

GENERAL RULES FOR SERVICE CONTRACTS

VALIDITY

This contract is valid for one year from the agreed starting date. The contract could be renewed at the end of its period on mutually agreed terms and conditions. Either party is entitled to terminate the contract in writing if the other party commits a significant breach of the contract and fails to remedy such breach within 30 days of being brought to the attention of the other party. In such an event, the contract fee should be applied on pro rate basis, up to termination date and any balance due/excess paid shall be paid/ refunded.

SCOPE

Preventive Maintenance

This consists of measures regarded by PTS as necessary to maintain the equipment in a proper operating condition. Preventive maintenance includes functional checking, necessary adjustments, etc. PM to be carried out at times planned in advance.

Breakdown Maintenance

This is to be carried out in the event of malfunction, which prevent the operation of the equipment. Work to be carried out during the service coverage time as per the AMC contract. Breakdown Maintenance includes faultfinding, repair or replacement of defective parts and functional checking.

Spares & Materials

Defective parts discovered during maintenance could either be repaired or replaced by new or as new parts. Spares replaced will be either of the same make or equivalent. PTS shall decide whether defective parts are to be replaced or repaired.

IN Case of Comprehensive AMC: All the spares “except those are not covered “will be supplied by PTS as a part of this service contract. These spares will be kept at PTS office. Additions/ Deletions of these spares, if any would be done by PTS, to ensure minimum downtime.

IN CASE OF NON COMPREHENSIVE AMC The Requires spares shall be Stocked by customer and in case of break the spares shall be consumed by PTS and if customer does not have the stock of required spares the PTS shall supply it at the agreed rate list. Parts removed shall be property of PTS.

Tools/Instruments

PTS would provide necessary tools and instruments to their Service Engineer for the purpose of servicing the equipment covered by the contract. Vacuum cleaner/Blower required for cleaning the UPS cubicle along with necessary unskilled manpower shall be provided by PTS.

OBLIGATIONS & RIGHTS OF THE PARTIES:

The customer agrees to use and operate the equipment only in the manner approved by Power Solution Services. The customer agrees to keep an operating logbook, cleanliness in and around the equipment. Any malfunction that develops must immediately be reported to PTS and the customer must make the equipment available to PTS engineer and extend Necessary cooperation so that maintenance can be properly carried out. If a malfunction develops in the equipment as a result of accident, fire, lightning, willful damage, negligence, other incorrect operation, faulty electrical power supply, or other equipment not covered by this contract or as if consequence of deviations from approved operating conditions, the customer shall similarly be responsible for cost ensuing.

The operating conditions of the equipment are significantly changed because the Customer has without the written approval of PTS moved part of the equipment to another position or has modified or extended the equipment, PTS reserves the right to modify the contract to conform to the installation in its modified form.

As far as premises and connected equipment are concerned the customer shall provide and pay for such arrangements and measures as may be required to ensure that the maintenance work on the equipment can be carried out without risk to the health, safety or working capacity of PTS personnel and shall, at the request of PTS make available auxiliary equipment and personnel for lifting and transport to operate any Machine or process connected to the equipment.

PTS reserves the right to sub-contract to its authorized service agents the responsibility to service your installation or part thereof. PTS assumes full responsibility for quality of Services rendered by the authorized service agent.

MALFUNCTION REPORTS: - The malfunction must be reported to one of the following

- 1) Ketan Patel -----9913134940
- 2) Meghana Mande - 9228512741
- 3) Harish Vinchurkar---9898014877

SCOPE OF WORK

A. PTS will provide through its employees or authorized agents.

- Routine Preventive Maintenance (P.M.) Four in a year during week days, in normal working hours i.e. 9.00 a.m. to 6.00 p.m. Out of the Four maintenances two shall be a Major P.M. involving complete checkup of the UPS.
- 24 Hours/ 365 Days a year Telephone technical support.
- Attendance for break-downs of the system during normal working hours i.e. between 9.00 a.m. to 6.00 p.m. on week days within 3-4 Hours. (Monday to Saturday).
- Pilot battery /cell checking during preventive maintenance.

B. The contract charges are inclusive of the time & expertise, costs of travel, accommodation, incidental expenses and the provision of replacement of spare parts as listed below;

- All Electronic printed circuit boards.
- ii. Power devices viz. IGBT, Thruster modules, and Diode modules.

C. The contract does not include **consumables like AC & DC Capacitors, Battery, Battery Spare Parts, Battery replacement or repair, Switchgears, Exhaust Fan, Wound components, Cables, etc.**

In case the Batteries are not supplied by PTS, additional service support requested for any battery related work shall be arranged on chargeable basis at extra cost.

D. PTS is bound to replace necessary parts only by parts of certified quality. In case of replacement the defective spare covered under this contract shall be PTS's property.

E. Customer Selected Options (at Extra Cost)

- Battery Impedance testing during routine preventive maintenance.
- Replacement of AC & DC Filter capacitors once in 4 years.

F. Services provided:

Preventive Maintenance Service shall include

- i. Cleaning up of Unit, Visual Inspection to check any deformation.
- ii. Checking and Adjustment (If needed) of Power parameters like input. Output, DC voltage & Current.
- iii. Checking and Adjustment (If needed) of Control parameters on different PCBs.
- iv. Tightness of all connection, if shut down possible.
- v. Functional Checking up of each section.
- vi. With customer approval, perform operational test of the system including unit transfer and battery discharge.
- vii. Install or perform Engineering Field Change Notices (FCN) as necessary, Spares if needed will be charged extra.