

# (Annual Maintenance Contract)

## Service Level Agreement (Non-Comprehensive)

Appliance	Tenure / Visit Schedule	Cost INR
Kitchen Hood	2 Preventive Maintenance services	1770
Built in Hob	2 Preventive Maintenance services	1550
Kitchen Hood + Built in Hob	2 Preventive Maintenance services	1999

1. 1st Service will be redeemed after 24 HOURS from payment realization.
2. In case there is any breakdown and requires part change the same will be done at an extra cost.
3. Spare parts are not changed under the AMC contract.
4. In case there is any breakdown and requires part change the same will be done at an extra cost.
5. We do not entertain refund and cancellation in any circumstances.

### (Scope of work)

1. To efficiently maintain your product by regular cleaning.
2. Calls will be generally addressed by the service center between 10 am to 7 pm on working days.
3. Technician will dismantle the Product if required and clean the parts after which he will ensure perfect and safe functionality of the Product.
4. After completion of the servicing technician will educate the customer for preventive measures.

### (Mode of Operation)

1. For any support & service call, customer should call to Toll free # +91-8130521481 or +91-9818376946 & register a service request as an AMC call.
2. Elica will generate a unique Case id & will inform the service center to attend the Call within 24 working hrs.
3. Authorized service center technicians will visit as per the terms of the contract to carry out preventive cleaning of the product.
4. All equipment will be provided by the service center to the technician, in case spare parts are required they will be charged to the customer.

5.For kitchen hoods only first service will be deep cleaning service.

**Visit Charges all Products 250/-**

**(INSTALLATION CHARGES)**

Kitchen hood installation in Ducting mode And Recycling - 590/-

Built in Hob Installation with LPG -300/-

Built in Hob Installation with CNG -350/-

CookTop Installation with LPG -250/-

CookTop Installation with CNG - 350/-

**(Service Charges)**

Kitchen Hood Major Servicing -1499

Kitchen Hood Filter Cleaning (Maximum 3 filters ) -799

Built in Hob Servicing -699

Cook top Servicing - 499

Note: Dear Customer, Please be aware of Fraudulent persons asking for online (GPay /UPI ) payments on behalf of USHA chimney service center. We do not ask online payments from customers & USHA chimney service center will not be responsible for any loss incurred due to any fraudulent activity. Thank you USHA chimney service center.