirmation of any work/repair carried by person/agency other than Chemtronics. Frequency & schedule of periodic routine servicing is site specific & case to case basis as drafted by Chemtronics.

3.2. Break Down, Repair, Maintenance & Trouble shooting :

Instructions for system level troubleshooting are mentioned in the operating manual. For component level or any trouble shooting call our service center. Chemtronics staff will attain the problem on phone, skype, whatsapp or by email. If trouble persist/not resolved, Chemtronics will send technician/engineer within 3 - 8 working days, depending upon criticality, site location & availability of conveyance & technician. Any spare part or component is confirmed for failure due to manufacturing defect, will be repaired/replaced free of cost only during warranty period. Labor charges under warranty / Limited AMC will be free for manufacturing defects. But companies overhead like conveyance, accommodation, food, daily allowance will be charged, under warranty & beyond limited AMC. Call Chemtronics for above stated scope of work.

4. Annual Maintenance Contract :

“Annual maintenance contract [AMC] is applicable on chargeable basis for plant/equipments supplied by Chemtronics both for equipments/plant under Warranty period and out of warranty period.”

“Chemtronics Do Not Offer Comprehensive AMC.”

Annual Maintenance Contract covers all the services listed under servicing, repair & maintenance [clause no. 3], with 02 or 03 free visits per year. And contract cost depends upon site location & cost of conveyance & accommodation. This is approximately INR 15,000/- to 25,000/- per visit or 10.0 % of the project Cost per annum, whichever is higher + Service tax & any other prevailing taxes.

AMC Under Warranty & Out of Warranty:

1. Spares

Replaced/repared due to manufacturing defect	: Free [Under Warranty Period]
Replaced/repared not due to manufacturing defect	: Charged as per price list
Replaced/repared out of Warranty period	: Charged as per price list

2. Labor

Under limited AMC visits	: Free
Extra visits limited to 50 %	: Free

3. Travelling + Accommodation + Food + Daily Allowance + Company over head

Under Limited AMC Visit	: Free
Extra visits	: Charged as per AMC Contract

Easy Reference Guide: [Warranty & AMC]

	Under Warranty		Out Of Warranty	
	With AMC	Without AMC	With AMC	Without AMC
Spares	Free - If Manufacturing Defects		Charged As per Price List	
	Charged As per Price List - If Not Due to Manufacturing Defects			
Repairing/ Servicing/ Labor	Free - Limited + 50%	Free - Limited	Free - Limited + 50%	Charged as per Price List
Overhead + Conveyance + Food + Acomodation	Free Limited	Charged as per Price List	Free Limited	Charged as per Price List
Consumables	Charged As per Price List		Charged As per Price List	

Advantage of the AMC:

- Prevention from unexpected repairs and avoids cost for these repairs.
- Round the clock service from Qualified Technicians.
- Planned scheduled routine service. No need to keep track of device frequency.
- Genuine Spare parts for high reliability.

Annexure 2

A. General Terms & Conditions of the Warranty:

1. Under no condition the complete equipment/product will be replaced. Warranty means only repair of the equipment by repairing defective component if part is not repaired, will be replaced.
2. CTIPL does not warranty that the operation of this product will be uninterrupted or error-free.
3. CTIPL is not responsible for damage that occurs as a result of your failure as well as equipment failure.
4. Within warranty period, CTIPL reserves the right to use re-engineered parts(s) with performance parameter equivalent to the similar new part(s), for performing the warranty services or as a preventive maintenance.
5. This stated warranty is valid till next version / revision / amendment. Always refer the latest warranty terms & conditions online at www.chemtronicsindia.com/downloads/commercials.

B. The Warranty of the product(s) shall be rendered null void if:

1. Product is not installed & commissioned by CTIPL or any authorized person/agency of CTIPL.
2. Product/equipments installed in open in atmosphere. (All equipments are mandatory to be installed indoor, in well secured & well ventilated place)
3. The product is physically damaged.
4. Not routine serviced by purchaser's qualified personnel or by CTIPL staff.
5. The product is modified, repaired, disassembled by any third party other than CTIPL. i.e. Damage arising out of unauthorized modification, repair and alteration.
6. The product is operated and/ or maintained in ways other than recommended in the user manual and /or training given at the time of installation & commissioning by CTIPL staff
7. Product operation outside the usage parameters or above specified capacity started in the user manual provided with the product.
8. Any malfunction or failure in the product resulting from exposure due to site /environmental condition like dirt, sand, voltage fluctuation, overheating, rain, flood, fire, earthquake etc.
9. Model no. or serial no. label / sticker of product is removed, mutilated or tampered with.
10. Defect is the result of physical breakage, electric connection or electrical faults external to the product(s).