



Annual Maintenance Contract : Air conditioner and LED

Dear Customer,

We thank you for your trust in our product. We at Truvison Pvt. Ltd believe in providing our valued customers The best in engineered technology and quality performance for extreme Indian conditions. Striving to keep our commitments and to ensure best product performance, we offer to you exciting

"Happy Homes Annual Maintenance Plans" to cover the service support for your products.

Should you avail of these services, our qualified service team will ensure that your products are in optimum Condition to give you best performance and at the same time be economical in operations.

Happy Homes Annual Maintenance Plans ensure that Truvison are always there with you at each step.

Happiness By Smart Savings

With all functional parts charges and labour costs waived, you get extreme savings On your repair bills.

Happiness By Smart Assistance

Truvison offer a team of trained Engineers to take care of your products and genuine spare parts, if replacement is Required.

Happiness By Smart Summon

Just in case there's trouble, all you need to do is call Truvison customer support center number and we will take care Of your worries.

Capacit y / Type	Split AC (Fixed Speed)				Split AC (Inverter)			
	Within 5 Yrs				Within 5 Yrs			
	Year 1+1	1+2	1+3	1+ 4	Year 1+1	1+2	1+3	1+ 4
1 Ton	2,000	3,900	6100	8200	3,200	6,300	9500	11000
1.5 Ton	2,500	4,900	7800	9990	3,800	8,300	10500	12500
2 Ton	3,000	5,900	9200	12000				

DISCOUNT OFFER	Condition	AMC taken within 30 days of purchase
	Discount	10%

S.NO.	TYPE OF MC	NO. OF SERVICE ON REQUEST	PARTS COVERED
1.	Comprehensive MC	3(2 dry & 1 wet–on request)	(a) Fan Motor (b) Louver Motor (c) Gas Charging (d) Capacitors & Relay (e) Thermostat Switch (f) Selector Switch (g) Air Filter (h) Remote Control (i) Fan & Blower (f) Compressor.



WORK ORDER FORM: ANNUAL MAINTENANCE INVOICE COPY

W/O No.

I would like to maintain my product through Truvison Pvt Ltd India's Annual Maintenance Contract (AMC) for which I am giving below the following details related to my product & residence, I have understood that this AMC has to be taken only through cheque payment & will become effective after clearance of cheque.

Name :

Billing :

Address :

Location :

Address :

City :

 Phone No.:

Pin Code :

Mobile No :

 Email : _____

Product Details (If more than one product then attach annexure)

Product :

 :

Model No. :

Set SI No. / ODU :

Compressor Make :

Compressor SI. No. :

Date of Purchase :

 AMC Validity Months :

DD MM YYYY

AMC Start Date :

 AMC End Date:

DD MM YYYY

Declaration by the customer

I have read and understood the terms and conditions* of the contract as detailed overleaf. I am pleased to enter in the contract as per the details mentioned above

Customer's Signature

Date :

DD MM YYYY

Checklist for Service Engineer (To be filled in presence of customer)

	Panel			Any pinching in Power cord		Compressor	
	PCB		AC Safety Check	Power Cord joint behind IDU		PCB	
LED	Speaker			Connection in terminal block		Motor	
	HDMI Port			Safety cover lock terminal box		Eva./Cool Coil	
	Power cord			Closure of rear side wall hole		Grill Temp	

LED Extended Warranty Terms per YEAR	
Size/Segment	AMC per year
32" Smart	689
40" FHD	919
40" Smart	1034
50" Smart	1149
50" Smart 4K	1379
55" -4k	2299
65"-4k	3449

Terms & Conditions:

The prices are exclusive of GST.

AMC does not include Physically Damages Sets, Dealer Sold Sets, and Customer Induced Sets.

The above prices mentioned are Cash & Carry ONLY.

RECEIPT (To be filled by Truvison Authorized Personnel)

Received with thanks from Mr./Mrs. _____ an amount of Rs. _____ (incl taxes) (in words) Rs. _____ (incl taxes) against the Annual Maintenance Contract for product _____ Model : _____ as per the details mentioned above.

Paid By : Cheque No.** _____ dated _____ Rs. _____ drawn on bank _____

Received by : ASP Code : _____ Engineer Name : _____ Sign : _____ Date _____

Call center number: 0120 4055 014

* Kindly read terms & conditions as mentioned on reverse ** Receipt subject to realization of Payment



truvison



truvisonind



truvisonind



truvison



truvison



TRUVISON

606/D-Wing, Neelkanth Business Park, Vidyavihar (W), Mumbai - 400086.



+91 9152987289



enquiry@truvison.com

TERMS & CONDITIONS

1. The Truvison pvt ltd Annual Maintenance Contract (hereinafter referred to as AMC) is an Optional Service Contract, to cover product(s) under the AMC for ensuring working condition..
2. This AMC is offered to the customers who are residing within the municipal limits of the city/ town of the company's authorized service centers. However, customers residing outside the municipal limits of the city/ town of our Service center can also opt for this AMC, but in this case, the service will be undertaken only as per journey cycle of service engineer to that location. In case of Gas charging & compressor replacement, the customer will have to bring the set at his own expense to the service center or transportation charges are to be paid by customer if service is requested by customer at Home in case of Gas Charging & Compressor replacement.
3. AMC will be offered to the customer only after inspection of the set & ensuring that the set is in the working condition. However, if set is outside warranty & not in working condition, then the set will be repaired on chargeable basis first & then AMC can be taken/issued to customer.
4. AMC shall be valid for a period as mentioned in the work order form, or the invoice, duly signed by Company representative.
5. Acceptance / Renewal of AMC after expiry of the AMC shall be at the discretion of the company.
6. The company shall be under no obligation to provide repair / service under AMC if the set is not working because of improper use, unauthorized alteration, modification or substitution of any part or serial number of the machine is altered, defaced or removed, abnormal voltage fluctuation, rat bite, negligence on part of customer, acts of god like floods, lightening, earthquakes etc...or causes other than ordinary use. If our services are required as a result of the causes stated above, such services shall be at extra charge as per company price list
7. While all effort shall be made to give preferential attention to emergency breakdown of the product, the company shall not be held responsible for any loss arising due to delay in service.
8. AMC covers only operational parts. Operational parts are only those component parts that are critical to the performance of the product's essential function. Plastic & Rubber Parts, Lamp, Interconnecting cable, Rubber pads for Remote Control, interconnecting Copper Tubes, aesthetic parts & Stabilizer are not covered under this AMC. Un-installation & re-installation is also not covered under AMC in case of change of location of product.
9. The Company's Authorized Service Partner/ engineer will only be authorized to perform Service under this AMC for All covered product(s). Customer will have to register his complaint at Call Center numbers mentioned in this form.
10. Service will be provided during the normal business hours on working days of the - Service provider. Customer are requested to ensure that engineer who is attending/ visiting for complaint, shall carry his ID card for identification.
11. All faulty parts which are covered under AMC shall be replaced with compatible working parts & replaced parts must be handed over to the Authorized Service personnel.
12. In case the customer wants to cancel the AMC before the completion of the AMC period, there shall be no refund of the charges for unexpired period, however the purchaser may transfer AMC if location of the product is changed within the service network of Company in any state, only in condition that the un-installation & re-installation of the product from one place to another place is done by authorized personnel of Company only, therefore, customer has to register his request at call center to change of location.

Authorized service center will carry out un-installation & reinstallation on chargeable basis & thereafter, the AMC will continue for unexpired period.

13. During AMC, in cases where the set cannot be repaired at the location of the customer & is required to be repaired at company's service center, then Transportation charges will be borne by customer.

14. All payments are to be made in advance along with AMC work order Form.

15. All disputes are subject to Mumbai Jurisdiction.