

TOGETHER ENGAGED IN NATION BUILDING

DAIKIN SERVICE PARTNERS MANUAL



R&D CENTRE



DJIME



ACDC





Mr. Kanwal Jeet Jawa
Managing Director & CEO
Daikin Air-conditioning India Pvt. Ltd.

“ Our simple measures to align people, processes, product, channel and brand helped Daikin conquer the Numero uno position in India. ”

MD's Message

Daikin's vision to emerge as an industry leader in India's market continues to grow strong. With an understanding of the principle of 'change is the only constant', the Company caters to evolving customer aspirations with a renewed focus on eco-friendly technologies. Therefore, 'continuity' and 'change' are the major growth drivers for Daikin. As the leader in India's Heating, ventilation, and air conditioning (HVAC) segment, we are formulating and adopting new strategies. Our current manufacturing capacities coupled with local research & development will ensure that we serve new markets and new geographies such as Sri Lanka, Nepal Bangladesh and East Africa in addition to India.

The Daikin India recently concluded acquisition of Citizen Industries Ltd. would result in joint sales impetus, acquiring of ongoing air-side maintenance contracts, expansion into the applied and VRV solution business (including air side), a horizontal collaboration with American Air Filter (AAF) and catalyse economies of scale at the Daikin India Neemrana, Rajasthan factory and its R&D centre. The Daikin focus on innovation by leveraging technologies, such as AI - IOT will find its way into our products in the near future. The smart technological innovations are designed to increase consumer convenience and efficient management of air-conditioning equipment.

We are proud to have successfully established the Daikin Japanese Institute of Manufacturing Excellence (DJIME), an initiative of Government(s) of Japan and India. This initiative will lead to skill development and increase employability of Indian youth. We think about the holistic wellbeing of our customers, stakeholders and the entire planet. Air quality remains at the core of everything we do at Daikin, so we will continue to introduce products that help customers to breathe better quality of air.

Our vision, mission and investments on people, processes, manufacturing, products, service and technology will play a pivotal role in creating a truly global organisation with a sustainable focus.

DAIKIN'S PERFORMANCE



Commercialization Speed Greatly Increased after the India R&D Center Established. India is one of the markets where we have successfully developed localized products by setting up an R&D center. Daikin entered India HVAC market in year 2000 and established the Neemrana Plant in 2009.

In 2016, we established an R&D center inside the plant responsible for new product and technology development. This makes it possible for Indian developers who can directly hear consumer needs to promptly create prototypes and engage in testing, greatly reducing the time needed for commercializing products. Consequently, the lead time from identifying customer needs to delivering actual products is now as short as three months.

Local Development Base Able to Meticulously Meet Local Needs

The market for air conditioners in India differs greatly than Japan. Firstly, Daikin's R&D Center in India has identified issues unique to each region based on climate and electricity infrastructure.

Using the base model, we first tackled issues that can be addressed with minor changes. For example, malfunctions caused by damages resulting from off-road transportation were addressed by changing the product baseplate or packing materials. Also, to address pipe corrosion due to gas from domestic wastewater released into the rivers, the affected pipes were coated with special rust-proof material.

By carefully addressing local needs, our R&D Center in India has honed its product development capabilities, which mainly involves addressing high outside temperatures. As the central and coastal regions often see days of over 46°C, which exceeds the limit of the base model, the R&D Center has developed ways to accommodate temperature up to 54°C based on its own research studies. This technology is not only utilized in India but is also exported to the Middle East.

DEALER SERVICE MANUAL

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^^ Service Partner mentioned in this document refers to Sales and Service Dealers (SSD's), Daikin Solution plaza (DSP), Authorized Service Provider (ASP), Daikin Service Plaza.

DAIKIN PROFILE

Company Profile

Daikin Air-conditioning India Pvt. Ltd., a subsidiary of Daikin Industries Ltd. Japan, is one of the leading Global manufacturers of both commercial and residential air-conditioning systems. After introducing our superior air-conditioning solutions in India in the year 2000, we gained the trust of our valuable customers with our innovative range of products and dedication towards quality.

Our never-ending quest for innovation has made us the market leaders for both commercial and high-end residential air-conditioning systems. As an ISO 14001 certified company; we remain committed to keep you at the core of everything we do. We at Daikin, with the global philosophy of 'Quality First', walk on to realize our dream for better World.

Heritage

A diverse multi-national company, Daikin Industries Ltd was established in 1924. With headquarters at Osaka, Japan, the Daikin family has more than 80,000 members working across 100 factories and 313+ consolidated subsidiaries worldwide and clocking a revenue of Over USD 24 Bn. As the world's sole manufacturer that develops a long line of products from refrigerants to air-conditioners, Daikin advocates a comfortable living on the strength of advance technologies. As one of world's leading air-conditioning company, Daikin is committed to delivering air-conditioning solutions that create harmony all around the world. Today the world has become a single global market and we continue to address new challenges as we move ahead towards our goal.

Daikin India Distribution Network

With a wide comprehensive distribution network and well spread spare parts centers pan India, we ensure that we are well within your reach at all times. We are equipped with trained manpower, stocks of spare parts and tools, our centers are ready to cater to all your air-conditioning needs. On the other hand the warehouses ensure the availability, proper storage and timely delivery of products across India.

Company Profile

Company name	Daikin Industries Ltd. Name changed from Osaka Kinzoku Kogyo in 1963
Founded	October 25, 1924, in Osaka, Japan Founder: Mr. Akira Yamada
Established	February 11, 1934
Capital	85 billion Yen
No. of group Employees	80,396
Chairman	Mr. Noriyuki Inoue
Head Office	Osaka, Japan
No. of group Companies	313 Consolidated Subsidiaries (29 in Japan, 284 overseas)

KEY WORDS THAT EXPRESS DAIKIN

Founded in **1924**
96 Years of History

People-Centered
Management

Comprehensive AC
Manufacturer
handling both AC equipment
and refrigerants

100+
Production Bases
in the World

¥2 trillion
Overall Sales

80,000+
Employees

Business Development in
150+
Countries

79%
of Daikin Sales are from
outside Japan



• 11 Branch office (sales& service) • 15 resident offices • 22 supporting warehouses • 400+ Daikin Solution Plaza • 5 mother warehouses • 675+ Authorized Service Centers • 8000+ Channel Partners

Exhaustive Product Range

Experience bliss with every Daikin product. With innovative and eco-friendly technologies, Daikin's energy-saving air-conditioning solutions create a harmonious environment all around you. Daikin truly has the unique ability to add a sense of calm to your space both aesthetically and functionally.

Full range of split ACs

Get the best-in-class air conditioning experience with a wide range of split air conditioners by Daikin. Loaded with amazing features, exceptional cooling performance, and great energy-saving technology, our air conditioners level up and 5 year Warranty on inverter PCB, the décor of your place wonderfully. Moreover, they come with 10 Years Warranty on Inverter Compressor which means complete peace of mind.

Cassette ACs

Featuring an elegant design and high-end cooling, our Cassette Air Conditioners are the perfect answer to today's cooling needs. Their multi air swing control provides multiple patterns to deliver maximum comfort. They are designed with unique "round" side contour and new LED light location to give your overall décor a nice value addition.

Wide Range of VRV Systems

First launched in Japan in 1982, the Daikin VRV system has been embraced by the world markets for over three decades. Now, we at Daikin introduce the next generation VRV X system to reinforce our industry leadership. The system now offers an enhanced line-up to meet an ever widening variety of needs, while improving energy savings, comfort and ease of installation. The VRV X is the most advanced Airconditioning system in the world and is ideal for large and small spaces.

Ductable ACs

Explore the most comprehensive range of ducted air conditioning systems at Daikin. They are perfect for homes, open-plan offices, shops, schools, restaurants and any other big-size spaces that require balanced air distribution around the room. The most practical choice for heating or cooling large air conditioning remains a challenge.

Packaged ACs

Daikin floor standing air conditioners are an ideal for those who wish to turn their places into a heaven. Extremely portable, they can be a perfect solution for cooling the area any time. Now enjoy quiet and efficient cooling without getting into complex air conditioner installation. Some of its salient features of this portable air conditioner in India are filter sign, anti-bacterial filter, durable filter, self-diagnosis functionality and many others.

Chillers and Control Systems

With a comprehensive range of chillers, Daikin is poised to power up various mechanical cooling process applications across different industries. Our centrifugal chillers, screw chillers, scroll chillers and air side products are a testament to our unmatched engineering capability. They are an ideal choice for commercial, industrial and institutional HVAC applications.

We at Daikin believe that even the most advance technology should be accessible in the simplest manner. Our user friendly control systems are easy to use for all our air-conditioning solutions. The flexibility of our control systems enables the technology to interact with you leading to an optimum utilization of resources and conservation of energy.

Daikin India's Production Facility

Daikin's manufacturing plant at Neemrana, Rajasthan aims to Creating products that will make people's lives more comfortable. It is supported by a local Research & development center & a network of production bases throughout the world and showcases the application of advanced technology and equipment. Our comprehensive quality control system features centrally computerized management of quality and production data to facilitate production with excellent quality.

Moreover, due care is take to create a pleasant working environment for the employees as we are of the firm belief that a superior working environment is essential to produce superior products. By reducing the supply lead time and meeting market needs in terms of product specifications & technology with localization, Daikin India plans to consolidate its leadership on the Indian terrain.

Technical Support & After Sales Support

We are focused on the pursuit of 'Total Service Quality' to provide as much comfort and support to our customers as possible. Our extensive technical and after sales support team is devoted to one thing; 'Customer Satisfaction'. By combining extensive technological knowledge and experience we ensure promptness, reliability and care in accordance with Daikin's Global standards.

Providing comfort by putting the customer first

Promptness

Early deployment of service engineers for quick restoration of product operation

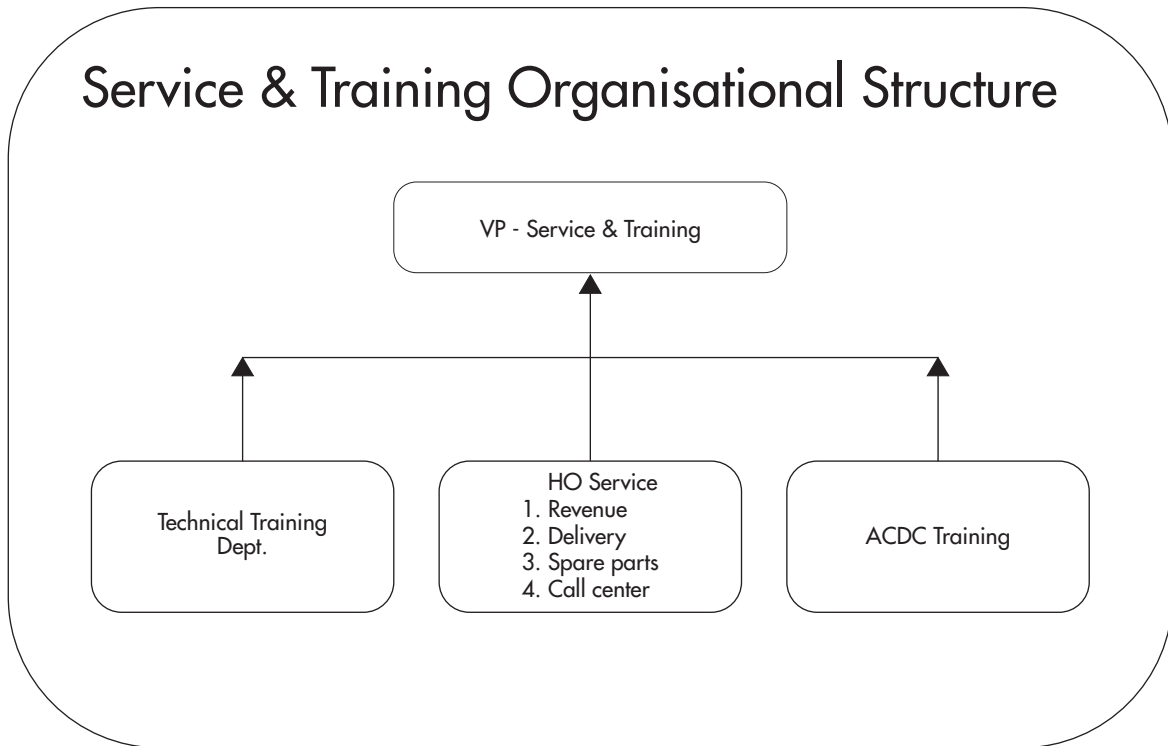
Reliability

1. Accurate diagnosis
2. Correction of problems to prevent recurrence of malfunctions

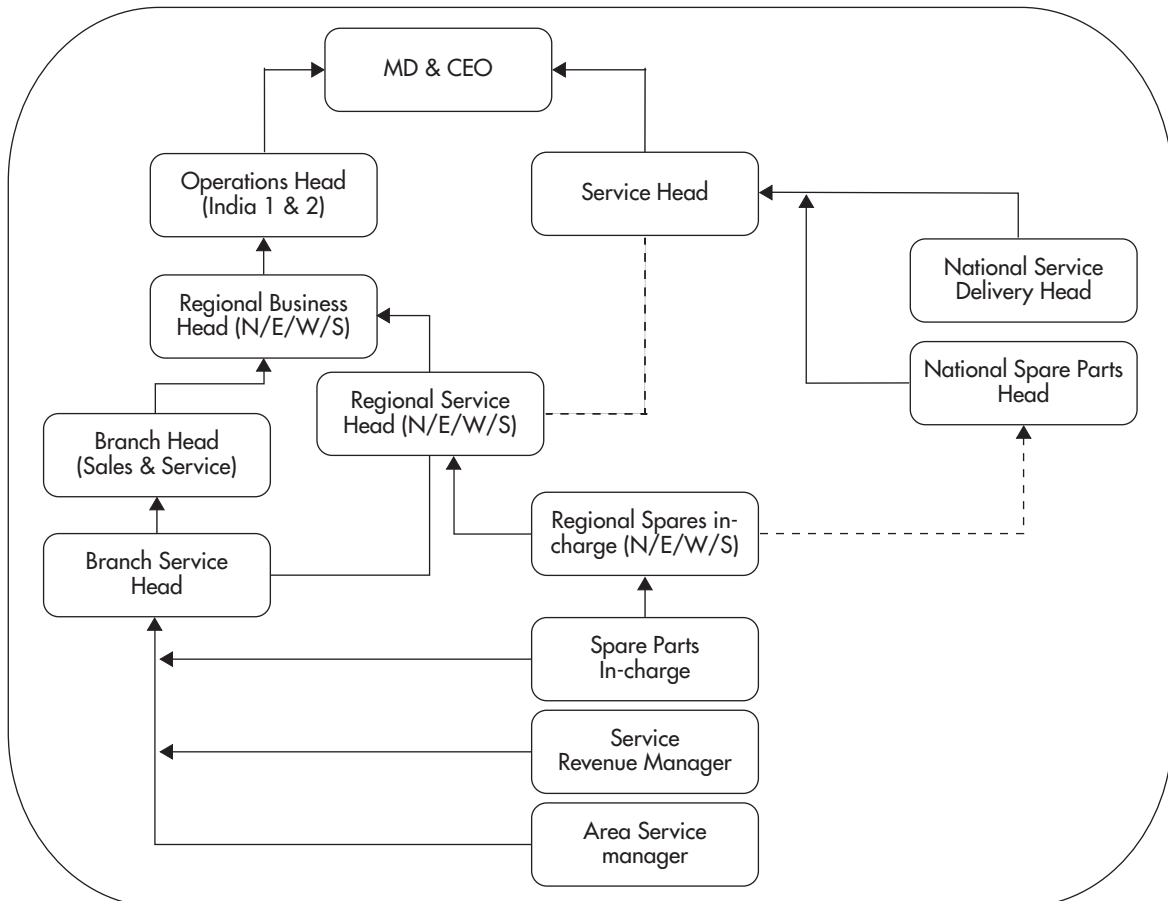
Care

Smooth and clear communication with our customers in order to act from the standpoint of users

Service & Training Organisational Structure



Service Regional Operation Structure



ROLE OF SERVICE PARTNER (ASP/SSD/DSP)

DAIPL services a major part of its product range through a large network of Service Partner spread all over the country.

As a connecting link between Daikin and the end user, the Service Partner plays a critical role in the DAIPL operations.

The Service Partner undertakes the following functions:

- A Installation & Commissioning of Daikin Products.
- B Breakdown assistance & Complaint attendance.
- C Service business through company (AMC, OTR, Accessories, Spare sales).
- D Stocking of adequate spare inventory and accessories as per company policy from time to time.
- E Using Company provided CRM (C4C) for commissioning, call management, indent spares and claim management.
- F Providing feedback on the field quality issues to branch.

In order to render prompt and effective after sales service, a Service Partner must have a well-designed and properly equipped service station in consultation with service-in-charge.

Power requirement of about 5 kW, preferably 440V, 3 phase, 4-wire, 50 cycles is desirable. A suitable place for washing the units should also be available along with sufficient water at 3 m pressure incase unit is brought to service station for any repairs or servicing.

All these requirements are to be fulfilled in compliance with government norms. The space should be well ventilated and properly illuminated.

Major Role Of Service Partners

1. Arrange service promotion measures, as may be necessary from time to time, on mutually agreed basis. Service Partner shall, at its reasonable expense, advertise, promote & demonstrate the services fairly and accurately.
2. Use DAIPL's original spare parts in repair and replacement of products in order to maintain the products performance and high quality. Service Partner shall not represent non-DAIPL parts as DAIPL's spare parts.
3. All Service Partner's staff should wear DAIKIN Uniform with proper DAIKIN ID present at all times, specially while attending customer complaints.
4. Recruit adequate staff and personnel having requisite experience and qualifications as may require by DAIPL from time to time; properly train the service and parts personnel with respect to products. The Service Partner shall also be liable to create and maintain requisite infrastructure and facilities as may be required by DAIPL from time to time.
5. Maintain adequate stocks of the spares, to cater to the demand, as well as, to conform to service policy of DAIPL from time to time.
6. Provide satisfactory after sales service, breakdown assistance as well as routine maintenance services, as per terms of warranty or AMC to the customers and have ready record in terms of service report.
7. To provide market service information, statistics and reports; if required by DAIPL from time to time.
8. Service Partner shall permit persons designated by DAIPL, during normal business hours, to enter Service Partner's place of business, to take inventory of spares at Service Partner's location and to examine, copy and audit all Service Partner records and documents relating to the services.
9. Service Partner shall strictly comply with the requirements of the "TOOL POLICY" separately announced by DAIPL and amendments thereof from time to time, along with Engineer Safety Kit.

10. Active & equal participation in handling direct/call center/service branch & head office/DIL routed/customer calls on priority as per defined timelines and update the status in software with finding, rectification planned/carried out, and with instant appointment fixation & visiting as per schedule and update to customer in case of any delay/deviation in schedule. Most of these calls are logged in C4C.
11. ASP owner/manager to carry out regular visit to sales channels, like regional retail counters/sub-dealers, under his assigned PIN codes areas & document the visit.
12. To have computer, printer, broadband, Scanner & dedicated phone line and an executive to manage calls allocated for attendance status updates, case closure and submission of CSR to customer with their signature and mentioning case findings & actions.
13. To attend DAIKIN training programs and be aware of the technologies, service procedures & behavioral training - assimilating the "DAIKIN Way".
14. To have digital storage of documents like customer invoice copy, installation/commissioning report with pictures of IDU/ODU/name plate showing model/serial no, breakdown and routine service and reports.
15. Operational timing will depend on the expected load & the expectancy of the service delivery of the local Daikin branch office.

Prerequisite of SERVICE PARTNER (ASP/SSD/DSP) creation

Prerequisite of SERVICE PARTNER (ASP/SSD/DSP) creation

- I. Infrastructure to handle planned call volumes.
- II. Manpower (no's based on productivity for A, B & C Class cities and call volumes to be handled) and their Qualification/ Skill set / Years of Experience.
- III. Field Engineer & Workshop Tools / Equipment's.
- IV. Mandatory Technical and Behavioral Training
- V. ASP should be brand exclusive to Daikin & shall not be found indulged in supporting to render services for any service chains like Onsitego, Urbanclap, Jeeves, etc.

The manpower and basic field and workshop tool calculator will be used by Daikin branch service to arrive at required no's of field engineers and tools, basis call volume to be handled and the class of city. Productivity for planning perspective is defined for each class of city which is to be strictly adhered to for all calculations. Peak 4 months volume to be basis for all workings.

The sample format blank and 2nd sample format auto filled (outcome of calculator) for guidance purpose are attached below:



DAIKIN AIRCONDITIONING INDIA PVT LTD

Basic Requirement to select ASP/SSD/DSP

Company Name:
Company Address:
Telephone No.
Mobile No.

Owner Name:
Key Tech. Person:
Checked By
Checked Date

Service Centre		Std. Parameter		Actual		Remarks			
Area for service centre		200-250 sq ft (min.)							
Power supply at service centre		3 phase 5 kW with N for A Class Dealers & 1phase 2.5 kW with N for B & C							
Water tank(to check coils etc.)		Required							
Approachability of transportation		Yes/No							
Furniture		Yes/No							
Laptop/Desktop		Yes/No							
Printer/Scanner		Yes/No							
Internet		Yes/No							
Telephone Lines		1 (min.)							
Air Cond. Experience (owner/key technical person)		Std. Parameter		No of BD/RMS calls Per Engg		No of Instln calls Per Engg		Remarks	
Installation of Split Airconditioner/Ductable/VRV		>3 years							
Repairs of Splits/Ductables/VRV		>3 years							
A Class City Productivity Expected		BD/RMS		4.5		2.5			
B Class City Productivity Expected		BD/RMS		3.5		1.5			
C Class City Productivity Expected		BD/RMS		2		1			
		A Class City		B Class City		C Class City			
		BD/RMS		BD/RMS		BD/RMS			
		Installation		Installation		Installation			
**grey text area to be filled by branch									
Yearly Call Volume/Peak 4 month Volume		4.0		4.0		4.0		4.0	
No of Peak Months		4.0		4.0		4.0		4.0	
Min Metro/Non Metro									
Man Power									
Manager		0							
Supervisor+CC)		1							
Skilled (ITI)		2							
Semi Skilled		2							
Support Staff		1							
Commandos									
ACDC Training									
Advance VRV									
Tools		A Class City		B Class City		C Class City			
		BD/RMS		BD/RMS		BD/RMS			
		Installation		Installation		Installation			
Field Tools									
DAIKIN Tool Bag		1		1					
Genaral Tools		1 set		1 Set					
Digital Multi Tester		1		1					
Gauge Manifold Kit		1		1					
Tube Cutter		1		1					
Digital Thermometer Standard Kit		1		1					
Crimping Piller		1		1					
Level Gauge		0		1					
Inverter Anlayser		1		0					
Cleaning Brush for Heat Exchanger		1		0					
Hand gloves		1		1					
Soldering Iron		1		0					
Blower		1		0					
Drill Machine		1		1					
Heat sink paste		1		0					
Flaring Tool Kit		1		1					
Expander Kit/Swagging tool		1		1					
Bender Kit		1		1					
Workshop Tools									
Megger Tester		1		0					
PCB Testing Panel		1		0					
Performance Test Bench		1		-					
Refrigerant Cylinder-8/10 kg		1		1					
Vaccum Pump (2 stage rotary portable)		1							
Jet Pump to clean Heat Exchanger		1		0					
Protatable Brazing Set (for site use)		1							
Brazing Pressure Regulator (double stage)		1							
Box Wrench Set		1		1					
Grinder		1		1					
Ladder		1		0					
Weighing (charging) Scale		1							
Torque Wrench Set		1							
Anemometer		1		-					
Transmission Monitor		1							
Nitrogen Cylinder (can be rental basis)		1		-					
Nitrogen Pressure Regulator (double stage)		1		0					
Service Hooper		1		0					

(Service Incharge)

(Branch Manager)

DAIKIN AIRCONDITIONING INDIA PVT LTD

Basic Requirement to select ASP/SSD/DSP

Sample Calculation Sheet

Company Name:
Company Address:
Telephone No.
Mobile No.

Owner Name:
Key Tech. Person:
Checked By
Checked Date

Service Centre		Std. Parameter		Actual		Remarks				
Area for service centre		200-250 sq ft (min.)								
Power supply at service centre		3 phase 5 kW with N for A Class Dealers & 1phase 2.5 kW with N for B & C								
Water tank(to check coils etc.)		Required								
Approachability of transportation		Yes/No								
Furniture		Yes/No								
Laptop/Desktop		Yes/No								
Printer/Scanner		Yes/No								
Internet		Yes/No								
Telephone Lines		1 (min.)								
Air Cond. Experience (owner/key technical person)		Std. Parameter		No of BD/RMS calls Per Engg		No of Instln calls Per Engg		Remarks		
Installation of Split Airconditioner/Ductable/VRV		>3 years								
Repairs of Splits/Ductables/VRV		>3 years								
A Class City Productivity Expected		BD/RMS		4.5		2.5				
B Class City Productivity Expected		BD/RMS		3.5		1.5				
C Class City Productivity Expected		BD/RMS		2		1				
		A Class		B Class		C Class				
		BD/RMS	Installation	BD/RMS	Installation	BD/RMS	Installation			
Man Power	Yearly Call Volume/Peak 4 month Volume	1.5	1.3	2.0	1.2	3.4	1.2			
	No of Peak Months	4.0	4.0	4.0	4.0	4.0	4.0			
	Minimum Metro/Non Metro	8427	1378	2840	1056	1434	648			
Manager	0	1	0	0	0	0	0			
Supervisor+CC)	1	2	0	1	0	1	0			
Skilled (ITI)	2	13	4	3	5	7	5			
Semi Skilled	2	10	4	3	5	6	5			
Support Staff	1	0	0	0	0	0	0			
Commandos										
Revenue Mgr/Exe	1									
ACDC Training										
Advance VRV										
Tools		A Class City		B Class City		C Class City				
		BD/RMS	Installation	BD/RMS	Installation	BD/RMS	Installation			
Field Tools	DAIKIN Tool Bag	13	4	3	5	7	5			
	General Tools	13	4	3	5	7	5			
	Digital Multi Tester	13	4	3	5	7	5			
	Gauge Manifold Kit	4	4	1	5	2	5			
	Tube Cutter	3	4	1	5	1	5			
	Digital Thermometer Standard Kit	13	4	3	5	7	5			
	Crimping Piller	13	4	3	5	7	5			
	Level Gauge	0	4	0	5	0	5			
	Inverter Anlayser	13	0	3	1	7	1			
	Cleaning Brush for Heat Exchanger	13	4	3	5	7	5			
	Hand gloves	13	4	3	5	7	5			
	Soldering Iron	2	0	3	0	7	0			
	Blower	4	0	1	0	2	0			
	Drill Machine	2	4	1	5	1	5			
	Heat sink paste	13		3		7				
	Flaring Tool Kit	4	4	1	5	1	5			
	Expander Kit/Swagging tool	4	4	1	5	1	5			
	Bender Kit	2	4	1	5	1	5			
	Workshop Tools	Megger Tester	1	1	0	0	0	0		
		PCB Testing Panel	1	0	1	0	1	0		
Performance Test Bench		1	-	0	0	0	0			
Refrigerant Cylinder-8/10 kg		4	4	1	5	2	5			
Vaccum Pump (2 stage rotary portable)		4	4	1	5	2	5			
Jet Pump to clean Heat Exchanger		9	0	2	0	5	0			
Protoble Brazing Set (for site use)		4	0	1	0	1	0			
Brazing Pressure Regulator (double stage)		4	0	1	0	1	0			
Box Wrench Set		1	1	1	1	1	1			
Grinder		1	1	1	1	1	1			
Ladder		1	1	1	1	1	1			
Weighing (charging) Scale		4	0	1	0	1	0			
Torque Wrench Set		1	4	1	5	1	5			
Anemometer		1	-	0	0	0	0			
Transmission Monitor		1	0	0	0	0	0			
Nitrogen Cylinder (can be rental basis)		4	1	1	1	1	1			
Nitrogen Pressure Regulator (double stage)		4	1	1	1	1	1			
Service Hooper		9	0	2	0	5	0			

(Service Incharge)

(Branch Manager)

1. Annual Call Load
 - a. Annual call load should be > 5000 calls
 - b. Daily BD call handling capacity of minimum 50 calls
2. Must have Installation capabilities of minimum 6 units per day these are indicative Installation & breakdown figures. Actual calculation to be done using the load calculator with the help of branch service managers/ area service managers.
3. Need to have adequate skilled manpower to cater to trouble shooting of RA/SA/PA/WAC/AP/CIL/ Refrigeration products sold basis authorization of product range. Also up skill the team from time to time.
4. All Field Engineers Must be Trained by Daikin preferably in ACDC.
5. One Mega ASP in Main Branch town
6. Service Centre approachability
 - a. It should be in reasonable good area and easy approachability
 - b. Mega ASP should have all the necessary clearance for Service Center Safety norms.
7. Standard layout
 - a. It should have a small reception/Field engineer seating area /Back end sitting team/Spares stores
 - b. The branding is to be done for the Service Center as per standard practice.
8. Hygiene factors
9. Standard tools/Uniform/MSL/Safety Shoes etc.
10. Service Van
11. Mega ASP should be brand exclusive to Daikin and should not be found in parallel operation with competitive brand/organized service chains like urban clap, onsite go, etc.

Qualifications

Service Manager: Diploma in Engineering/(ITI) with minimum 8-10 years' experience. Should have technical knowledge and also ability to get jobs done through engineers. Should also possess reasonable commercial knowledge.

Skilled Engineer: ITI with 3-5 years' experience. Capable of carrying out fault detection and rectification both in the field and in the Service Station.

Semi-Skilled Engineers: Fresh ITI/Diploma holders with 1-2 years' experience.

Apprentice: Fresh ITI/Diploma holders.

Work Controller: Should be able to communicate in English/local language with the customers and other staff. Should have knowledge of using Computer and CRM software. Should also be familiar with commercial Aspects i.e., Invoicing, Payment Collection, and Record Keeping etc.

Revenue Manager/Executive: Graduate with minimum 2 years' service sales experience. Should be able to communicate in English/local language with the customers.

Services to be rendered are to be of a highly competitive nature and hence competent staff should be inducted with due diligence.

A layout of a well laid-out service station is given below. Here we have provided a simultaneously servicing three units with facilities for workbench activities. Service Provider will require 3 Phase 5 kW-preferable 3 Phase, 415+/- 5% Volts 50 cycles A.C. supply. You will also require 200-500 liters of clean water for washing/testing and cleaning of units. You would also provide a suitable tank for putting the coils in it for testing and leaks. The space should be well illuminated with 40/45Watts per Sq. Meter and well ventilated.

This being a modular layout, units more than this could be catered by slight dimensional adjustments. In case there is a likelihood of the population going up, within a short span of time, it is better to provide for space, power and water in the beginning itself. The work benches/trolleys and other infrastructure required could be incorporated later.

The Service Station should also have the following:-

An illuminated display LOGO at a vantage point must be provided for certain promotion advertisement value styled "DAIKIN SERVICE PARTNER".

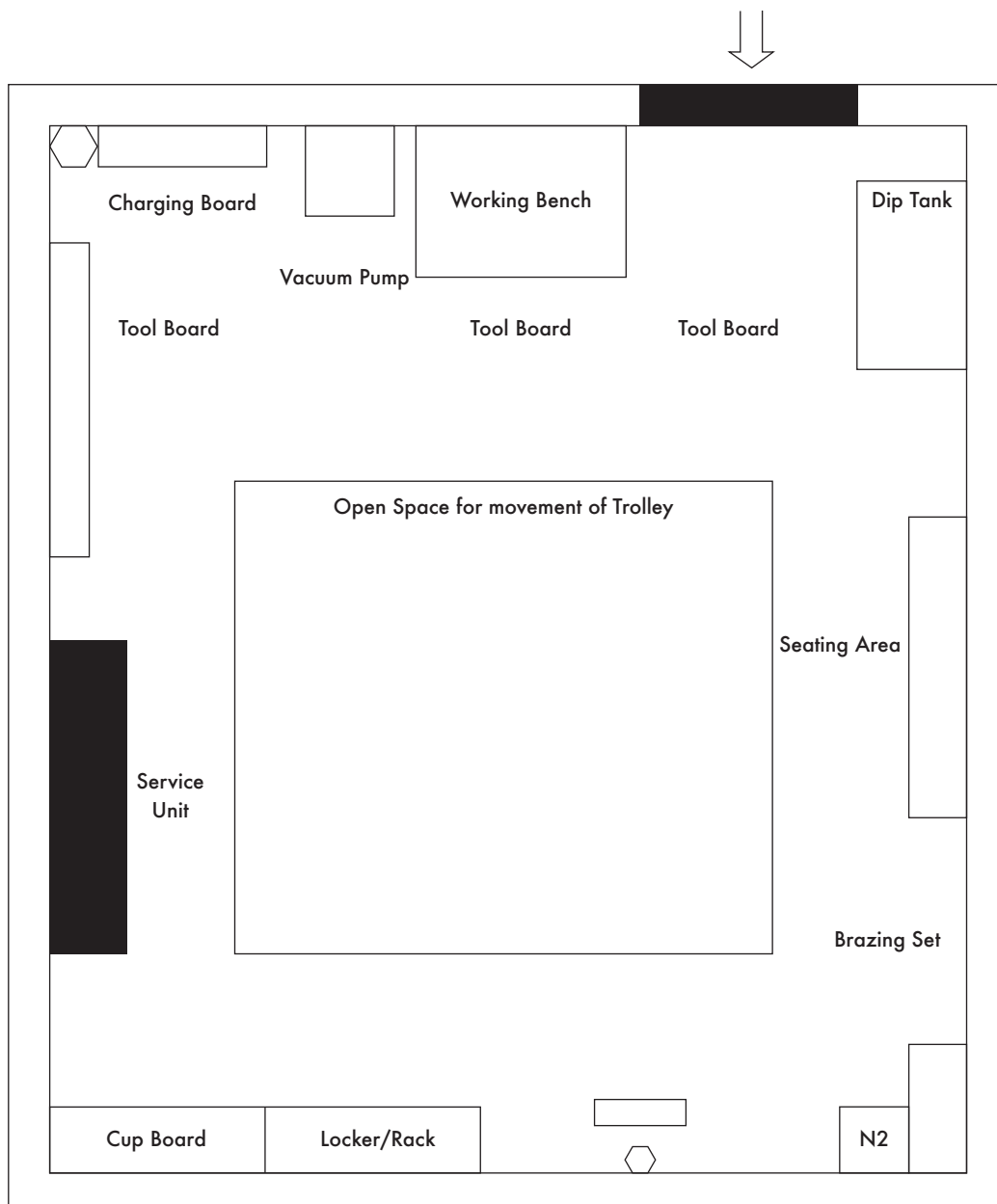
The layout should be generally as detailed by DAIKIN, but if there are any dimensional changes, the layout could be modified in consultation with DAIKIN so that the same should be neat, uniform and meets the general specifications.

The staff should wear uniforms prescribed as per DAIKIN norms and standards. This should be followed strictly both for the Service Center Staff, as well as, field staff.

The tools, tackles and equipments are to be procured from best available sources/makes to ensure long usage and life.

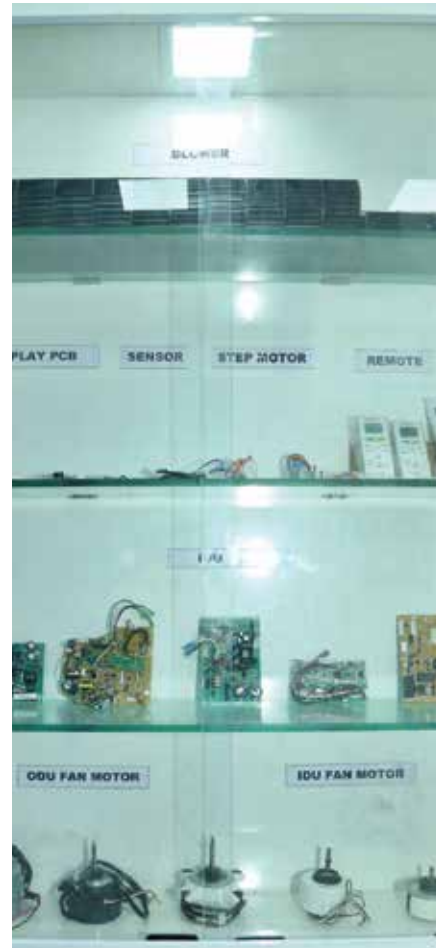
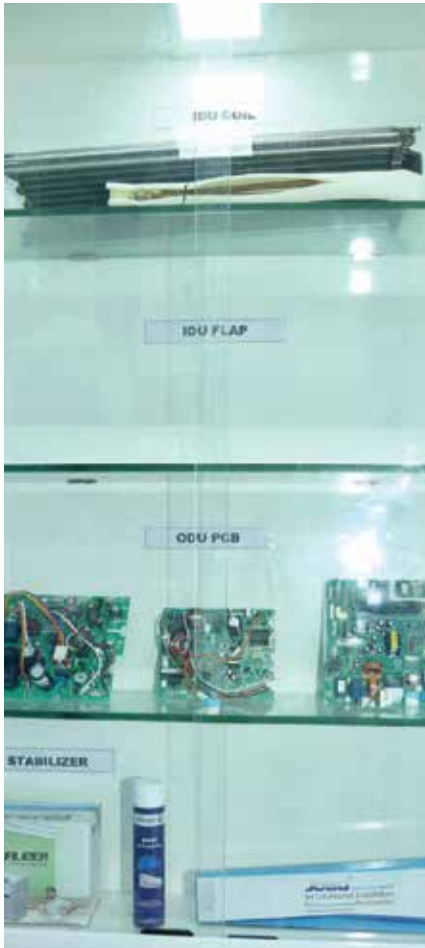
Service station should be maintained neat and clean. It should have proper accessibility so that Lorries/Tempos can easily come for up on delivery of air conditioners.

Standard Layout of Workshop













Critical Tools & Equipments:



Transmission Monitor



Inverter Analyser



Expander Kit



Electronic Leak Tester



Flaring Tool Set



Meger Tester



Washing Pump



Vaccume Pump



Air Filter



Plastic Gloves



Hooper

SERVICE POLICIES

A. Warranty Policy

Scope/Coverage

A. Installation and Commissioning

B. Routine Maintenance Service (RMS)

C. Breakdown

Warranty Period - DAIPL Sales to Customers

The standard warranty period applicable for customer shall be 12 months from the date of commissioning or 15 months (SA PA/VRV/CIL/CR) from date of DAIPL Invoice to customer whichever end earlier as per below annexure. For RA/WAC/AP it is 12 months from the date of invoice by DAIPL to customer.

Warranty Period

Product Category	Compressor type		Warranty Period - Year		
			Product	Compressor	PCB
RA	Non-Inverter	Rotary	1	1+4	NA
	Inverter	Rotary	1	1+9 *	1+4 **
WAC	Non-Inverter	Rotary	1	1+4	NA
SA	Non - Inverter	Scroll	1	2	NA
	Inverter	Scroll			
PA	Non - Inverter	Scroll	1	2	NA
VRV / VRV Home	Inverter	Scroll	1	1	NA
Chillers	Non-Inverter/Inverter	Scroll, Screw, Centrifugal	1	1	NA
Cold Rooms (CR)	Non - Inverter	Scroll, Reciprocating	1	1	NA
JE & Hall Compressor	Non - Inverter	Screw	1	1	NA
Air Purifier	NA	NA	1	NA	NA

*Valid for sale to the end customer effective 1st September'19

**Valid for sale to the end customer effective 1st September'20

WARRANTY COVERAGE TO CUSTOMER

A. Split Unit Hi-wall Non-Inverter

The Daikin Split Air conditioner (hereinafter referred to as "Product") comes with 12 months warranty from the date of invoice to customer, ("initial warranty period") on all parts except front grill & plastic parts and, thereafter 4 years (48 months) additional warranty on the compressor, from the end of initial warranty period of the product ("additional warranty period") (initial warranty period and additional warranty period is hereinafter referred to as "warranty"). In the additional warranty period, the purchaser shall be only entitled to repair/replacement of compressor wherein the additional/ancillary cost associated to gas charging, related labour and transportation charges or any parts such as condenser coil, evaporator coil, capillary, suction line, electronic parts, etc. are not covered and shall be borne by the purchaser. Provided always that the warranty card bears the rubber stamp, date & signature of DA IPL's Authorized Dealer.

B. Split Unit Hi-wall Inverter

The Daikin Split Air conditioner (hereinafter referred to as "Product") High wall inverter comes with 12 months warranty from the date of invoice to customer, ("initial warranty period") on all parts except front grill & plastic parts and, thereafter 4 years (48 months) additional warranty on PCB card (printed circuit board) and 9 years (108 months) additional warranty on the compressor, from the end of initial warranty period of the product ("additional warranty period") (initial warranty period and additional warranty period is hereinafter referred to as "warranty"). However, in case of PCB - The PCB card of indoor or outdoor unit shall be repaired/replaced whichever is required at the sole discretion of DA IPL. This additional warranty will not cover handling and fixing charges of PCB Card. Any failure due to improper power supply as detailed in point no 4 below shall not be covered in this additional warranty period. With respect to compressor, the additional warranty covers compressors and shall not cover gas charging, related labour and transportation charges or any parts such as condenser coil, evaporator coil, capillary, suction line, electronic parts, etc. and the cost for same shall be borne by the purchaser. Provided always that the warranty card bears the rubber stamp, date & signature of DA IPL's Authorized Dealer.

C. Sky Air (SA) Split Unit with Scroll Compressors

The Daikin Sky Air conditioner (hereinafter referred to as "Product") upto 4.7Tr comes with 12 months warranty from the date invoice to customer ("initial warranty period") on all parts except front grill & plastic parts and, thereafter 2 years (24 months) additional warranty (**) on the scroll/swing compressor, from the end of initial warranty period of the product. Provided always that the warranty card bears the rubber stamp, date & signature of DA IPL's Authorized Dealer.

D. Packaged Air conditioner (PA) - High Static Ductable Units

The Daikin PA Air conditioner (hereinafter referred to as "Product") upto 16.7Tr comes with 12 months warranty from the date invoice to customer, ("initial warranty period") on all parts except front grill & plastic parts and, thereafter 2 years (24 months) additional warranty (*) on the compressor, from the end of initial warranty period of the product. Provided always that the warranty card bears the rubber stamp, date & signature of DA IPL's Authorized Dealer.

E. Packaged Air conditioner (PA) - Floor Standing Units

The Daikin Package Air conditioner (hereinafter referred to as "Product") upto 15Tr comes with 12 months warranty from the date of invoice to customer, ("initial warranty period") on all parts except front grill & plastic parts and, thereafter 2 years (24 months) additional warranty (*) on the compressor, from the end of initial warranty period of the product. Provided always that the warranty card bears the rubber stamp, date & signature of DA IPL's Authorized Dealer.

F. Packaged Air conditioner (PA) - Roof Mounted Units

The Daikin Package Air conditioner (hereinafter referred to as "Product") upto 26Tr comes with 12 months warranty from the date of invoice to customer, ("initial warranty period") on all parts except front grill & plastic parts and, thereafter 2 years (24 months) additional warranty (*) on the compressor, from the end of initial warranty period of the product. Provided always that the warranty card bears the rubber stamp, date & signature of DA IPL's Authorized Dealer.

G. VRV Air conditioners

The Daikin VRV Air conditioners (hereinafter referred to as "Product") up to 60HP System (3 Nos 20 HP Outdoor + indoors) is supplied with 15 months warranty from the date of invoice to customer or 12 months from the date of commissioning whichever is earlier, ("initial warranty period") on all parts except front grill & plastic parts.

H. Chiller Air conditioners

The Daikin Chillers (hereinafter referred to as "Product") up to 2700TR is supplied with 15 months warranty from the date of invoice to customer or 12 months from the date of commissioning whichever is earlier, ("initial warranty period") on all parts except front grill & plastic parts.

I. Refrigeration Products

The Daikin Refrigeration Products (hereinafter referred to as "Product") is supplied with 15 months warranty from the date of invoice to customer or 12 months from the date of commissioning whichever is earlier, ("initial warranty period") on all parts except front grill & plastic parts.

TERMS AND CONDITIONS OF WARRANTY

1. The Warranty is confined to the purchaser who has purchased the Product, only from DA IPL or an Authorized dealer or Distributor of DA IPL ("Purchase"/"First Purchaser"). The warranty including the Additional warranty cannot be transferred by the First Purchaser to any person by whatever means of the same Product.
2. DA IPL warrants to the First Purchaser, that the product is free from defects in material and workmanship under normal use and service for the initial warranty period.
3. Warranty does not cover accessories external to the Product, i.e.; external ref. pipeline and insulation, drain pipe, electrical
4. The Product is designed to operate at voltage supply of 230 Volts plus or minus 10% in case of single phase Product & 415 V plus or minus 5% in case of three phase product. Any failure due to operation of the Product outside the voltage limits will not be covered under this warranty. If the voltage availability is outside these limits, the Purchaser is required to install a proper stabilizing equipment. However, voltage stabilizing equipment is not covered under this warranty.
5. The first Purchaser shall be entitled to the following services under the Warranty, free of cost, by authorized dealer / authorized representatives of DA IPL.
 - 5.1 Preventive Maintenance of Product
 - 5.1.1 Preventive maintenance checkup will be carried out two times in a period of 12 months from the date of invoice on request from the user, which will include;
 - 5.1.2 General cleaning and brushing.
 - 5.1.3 General internal checkup.
 - 5.1.4 Cleaning of Air filter.
 - 5.1.5 Lubrication of moving parts.
 - 5.1.6 Checking of electrical contracts.
6. In case of complaint registered by the Purchaser all efforts will be made promptly to attend to the complaint. Repair / replacement of part(s) during the Warranty will be free of cost, if it is determined by the authorized representative/dealer of DA IPL that these are due to manufacturing defects. In no case this Warranty shall be extended to the replacement / return of product.
7. This warranty for the Product will expire automatically upon completion of 12 months as stated above for individual product range, irrespective of the period the product was / was not in use by the Purchaser or was not giving proper performance or was under breakdown or the time taken for repair / replacement of defective parts or even if some part/s have been repaired or replaced during the Warranty period.
8. Call registered with the centralized helpline/authorized service center, wherein only cleaning of the unit/parts in the unit due to dust accumulation on portions of the unit, general explanations/returning, are not to be considered as defects.
9. If any coloured internal or external components are replaced, there will be commitment to ensure that the shades match with the original or other components. The replaced shades, patterns, tints may vary from the Purchaser's unit due to continuous usage of the unit. Any matching components changed at Purchaser's request will be on chargeable basis except the component which actually needed.

10. For the Product installed outside the municipal limits of the city jurisdiction, to and fro expenses incurred in collecting the Product or parts thereof and expenses incurred lodging, boarding conveyance and other incidental charges will be borne by the Purchaser and shall be payable in advance.
11. In case of shifting of Product by the original Purchaser, then in order to avail continuing Warranty on the Product, the Purchaser should call DA IPL's authorised representative/dealer for carrying out any alteration in the Installation of the Product. The responsibility including expenses for shifting/ transportation/transit insurance of the Products shall rest with the Purchaser. The charges toward repair/replacement of parts consequent to shifting, if any, will be to Purchaser's account.
12. DA IPL undertakes no liability for any direct, indirect and consequential losses, damages such as loss of profit, loss of goodwill, loss of life etc. and/or damages caused to the Purchaser or third party due to none or partial performance of the Product or any part thereof.
13. The Purchaser should preserve the original invoice and Warranty Card for necessary verification and produce it at the time of service.
14. The nominal capacity of Product is at standard test condition. Any deviation in the condition either on outdoor or indoor side will affect the Product performance.
15. The decision of DA IPL with regard to the settlement of all claims under this Warranty shall be final.
16. Courts in Delhi shall have exclusive jurisdiction in the event of any dispute.

CONDITIONS UNDER WHICH THIS WARRANTY SHALL BECOME VOID

The First Purchaser clearly understands and agrees that the warranty conditions shall be null and void, if:

1. The Product is transferred by the First Purchaser to any person.
2. The Warranty Card is not completed properly at the time of purchase of Product.
3. The completed warranty Card is not presented to authorized service personnel at the time of service of the Product.
4. The Product is not operated according to instructions given in the Operating Instruction Booklet.
5. Installation of Product by any person other than DA IPL's authorised dealer/representative.
6. Use of spurious fragile parts, such as front grill, knobs, louvers, air filters etc.
7. Presence of foreign objects in the Product.
8. Product connected to improper power supply.
9. Damage to the Product due to operation in an abnormally corrosive alkaline/acidic atmosphere.
10. Damage resulting due to any defect which is not immediately notified to DA IPL and/or its Authorised dealer/representative.
11. Any defect or damage resulting due to improper maintenance of Product.
12. Removal, obliteration or alteration of original serial number of the Product including compressor and other parts.
13. Defects are caused beyond control of DA IPL like lightening, abnormal voltage, Acts of God, environmental conditions, negligence of Purchaser in using Product or while in transit to service center or Purchaser's place of usage of Product.
14. Damage to the Product or any part/s due to transportation or shifting is not covered under Warranty.
15. The Warranty of the Product is void, if the failure of the compressor is due to lack of proper preventive maintenance of the Product by the Purchaser or if the Product is repaired or attended by an unauthorized person. DA IPL's decision in this regard will be final and binding on the Purchaser.

Important Note:

1. Customers can be billed during the warranty period if there is any damage, to be rectified in the system or equipment due to violation by the customer of the standard warranty terms stipulated by the company.
2. Third Party Sale: The DSP/SSD on whom the primary invoicing is done by DA IPL will be responsible for warranty services / any escalation arising due to poor quality of service and the dealer will ensure the complaints are attended to the satisfaction of the customer.

DA IPL reserves the rights to attend any warranty issues through its own resources if there is no response from the DSP/SSD at his risk and costs.

The above policy assumes that the dealer has adequate service competence. Where the dealer does not have the necessary technical competence, the Company reserves the right to render services directly or through any other mode.

B. Installation and Commissioning Process/Guidelines

1. All & RA SA PA VRV Chiller Refrigeration products sold by our DSP/SSD's shall be installed by them and the RA products sold by the Distributors, Retailer outlets, authorized online channels and National & Regional retail outlets will be installed through ASP (Authorized Service Provider).
2. High side order is to be in favour of DA IPL, however as a process installation shall be carried out by the dealers. DA IPL will guide customer to release order on concerned SSD involved who is closing the sale.
3. In principle, all installation orders shall be taken in the name of dealer only.
4. All relevant documents in terms of the techno-commercial commitments, offer, costing sheet shall be furnished along with the order by the respective SSD.
5. Installation practices and methods shall be strictly in accordance with DA IPL Installation standards.
6. VRV and Chillers Commissioning will be done by DA IPL Engineer.
7. Warranty will commence immediately on commissioning of the System. Formal Handing over letter and Warranty Letter incase required will be furnished from DA IPL branch for VRV and Chiller Units after commissioning.
8. It is also clearly understood that the dealer shall render warranty services to the customer as per the existing policy of DA IPL.
9. All data pertaining to the customer details & machine details shall be immediately uploaded in the CRM software and also upload the scanned soft copy of the commissioning report.

RA Products Installation (Scope& Pricing)

RA products sold through Distributors, Retailer outlets, authorized online channels and National & Regional retail outlets will be installed through ASP (Authorized Service Provider).

They will ensure the quality of installation is as per DA IPL standards and price charged is as per standard price list. Also they need to ensure that customer is being extended free installation as per the running scheme scope. They will be subsequently servicing these machines in warranty.

What is in a standard AC installation!!

1. Mounting and installation of indoor unit on wall
2. Placing the outdoor unit at serviceable location
3. Drilling one hole on a brick wall (no core cutting) to connect the Outdoor unit (ODU) with the Indoor unit (IDU)
4. Laying of interconnect copper pipe between indoor and outdoor unit. Vacuuming the piping along with indoor unit. Approved copper makes to be used
5. Laying of drain pipe for water and connecting with indoor unit.
6. Connecting ODU and IDU using standard wire length provided by the company and commissioning of the unit.

7. Sealing the holes with white cement / POP
8. Connecting ac stabilizer if provided by the customer in-between the main power point and the outdoor unit.
9. Checking the machine performance
10. Demo of the product

What is not there in a standard installation & will involve additional charges!!

1. Drilling more than one hole for copper pipe connectivity between IDU and ODU
2. Thicker concrete wall needs specialized equipment, so drilling holes through them will incur additional cost (core cutting). No wall chiseling / civil or mason work is included
3. An additional voltage stabilizer, if there are voltage fluctuations in the area
4. Wiring extension from Electricity Meter to Installation site, Power point/MCB fitting and any other Electrical work will be organized by the customer from their side.
5. Any extra copper pipe length that might be needed for installation (as per customer's site requirement) beyond the copper pipe supplied with the product and the labour charges for laying this additional copper pipe & its insulation cost will be borne by customer.
6. Grill/glass cutting and welding work will be organized by customer from their side.
7. Uninstallation/Shifting of old AC
8. Outdoor stand if supplied by customer, labour charges for fixing same has to be borne by customer.
9. Ladder to be arranged by customer in case required at installation site.
10. In case piping is already pre-laid by customer during construction stage, then nitrogen pressure testing will be required after connecting outdoor and indoor. The cost of the same to be borne by customer.
11. Anything else not covered in standard installation will be chargeable.

If needed, how will customer get the additional material!!

The installation engineer need to arrange for additional material required, give invoice or receipt for it, and collect payment from customer.

Installation Charges applicable for RA/WAC Customer.

Sr. No.	Installation Items	Unit	Window	SAC
1.	Site inspection Charges *	Per Unit	350	350
2.	Installation Charges (Standard) - New Installation	Per Unit	500	1099
3.	Dismantling	Per Unit	400	600
4.	Re-installation of Existing AC	Per Unit	500	1500
5.	Extra Copper Piping** (beyond the available in Kit) with insulation	Per Mtr	NA	800
6.	4 Core Wire - 1.5 Sq mm (Interconnecting cable)	Per Mtr	NA	130
7.	3 Core Wire - 2.5 Sq mm (Main power supply)	Per Mtr	NA	120
8.	Drain pipe (1" insulated wire mesh pipe)	Per Mtr	NA	100
9.	Standard Wall mount Stand	Per Unit	NA	850
10.	Labour charges for fixing wall mounting stand (if supplied by customer)	Per Unit	250	250
11.	Labour charges for fixing copper pipes** (if supplied by customer)	Per Mtr	NA	150
12.	N2 Pressure Testing for already installed copper pipes	Lumsum	NA	600

Terms & Conditions:

- No Electrical work included in any sort of installation.
- No Wall chiseling/Civil or mason work is included in any sort of installation.
- It should be on actual chargeable basis to customer.
- GST applicable as per the government norms.
- If anything additional required which is not covered above would be on actual chargeable basis.
- *In case customer is getting installation done post site inspection, charges for same will be adjusted against total installation cost
- **Approved copper makes to be used & standard ISI cable to be used.
- Ladder to be arranged by customer in case required at installation site.



VRV SERVICE HANDOVER COMMISSIONING CHECKLIST

Project Title: _____

Reference No: _____

Project Location	Country/State		Inspection Date	
	Address		Inspected By	
			Handed Over to	
Customer Name			Contact Person	
Dealer Name			Contact Person	
Remarks	1)			
	2)			
	3)			
	4)			
Total Number of Outdoor Units			Installation Date	
Total Number of Indoor Units				
Remarks	1)			
	2)			

Sl No.	Check List	Yes	No	Remarks
1	Copy of unpriced Purchase Order			
2	Equipment Configuration with Sl No. as Annexure below			
3	Warranty Details and scope (Copy of document from Contract and intimation letter to customer)			
4	Drawing of Piping and wiring layout			
5	All ODU and IDU are placed and fixation is done			
6	Service space provided for access to IDU and ODU			
7	Flushing of Copper tubes and Pressure test with Nitrogen at 580 PSI (40 kg/sqcm) for 24 hrs			
8	Vacuum Test for 2 hrs report			
9	Extra Gas Calculation as Annexure II			
10	Checking of Control Wires (F1F2, P1P2 & Q1Q2) with wiring check kit			
11	Dedicated Power supply at IDU (220±10%) and ODU (380~415±10%) unbalance ≥ 2%			
12	Protection against neutral failure			
13	Drain pipe tested for Slope and Leaks			
14	Cleaning of Indoor and Outdoor Units			
15	Is the place clean and ready for commissioning			
16	MCB selected as per Maximum Fuse Amps (MFA) mentioned in ED book. Should not be more than the MFA rating.			
17	Cable is selected on the basis of TOCA/ MCA and only copper cable is selected.			
18	Copper Cable is terminated at ODU. (Incase Aluminium cable is used as main cable, use breaker near the ODU and use Copper cable from out put to ODU termination point).			
19	Cable termination at VRV with lugs/thimble.			
20	ELCB is being used.			
21	External Phase reverse protection is being used.			

COMMISSIONING SHEET VRV TYPE AIR CONDITIONER

Commissioning Date:

Customer Name:

Address:

	Mode	Manufacturing No.	System Name (Room name)
Outdoor Unit	Master		
	Slave-1		
	Slave-2		
Indoor Unit	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
	10		
	11		
	12		
	13		
	14		
	15		
16			
17			
18			

Refrigerant amount

(Optional control) None

1	(Findings)
2	
3	

Pre Commissioning Parameters Checklist

	S No.	Electrical Panel	Inspection Method	Standard	Actual	Remarks
Electrical	1	Cable Termination Tightness	Screw Driver			
	2	Main Incoming Cable Rating (Copper/Aluminium)	Visual Inspection	Copper		
	3	ELCB Rating(ODU)	Visual Inspection	As per ODU Capacity		
	4	MCB Rating(IDU)	Visual Inspection	As per IDU Capacity		
ODU	5	3 Phase Main Power Source	Clamp Meter	400 ± 10 % Volts		
	6	Earthing	Clamp Meter	0 to 5 Volts		
	7	ODU switched on 6 Hrs before Commissioning	Visual Inspection			
	8	Crank Case Heater	Visual Inspection	Should be heated		
	9	Fan Motor 1 LHS Insulation	Meger	Over 1 MΩ		
	10	Fan Motor 2 RHS Insulation	Meger	Over 1 MΩ		
	11	Inv Compressor 1 Insulation	Meger	Over 1 MΩ		
	12	Inv Compressor 2 Insulation	Meger	Over 1 MΩ		
IDU	13	Service Space in All IDU	Visual Inspection			
	14	Single Phase Main Power Source	Clamp Meter	220±10% Volts		
	15	Drain Slope	Visual Inspection	1/100th of Gradient		

During Test Operation (Checklist)

ODU	16	Suction Pressure	Guage Manifold	120 Psig			
	17	Discharge Pressure	Guage Manifold	440 Psig			
	18	Suction Temperature	Temperature Meter	3-15 C			
	19	Discharge Temperature	Temperature Meter	C			
	20	Inlet Ambient Temp	Temperature Meter	As per Ambient Temp C			
	21	Exhaust Air Temp	Temperature Meter	C			
	22	Inv Compressor 1 Current	Clamp Meter	Amp			
	23	Inv Compressor 2 Current	Clamp Meter	Amp			
	24	Inv Compressor 1 Frequency	Clamp Meter	Hz			
	25	Inv Compressor 2 Frequency	Clamp Meter	Hz			
	IDU	26	Grille Temp IDU	Temperature Meter	4-12 C		
		27	Grille Temp IDU	Temperature Meter	4-12 C		
28		Grille Temp IDU	Temperature Meter	4-12 C			
29		Grille Temp IDU	Temperature Meter	4-12 C			
30		Grille Temp IDU	Temperature Meter	4-12 C			
31		Grille Temp IDU	Temperature Meter	4-12 C			
32		Grille Temp IDU	Temperature Meter	4-12 C			
33		Grille Temp IDU	Temperature Meter	4-12 C			
34		Grille Temp IDU	Temperature Meter	4-12 C			
35		Grille Temp IDU	Temperature Meter	4-12 C			
36		Grille Temp IDU	Temperature Meter	4-12 C			
37		Grille Temp IDU	Temperature Meter	4-12 C			
38		Grille Temp IDU	Temperature Meter	4-12 C			
39		Grille Temp IDU	Temperature Meter	4-12 C			
40		Grille Temp IDU	Temperature Meter	4-12 C			
41		Grille Temp IDU	Temperature Meter	4-12 C			
42		Grille Temp IDU	Temperature Meter	4-12 C			
43		Grille Temp IDU	Temperature Meter	4-12 C			

ADDITIONAL GAS TO BE CHARGED CALCULATION SHEET

A	SITE				
	ODU CAPACITY				
	REF. TYPE	R410A			
S. NO.	PIPE SIZE (LIQUID LINE)	LENGTH (RFT)	LENGTH (RMT)	PRODUCT FACTOR	TOTAL
1	7/6" (22.2mm)	0	0.00	0.36	0.00
2	6/8" (19.1mm)	0	0.00	0.26	0.00
3	5/8" (15.9mm)	0	0.00	0.17	0.00
4	1/2" (12.7mm)	3	0.00	0.11	0.00
5	3/8" (9.5mm)	0	0.00	0.057	0.00
6	1/4" (6.4mm)	0	0.00	0.022	0.00
	Total				0.00
				Indoor connection capacity %	1.00
				Net Additional Gas Reqd.	1.00

C. AMC Policies

AMC Scope

Daikin Undertakes Following type of AMC Contracts

- Comprehensive
- Non Comprehensive
- Labour Type

The quotation for the same is strictly prepared by Daikin in line with the pricing policy prevailing and shared with the customer through hard copy / soft copy as case be. The Service Dealers need to closely work with Daikin for converting the customer into AMC and need to have one designated executive responsible for selling amc in their company. The discounting has to be strictly in agreement with the Daikin Manager designated for service sales.

Comprehensive AMC Scope

A) 4 Preventive Maintenance Services (1No Wet & 3 no's Dry)

Immediate attendance of breakdown call, if any

Refrigerant Gas charging at the time of Compressor / Sensor / Four way valve replacement and for reasons other than attributable to Environmental Corrosion

B) The following Spare Parts shall be replaced free of cost in case of any breakdown during the AMC period

- | | | |
|--------------------|----------------|---------------------------------|
| 1. Compressor | 2. Fan motor | 3. P.C.B |
| 4. Magnetic Switch | 5. Transformer | 6. Other Electrical Parts of AC |

C) Following Spare parts, which are not covered under Annual Maintenance Contract schemes are as follows:

- | | |
|--|---|
| 1. Air Filter | 6. Circuit Breaker (M.C.B., Sequencer) |
| 2. Sheet Metal Parts | 7. Remote Handset (if mishandling / broken) |
| 3. Evaporator Coils | 8. Voltage stabilizer & Scanners |
| 4. Condenser Coils | 9. Any damages due to site conditions, rats |
| 5. Front grill Assy. / Plastic cover / panel | insects, unhealthy power supply or leakages due to corrosive environment are not covered. |

Non Comprehensive AMC Scope

The scope of same is as comprehensive AMC except Compressor which need to be paid by customer in case of a failure

Labor Type AMC Scope

4 Preventive Maintenance Services (1No Wet & 3 no's Dry)

Immediate attendance of breakdown call, if any Parts and consumables will be replaced on chargeable basis however labour for same included

Option of 2 RMS is also available in all the above 3 type of contracts.

For RA option of 1 RMS is also available i.e. (1+1) & (1+2) - Only non-comprehensive contract.

AMC Pricing

RA 1 RMS AMC Pricing

Customer Price:-

Type	RA	1 Year (1+1)	2 years (1+2)	
		Non Comp.	@ per year	Non Comp.
Non Inverter –	Up to 3 Star	1,590	1,400	2,800
Cooling Only	Above 3 Star	1,960	1,680	3,360
Non Inverter - Heating Cooling	0.75-2 Ton	2,150	1,840	3,680
Inverter Cooling Only	0.75-2.2 Ton	2,150	1,840	3,680
Inverter Heating Cooling	0.75-2.2 Ton	2,800	2310	4,620

Note:

- 1RMS (1+1) means 1st year Warranty and next year under AMC
- 1RMS (1+2) means 1st year Warranty and next two years under AMC

Terms and condition:

- 1) Rates are applicable for at the time of product sale and in advance.
- 2) For 1 RMS (1+1) or (1+2) – AMC Payment will be collected at the time of sale of product and Invoiced after realization of cheque.
- 3) One special wet service will be provided on request between Oct to Feb - free of cost or Dry service during AMC period.

RA 4-RMS & 2-RMS AMC PRICING

Customer Price

RA	4 RMS			2 RMS			Peace of Mind EW plan	
	Comp	Non-Com	Lab.	Comp	Non-Com	Lab.	(Non Comp)	
							Year	Per - M
	Up to 3 Star	3,450	2,800	1,500	2,800	2,150	1,200	1,890
Above 3 Star	4,290	3,360	1,800	3,450	2,520	1,400	2,220	185
Non-Inverter Heat	5,130	3,730	2,000	4,190	2,800	1,500	2,460	205
Inverter Cooling	5,590	3,730	2,000	4,660	2,800	1,500	2,460	205
Inverter Heating	6,060	4,660	2,500	4,940	3,540	1,900	3,120	260

PA AMC Pricing							Price- AMC - Customer			Subcon Price- Labour AMC
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	Non Comp	Labour	Labour
1	PA	Pair	High Static	A-FD06RA-CI	Non Inv-Cooling	5.5	16,760	13,960	8,000	6,400
2	PA	Pair	High Static	A-FD65DR-CI	NonInv-Cooling	5.5	16,760	13,960	8,000	6,400
3	PA	Pair	High Static	A-FD65E-CI	NonInv-Cooling	5.5	16,760	13,960	8,000	6,400
4	PA	Pair	High Static	A-FD65S-CI	Non Inv-Cooling	5.5	16,760	13,960	8,000	6,400
5	PA	Pair	High Static	A-FD70D-CI	NonInv-Cooling	5.8	17,690	14,900	9,000	7,200
6	PA	Pair	High Static	A-FD75RL-CI	NonInv-Cooling	6.25	19,550	15,830	9,000	7,200
7	PA	Pair	High Static	A-FD75R-CI	Non Inv-Cooling	6.25	19,550	15,830	9,000	7,200
8	PA	Pair	High Static	A-FDR08A-CI	Non Inv-Cooling	7	21,410	17,690	10,000	8,000
9	PA	Pair	High Static	A-FDYM08A-CI	Non Inv-Cooling	7	21,410	17,690	10,000	8,000
10	PA	Pair	High Static	A-MDBR1000-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
11	PA	Pair	High Static	A-FDR10-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
12	PA	Pair	High Static	A-FD10RA-CI	NonInv-Cooling	8.5	26,070	21,410	12,000	9,600
13	PA	Pair	High Static	A-FDY10RA-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
14	PA	Pair	High Static	A-FD100D-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
15	PA	Pair	High Static	A-FD100R-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
16	PA	Pair	High Static	A-FD100RL-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
17	PA	Pair	High Static	A-FD100DR-CI	NonInv-Cooling	8.5	26,070	21,410	12,000	9,600
18	PA	Pair	High Static	A-FD100E-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
19	PA	Pair	High Static	A-FD100S-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
20	PA	Pair	High Static	A-MDBR12SD-CI	Non Inv-Cooling	9	27,930	23,270	13,000	10,400
21	PA	Pair	High Static	A-FVPGR13-CI	NonInv-Cooling	10	30,720	25,140	14,000	11,200
22	PA	Pair	High Static	A-FD125R-CI	Non Inv-Cooling	11	33,520	27,930	16,000	12,800
23	PA	Pair	High Static	A-FD12SD-CI	Non Inv-Cooling	11	33,520	27,930	16,000	12,800
24	PA	Pair	High Static	A-FD130DR-CI	Non Inv-Cooling	11	33,520	27,930	16,000	12,800
25	PA	Pair	High Static	A-FD130E-CI	Non Inv-Cooling	11	33,520	27,930	16,000	12,800
26	PA	Pair	High Static	A-FD130R65E-CI	Non Inv-Cooling	11	33,520	27,930	16,000	12,800
27	PA	Pair	High Static	A-FD130S-CI	Non Inv-Cooling	11	33,520	27,930	16,000	12,800
28	PA	Pair	High Static	A-MDBR150D-CI	Non Inv-Cooling	12.5	38,170	31,650	18,000	14,400
29	PA	Pair	High Static	A-FD150R-CI	Non Inv-Cooling	12.5	38,170	31,650	18,000	14,400
30	PA	Pair	High Static	A-FD15A-CI	Non Inv-Cooling	13.5	40,960	34,450	19,000	15,200
31	PA	Pair	High Static	A-FD200R-CI	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
32	PA	Pair	High Static	A-MDBR200D-CI	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
33	PA	Pair	High Static	A-FDR20-CI	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
34	PA	Pair	High Static	A-FD200E-CI	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
35	PA	Pair	High Static	A-FD200S-CI	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
36	PA	Pair	High Static	A-FD20RA-CI	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
37	PA	Pair	High Static	A-FD200D-CI	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
38	PA	Pair	High Static	A-FD200DR-CI	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
39	PA	Pair	High Static	A-MDBR250D-CI	Non Inv-Cooling	18	54,930	45,620	26,000	20,800
40	PA	Pair	High Static	A-FVPGR20-CI	Non Inv-Cooling	20	61,450	50,270	28,000	22,400
41	PA	Pair	High Static	A-FD250R-CI	Non Inv-Cooling	20.85	63,310	53,070	30,000	24,000
42	PA	Pair	High Static	A-MDBR300D-CI	Non Inv-Cooling	24.5	74,480	62,380	35,000	28,000
43	PA	Pair	High Static	A-FD300R-CI	Non Inv-Cooling	25	76,340	63,310	35,000	28,000
44	PA	Pair	High Static	A-FD350R-CI	Non Inv-Cooling	29.2	89,380	73,550	41,000	32,800
45	PA	Pair	High Static	A-FD400R-CI	Non Inv-Cooling	33.5	1,02,410	84,720	47,000	37,600
46	PA	Pair	High Static	A-MDBR500D-CI	Non Inv-Cooling	36	1,09,860	91,240	51,000	40,800
47	PA	Pair	High Static	A-FD450R-CI	Non Inv-Cooling	37.5	1,14,510	94,960	53,000	42,400
48	PA	Pair	High Static	A-FD600R-CI	Non Inv-Cooling	37.5	1,14,510	94,960	53,000	42,400
49	PA	Pair	High Static	A-FD500R-CI	Non Inv-Cooling	41.66	1,26,620	1,05,200	59,000	47,200
50	PA	Pair	High Static	A-FDY06RA-HI	Non Inv-Heating	4.1	13,960	11,170	7,000	5,600

PA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	Non Comp	Labour	Labour
51	PA	Pair	High Static	A-FDY08RA-HI	Non Inv-Heating	7	24,210	19,550	11,000	8,800
52	PA	Pair	High Static	A-FDYMR08A-HI	Non Inv-Heating	7	24,210	19,550	11,000	8,800
53	PA	Pair	High Static	A-FDY10RA-HI	Non Inv-Heating	8.5	28,860	23,270	14,000	11,200
54	PA	Pair	High Static	A-FDYMP100-HI	Non Inv-Heating	8.5	28,860	23,270	14,000	11,200
55	PA	Pair	High Static	A-FDY15RA-HI	Non Inv-Heating	13.8	46,550	38,170	22,000	17,600
56	PA	Pair	High Static	A-FDY20RA-HI	Non Inv-Heating	16.5	55,860	45,620	26,000	20,800
57	PA	Pair	Rooftop	A-M4RT060A	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
58	PA	Pair	Rooftop	A-M4RT080A	Non Inv-Cooling	6.5	20,480	16,760	10,000	8,000
59	PA	Pair	Rooftop	A-M4RT100A	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
60	PA	Pair	Rooftop	A-M4RT120A	Non Inv-Cooling	11	33,520	27,930	16,000	12,800
61	PA	Pair	Rooftop	A-M4RT150A	Non Inv-Cooling	12.5	38,170	31,650	18,000	14,400
62	PA	Pair	Rooftop	A-M4RT200A	Non Inv-Cooling	16.5	50,270	41,890	24,000	19,200
63	PA	Pair	Rooftop	A-M4RT250A	Non Inv-Cooling	20.85	63,310	53,070	30,000	24,000
64	PA	Pair	Rooftop	A-M4RT300A	Non Inv-Cooling	25	76,340	63,310	35,000	28,000
65	PA	Pair	Rooftop	A-M4RT360A	Non Inv-Cooling	28	85,650	70,760	40,000	32,000
66	PA	Pair	Rooftop	A-M4RT420A	Non Inv-Cooling	33.5	1,02,410	84,720	47,000	37,600
67	PA	Pair	Rooftop	A-MSRT90BR	Non Inv-Heating	3	10,240	8,380	5,000	4,000
68	PA	Pair	Rooftop	M5RT90BRECNMZR	Non Inv-Heating	3	10,240	8,380	5,000	4,000
69	PA	Pair	Rooftop	A-M4RT060AR	Non Inv-Heating	4	13,960	11,170	7,000	5,600
70	PA	Pair	Rooftop	A-M4RT080AR	Non Inv-Heating	6.5	22,340	17,690	11,000	8,800
71	PA	Pair	Rooftop	A-M4RT100AR	Non Inv-Heating	8.5	28,860	23,270	14,000	11,200
72	PA	Pair	Rooftop	A-M4RT120AR	Non Inv-Heating	11	37,240	30,720	18,000	14,400
73	PA	Pair	Rooftop	A-M5RT120BR	Non Inv-Heating	11	37,240	30,720	18,000	14,400
74	PA	Pair	Rooftop	M5RT120BRECNMZR	Non Inv-Heating	11	37,240	30,720	18,000	14,400
75	PA	Pair	Rooftop	A-M4RT150AR	Non Inv-Heating	12.5	41,890	34,450	20,000	16,000
76	PA	Pair	Rooftop	A-M5RT150BR	Non Inv-Heating	12.5	41,890	34,450	20,000	16,000
77	PA	Pair	Rooftop	M5RT150BRECNMZR	Non Inv-Heating	12.5	41,890	34,450	20,000	16,000
78	PA	Pair	Rooftop	A-M4RT200AR	NonInv-Heating	16.5	55,860	45,620	26,000	20,800
79	PA	Pair	Rooftop	A-MSRT180BR	NonInv-Heating	16.5	55,860	45,620	26,000	20,800
80	PA	Pair	Rooftop	A-MSRT180BRECNMZR	Non Inv-Heating	16.5	55,860	45,620	26,000	20,800
81	PA	Pair	Rooftop	A-M5RT210BR	Non Inv-Heating	18	60,510	49,340	28,000	22,400
82	PA	Pair	Rooftop	A-MSRT210BRECNMZR	Non Inv-Heating	18	60,510	49,340	28,000	22,400
83	PA	Pair	Rooftop	A-M4RT250AR	Non Inv-Heating	20.85	69,820	56,790	33,000	26,400
84	PA	Pair	Rooftop	A-MSRT250BR	Non Inv-Heating	20.85	69,820	56,790	33,000	26,400
85	PA	Pair	Rooftop	A-M5RT250BRECNMZR	Non Inv-Heating	20.85	69,820	56,790	33,000	26,400
86	PA	Pair	Rooftop	A-M4RT300AR	Non Inv-Heating	25	83,790	67,960	39,000	31,200
87	PA	Pair	Rooftop	A-M4RT360AR	Non Inv-Heating	28	94,030	76,340	44,000	35,200
88	PA	Pair	Rooftop	A-M4RT420AR	Non Inv-Heating	33.5	1,12,650	91,240	52,000	41,600
89	PA	Twin	High Static	A-FDY06RA-HI-Twin	Non Inv-Heating	4.1	21,410	17,690	10,000	8,000
90	PA	Twin	High Static	A-FDY08RA-HI-Twin	Non Inv-Heating	7	36,310	28,860	16,000	12,800
91	PA	Twin	High Static	A-FDY10RA-HI-Twin	Non Inv-Heating	8.5	43,760	35,380	19,000	15,200
92	PA	Twin	High Static	A-FDY15RA-HI-Twin	Non Inv-Heating	13.8	71,690	56,790	31,000	24,800
93	PA	Twin	High Static	A-FDY20RA-HI-Twin	Non Inv-Heating	16.5	84,720	67,960	37,000	29,600
94	PA	Double	High Static	A-FD250R-CI-DBL Twin	Non Inv-Cooling	20.85	1,04,270	82,860	45,000	36,000
95	PA	Double	High Static	A-FDY250R-CI-DBL Twin	Non Inv-Heating	20.85	1,08,930	85,650	45,000	36,000

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	NonComp	Labour	Labour
1	SA	Pair	Cassette	A-FCQ71A-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
2	SA	Pair	Cassette	A-FCQ71A-CR	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
3	SA	Pair	Cassette	A-FCQR71L-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
4	SA	Pair	Cassette	A-FCQR72L-CR	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
5	SA	Pair	Cassette	A-FCQ100A-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
6	SA	Pair	Cassette	A-FCQ100A-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
7	SA	Pair	Cassette	A-FCQR100L (3PH)-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
8	SA	Pair	Cassette	A-FCQR100L (3PH)-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
9	SA	Pair	Cassette	A-FCQR100L-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
10	SA	Pair	Cassette	A-FCQR100L-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
11	SA	Pair	Cassette	A-FCQ125A-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
12	SA	Pair	Cassette	A-FCQ125A-CR	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
13	SA	Pair	Cassette	A-FCQR125L (3PH)-CR	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
14	SA	Pair	Cassette	A-FCQR125L-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
15	SA	Pair	Cassette	A-FCQR125L-CR	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
16	SA	Pair	Cassette	A-FCQ140A-CI	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
17	SA	Pair	Cassette	A-FCQ140A-CR	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
18	SA	Pair	Cassette	A-FCQR140L (3PH)-CI	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
19	SA	Pair	CasseRe	A-FCQR140L (3PH)-CR	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
20	SA	Pair	Cassette	A-FCQR140L-CI	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
21	SA	Pair	Cassette	A-FCQR140L-CR	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
22	SA	Pair	Cassette	A-FCQ71A-HI	Inv-Heating	2.2	10,240	8,380	6,000	4,800
23	SA	Pair	Cassette	A-FCQ71A-HI-CR	Inv-Heating	2.2	10,240	8,380	6,000	4,800
24	SA	Pair	Cassette	A-FCQR100A-CR	Inv-Heating	3	13,960	11,170	8,000	6,400
25	SA	Pair	Cassette	A-FCQR100A-HI	Inv-Heating	3	13,960	11,170	8,000	6,400
26	SA	Pair	Cassette	A-FCQR100A-HI-CR	Inv-Heating	3	13,960	11,170	8,000	6,400
27	SA	Pair	Cassette	A-FCQR125A-HI	Inv-Heating	3.7	17,690	13,960	9,000	7,200
28	SA	Pair	Cassette	A-FCQR125A-HI-CR	Inv-Heating	3.7	17,690	13,960	9,000	7,200
29	SA	Pair	Cassette	A-FCQR125A-HI-CR (3PH)	Inv-Heating	3.7	17,690	13,960	9,000	7,200
30	SA	Pair	Cassette	A-FCQR140A-CR	Inv-Heating	4.1	19,550	15,830	10,000	8,000
31	SA	Pair	Cassette	A-FCQR140A-HI	Inv-Heating	4.1	19,550	15,830	10,000	8,000
32	SA	Pair	Cassette	A-FCQR140A-HI-CR	Inv-Heating	4.1	19,550	15,830	10,000	8,000
33	SA	Pair	Cassette	A-FCQR140A-HI-CR (3PH)	Inv-Heating	4.1	19,550	15,830	10,000	8,000
34	SA	Pair	Cassette	A-FCQR140L-HI-CR	Inv-Heating	4.1	19,550	15,830	10,000	8,000
35	SA	Pair	Cassette	A-FCVF24-CR	Non Inv-Cooling	2.1	6,520	5,590	3,000	2,400
36	SA	Pair	Cassette	A-FHC25-CR	Non Inv-Cooling	2.1	6,520	5,590	3,000	2,400
37	SA	Pair	Cassette	A-FHYCR25-CR	Non Inv-Cooling	2.1	6,520	5,590	3,000	2,400
38	SA	Pair	Cassette	A-FUYR71A-CI	Non Inv-Cooling	2.1	6,520	5,590	3,000	2,400
39	SA	Pair	Cassette	A-FHC25EXV16	Non Inv-Cooling	2.1	6,520	5,590	3,000	2,400
40	SA	Pair	Cassette	A-FHCR26A-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
41	SA	Pair	Cassette	A-FCNQ26-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
42	SA	Pair	Cassette	A-FHC28-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
43	SA	Pair	Cassette	A-T-HCR26A-CI	hon Inv-Cooling	2.2	7,450	5,590	4,000	3,200
44	SA	Pair	Cassette	A-FHKR71A	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
45	SA	Pair	Cassette	A-FHKR71A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
46	SA	Pair	Cassette	A-FHYBR71A	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
47	SA	Pair	Cassette	A-FHYBR71A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
48	SA	Pair	Cassette	A-FHYCR28-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
49	SA	Pair	Cassette	A-FHYCR71A	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
50	SA	Pair	Cassette	A-FHYCR71A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	NonComp	Labour	Labour
51	SA	Pair	Cassette	A-FHYCR71A-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
52	SA	Pair	Cassette	A-FUYR71A-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
53	SA	Pair	Cassette	A-FCRN71-CR	Egon Inv-Cooling	2.5	8,380	6,520	4,000	3,200
54	SA	Pair	Cassette	A-FCNQ30-CR	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
55	SA	Pair	Cassette	A-FCRN70-CR	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
56	SA	Pair	Cassette	A-FCRN71-CR-CL	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
57	SA	Pair	Cassette	A-FHCR30A-CI	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
58	SA	Pair	Cassette	A-FHCR30A-CR	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
59	SA	Pair	Cassette	A-FCRN90-CR	Non Inv-Cooling	2.8	9,310	7,450	4,000	3,200
60	SA	Pair	Cassette	A-FCNQ36-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
61	SA	Pair	Cassette	A-FCRN90-CR-CL	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
62	SA	Pair	Cassette	A-FHC40R35-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
63	SA	Pair	Cassette	A-FHCR36A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
64	SA	Pair	Cassette	A-FHCR36A-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
65	SA	Pair	Cassette	A-FHYBR100A	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
66	SA	Pair	Cassette	A-FHYC40RY35-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
67	SA	Pair	Cassette	A-FHYCR100A	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
68	SA	Pair	Cassette	A-FHYCR100A-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
69	SA	Pair	Cassette	A-FUYR100A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
70	SA	Pair	Cassette	A-FUYR100A-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
71	SA	Pair	Cassette	A-FUYR100A-HI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
72	SA	Pair	Cassette	A-FHYBR100A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
73	SA	Pair	Cassette	A-FHYCRJ00A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
74	SA	Pair	Cassette	A-FCRN100-CR	Non Inv-Cooling	3.5	9,310	9,310	5,000	4,000
75	SA	Pair	Cassette	A-FCRN100-CR-CL	Non Inv-Cooling	3.5	9,310	9,310	5,000	4,000
76	SA	Pair	Cassette	A-FHC40R40-CR	fijan Inv-Cooling	3.5	11,170	9,310	5,000	4,000
77	SA	Pair	Cassette	A-FHCR42A-CI	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
78	SA	Pair	Cassette	A-FHCR42A-CR	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
79	SA	Pair	Cassette	A-FHYC40RY40-CR	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
80	SA	Pair	Cassette	A-FCNQ42-CR	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
81	SA	Pair	Cassette	A-FHYBR125A	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
82	SA	Pair	Cassette	A-FHYBR125A-CI	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
83	SA	Pair	Cassette	A-FHYCR125A	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
84	SA	Pair	Cassette	A-FHYCR125A-CI	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
85	SA	Pair	Cassette	A-FHYCR125A-CR	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
86	SA	Pair	Cassette	A-FUYR125A	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
87	SA	Pair	Cassette	A-FUYR125A-CI	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
88	SA	Pair	Cassette	A-FUYR125A-CR	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
89	SA	Pair	Cassette	A-FCRN125-CR	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
90	SA	Pair	Cassette	A-FHC50R50-CR	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
91	SA	Pair	Cassette	A-FHCR48A-CI	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
92	SA	Pair	Cassette	A-FHCR48A-CR	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
93	SA	Pair	Cassette	A-FHYC50RY50-CR	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
94	SA	Pair	Cassette	A-FCNQ48-CR	Non Inv-Cooling	4.1	13,030	11,170	6,000	4,800
95	SA	Pair	Cassette	A-FHYCR140A-CI	Non Inv-Cooling	4.1	13,030	11,170	6,000	4,800
96	SA	Pair	Cassette	A-FHYCR140A-CR	Non Inv-Cooling	4.1	13,030	11,170	6,000	4,800
97	SA	Pair	Cassette	A-FCQN71-CR	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
98	SA	Pair	Cassette	A-FHYBR71A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
99	SA	Pair	Cassette	A-FHYCR71A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
100	SA	Pair	Cassette	A-FHYCR71A-HI-CR	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	NonComp	Labour	Labour
101	SA	Pair	Cassette	A-FHYKR71A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
102	SA	Pair	Cassette	A-FCQN90-CR	Non Inv-Heating	2.8	10,240	8,380	5,000	4,000
103	SA	Pair	Cassette	A-FHYBR100A-HI	Non Inv-Heating	3	10,240	8,380	5,000	4,000
104	SA	Pair	Cassette	A-FHYCR100A-HI	Non Inv-Heating	3	10,240	8,380	5,000	4,000
105	SA	Pair	Cassette	A-FHYCR100A-HI-CR	Non Inv-Heating	3	10,240	8,380	5,000	4,000
106	SA	Pair	Cassette	A-FCQN100-CR	Non Inv-Heating	3.5	12,100	10,240	6,000	4,800
107	SA	Pair	Cassette	A-FHYBR125A-HI	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
108	SA	Pair	Cassette	A-FHYCR125A-HI	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
109	SA	Pair	Cassette	A-FHYCR125A-HI-CR	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
110	SA	Pair	Cassette	A-FUYR125A-HI	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
111	SA	Pair	Cassette	A-FCQN125-CR	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
112	SA	Pair	Cassette	A-FHYCR140A-HI	Non Inv-Heating	4.1	13,960	11,170	7,000	5,600
113	SA	Pair	Cassette	A-FHYCR140A-HI-CR	Non Inv-Heating	4.1	13,960	11,170	7,000	5,600
114	SA	Pair	Ceiling	A-FHQR71A-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
115	SA	Pair	Ceiling	A-FHQR71A-CR	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
116	SA	Pair	Ceiling	A-FHQR100A-CI	Inv-Cooling	2.8	12,100	10,240	6,000	4,800
117	SA	Pair	Ceiling	A-FHQR100A-CR	Inv-Cooling	2.8	12,100	10,240	6,000	4,800
118	SA	Pair	Ceiling	A-FHQR125A-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
119	SA	Pair	Ceiling	A-FHQR125A-CR	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
120	SA	Pair	Ceiling suspended	A-FHQR125A-(3 PH)-CR	Inv-Cooling	3.7	15,830	22,340	7,000	5,600
121	SA	Pair	Ceiling	A-FHQR71A-HI	Inv-Heating	2.2	10,240	8,380	6,000	4,800
122	5A	Pair	Ceiling	A-FHQR71A-HI-CR	Inv-Heating	2.2	10,240	8,380	6,000	4,800
123	SA	Pair	Ceiling	A-FHQR100A-HI	Inv-Heating	2.8	13,030	11,170	7,000	5,600
124	SA	Pair	Ceiling suspended	A-FHQR100A-HI-CR	Inv-Heating	2.8	13,030	11,170	7,000	5,600
125	SA	Pair	Ceiling	A-FHQR125A-HI	Inv-Heating	3.7	17,690	13,960	9,000	7,200
126	SA	Pair	Ceiling suspended	A-FHQR125A-HI-CR	Inv-Heating	3.7	17,690	13,960	9,000	7,200
127	SA	Pair	Ceiling	A-FDBF24-CI	Non Inv-Cooling	2.1	6,520	5,590	3,000	2,400
128	SA	Pair	Ceiling	A-FHR26A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
129	SA	Pair	Ceiling	A-FHR26A-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
130	SA	Pair	Ceiling	A-FHYR71A	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
131	SA	Pair	Ceiling	A-FHYR71A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
132	SA	Pair	Ceiling	A-FHR30A-CI	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
133	SA	Pair	Ceiling	A-FHR30A-CR	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
134	SA	Pair	Ceiling	A-FHR36A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
135	SA	Pair	Ceiling	A-FHR36A-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
136	SA	Pair	Ceiling	A-FHYR100A	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
137	SA	Pair	Ceiling	A-FHYR100A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
138	SA	Pair	Ceiling	A-FHR42A-CI	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
139	SA	Pair	Ceiling	A-FHR42A-CR	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
140	SA	Pair	Ceiling	A-FHR125A	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
141	SA	Pair	Ceiling	A-FHR125A-CI	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
142	SA	Pair	Ceiling	A-FHYR125A	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
143	SA	Pair	Ceiling	A-FHYR125A-CI	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
144	SA	Pair	Ceiling	A-FHR48A-CI	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
145	SA	Pair	Ceiling	A-FHR48A-CR	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
146	SA	Pair	Ceiling	4-FHR71A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
147	SA	Pair	Ceiling	A-FHYR71A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
148	SA	Pair	Ceiling	A-FUYR72A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
149	SA	Pair	Ceiling	A-FHYR100A-HI	Non Inv-Heating	3	10,240	8,380	5,000	4,000
150	SA	Pair	Ceiling	A-FHYR125A-HI	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	NonComp	Labour	Labour
151	SA	Pair	Ceiling	A-FHYR125A-HI-CR	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
152	SA	Pair	Floor Mounted	A-FVQ100-(3 PH)-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
153	SA	Pair	Floor Mounted	A-FVQ71-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
154	SA	Pair	Floor Mounted	A-FVQ100-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
155	SA	Pair	Floor Mounted	A-FVQ125-(3 PH)-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
156	SA	Pair	Floor Mounted	A-FVQ125-CI	Inv-Cooling	3.7	11,170	13,030	7,000	5,600
157	SA	Pair	Floor Mounted	A-FVQ140-(3 PH)-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
158	SA	Pair	Floor Mounted	A-FVQ140-CI	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
159	5A	Pair	Floor Mounted	A-FVQ71-HI	Inv-Heating	2.2	10,240	8,380	6,000	4,800
160	SA	Pair	Floor Mounted	A-FVQ100-HI	Inv-Heating	3	13,960	11,170	8,000	6,400
161	SA	Pair	Floor Mounted	A-FVQ125-HI	Inv-Heating	3.7	17,690	13,960	9,000	7,200
162	SA	Pair	Floor Mounted	A-FVQ140-HI	Inv-Heating	4.1	19,550	15,830	10,000	8,000
163	SA	Pair	Floor Mounted	A-FVYR71A	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
164	SA	Pair	Floor Mounted	A-FVYR71A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
165	SA	Pair	Floor Mounted	A-FVRN71-CR	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
166	SA	Pair	Floor Mounted	A-FVYR100A	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
167	SA	Pair	Floor Mounted	A-FWR100A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
168	SA	Pair	Floor Mounted	A-FVRN100-CR	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
169	SA	Pair	Floor Mounted	A-FWR125A	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
170	SA	Pair	Floor Mounted	A-FVYR125A-CI	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
171	SA	Pair	Floor Mounted	A-FVRN125-CR	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
172	SA	Pair	Floor Mounted	A-FVGR05-CI	Non Inv-Cooling	4.2	13,030	11,170	6,000	4,800
173	SA	Pair	Floor Mounted	A-FVRN140-CR	Non Inv-Cooling	4.6	13,960	12,100	7,000	5,600
174	SA	Pair	Floor Mounted	A-FVGR10-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
175	SA	Pair	Floor Mounted	A-FVPGR10-CI	Non Inv-Cooling	8.5	26,070	21,410	12,000	9,600
176	SA	Pair	Floor Mounted	A-FVPGR15-CI	Non Inv-Cooling	18	54,930	45,620	26,000	20,800
177	SA	Pair	Floor Mounted	A-FVYR71A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
178	SA	Pair	Floor Mounted	A-FVQN71-HI-CR	Non Inv-Heating	2.5	8,380	7,450	4,000	3,200
179	SA	Pair	Floor Mounted	A-FVYR100A-HI	Non Inv-Heating	3	10,240	8,380	5,000	4,000
180	SA	Pair	Floor Mounted	A-FVQN100-HI-CR	Non Inv-Heating	3.5	12,100	10,240	6,000	4,800
181	SA	Pair	Floor Mounted	A-FWR125A-HI	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
182	SA	Pair	Floor Mounted	A-FVQN125-HI-CR	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
183	SA	Pair	Floor Mounted	A-FVQN140-HI-CR	Non Inv-Heating	4.6	15,830	13,030	8,000	6,400
184	SA	Pair	Hi Wall Mounted	A-FAQ71-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
185	SA	Pair	Hi Wall Mounted	A-FAQ71-CR	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
186	SA	Pair	Hi Wall Mounted	A-FAQ100-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
187	SA	Pair	Hi Wall Mounted	A-FAQ100-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
188	SA	Pair	Hi Wall Mounted	A-FAQ100-CR (3PH)	Inv-Cooling	3	13,030	10,240	6,000	4,800
189	SA	Pair	Hi Wall Mounted	A-FTXS71A-HI	Inv-Heating	2.2	10,240	8,380	6,000	4,800
190	SA	Pair	Hi Wall Mounted	A-FAQ100-HI	Inv-Heating	3	13,960	11,170	8,000	6,400
191	SA	Pair	Hi Wall Mounted	A-FAQ100-HI (3PH)	Inv-Heating	3	13,960	11,170	8,000	6,400
192	SA	Pair	Hi Wall Mounted	A-FAQ100-HI-CR	Inv-Heating	3	13,960	11,170	8,000	6,400
193	SA	Pair	Hi Wall Mounted	A-FAYR71A	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
194	SA	Pair	Hi Wall Mounted	A-FAYR71A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
195	SA	Pair	Hi Wall Mounted	A-FAYR71A-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
196	SA	Pair	Hi Wall Mounted	A-FTN80-CI	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
197	SA	Pair	Hi Wall Mounted	A-FAYR100A	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
198	SA	Pair	Hi Wall Mounted	A-FAYR100A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
199	SA	Pair	Hi Wall Mounted	A-FAYR200A-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
200	SA	Pair	Hi Wall Mounted	A-FAYR71A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	NonComp	Labour	Labour
201	SA	Pair	Hi Wall Mounted	A-FAYR71A-HI-CR	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
202	SA	Pair	Hi Wall Mounted	A-FAYR100A-HI	Non Inv-Heating	3	10,240	8,380	5,000	4,000
203	SA	Pair	Hi Wall Mounted	A-FAYR100A-HI-CR	Non Inv-Heating	3	10,240	8,380	5,000	4,000
204	SA	Pair	Low Static	A-FBQR225A-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
205	SA	Pair	Low Static	A-FBQR125A-CR	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
206	SA	Pair	Low Static	A-FDBR71-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
207	SA	Pair	Low Static	A-FDBR100-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
208	SA	Pair	Middle Static	A-FBQ140 (3PH)-CR	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
209	SA	Pair	Middle Static	A-FBQ72-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
210	SA	Pair	Middle Static	A-FBQ71-CR	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
211	SA	Pair	Middle Static	A-FVGR06-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
212	SA	Pair	Middle Static	A-FVGR08-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
213	SA	Pair	Middle Static	A-FVPGR18-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
214	SA	Pair	Middle Static	A-FBQ200 (3PH)-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
215	SA	Pair	Middle Static	A-FBQ100-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
216	SA	Pair	Middle Static	A-FBQ100-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
217	SA	Pair	Middle Static	A-FBQR100A-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
218	SA	Pair	Middle Static	A-FBQR100A-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
219	SA	Pair	Middle Static	A-FBQ12S (3PH)-CB	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
220	SA	Pair	Middle Static	A-FBQ125-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
221	SA	Pair	Middle Static	A-FBQ125-CR	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
222	SA	Pair	Middle Static	A-FBQ125-HI-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
223	SA	Pair	Middle Static	A-FBQ140 (3PH)-CI	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
224	SA	Pair	Middle Static	A-F8Q240-CI	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
225	SA	Pair	Middle Static	A-FBQ140-CR	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
226	SA	Pair	Middle Static	A-FBQ71A-HI	Inv-Heating	2.2	10,240	8,380	6,000	4,800
227	SA	Pair	Middle Static	A-FBQ71A-HI-CR	Inv-Heating	2.2	10,240	8,380	6,000	4,800
228	SA	Pair	Middle Static	A-FBQ100A-HI	Inv-Heating	3	13,960	11,170	8,000	6,400
229	SA	Pair	Middle Static	A-FBQ100A-HI-CR	Inv-Heating	3	13,960	11,170	8,000	6,400
230	SA	Pair	Middle Static	A-FBQ125A-HI	Inv-Heating	3.7	17,690	13,960	9,000	7,200
231	SA	Pair	Middle Static	A-FBQ140A-HI	Inv-Heating	4.1	19,550	15,830	10,000	8,000
232	SA	Pair	Middle Static	A-FBQ140A-HI-CR	Inv-Heating	4.1	19,550	15,830	10,000	8,000
233	SA	Pair	Middle Static	A-FDMGR26A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
234	SA	Pair	Middle Static	A-FDMRN72-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
235	SA	Pair	Middle Static	A-FDYMR03A	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
236	SA	Pair	Middle Static	A-FDYMR03A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
237	SA	Pair	Middle Static	A-FDMGR30A-CI	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
238	SA	Pair	Hi Wall Mounted	A-FAYR71A-CR	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
239	SA	Pair	Hi Wall Mounted	A-FTN80-CI	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
240	SA	Pair	Hi Wall Mounted	A-FAYR100A	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
241	SA	Pair	Hi Wall Mounted	A-FAYR100A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
242	SA	Pair	Hi Wall Mounted	A-FAYR200A-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
243	SA	Pair	Hi Wall Mounted	A-FAYR71A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
244	SA	Pair	Hi Wall Mounted	A-FAYR71A-HI-CR	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
245	SA	Pair	Hi Wall Mounted	A-FAYR100A-HI	Non Inv-Heating	3	10,240	8,380	5,000	4,000
246	SA	Pair	Hi Wall Mounted	A-FAYR100A-HI-CR	Non Inv-Heating	3	10,240	8,380	5,000	4,000
247	SA	Pair	Low Static	A-FBQR225A-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
248	SA	Pair	Low Static	A-FBQR125A-CR	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
249	SA	Pair	Low Static	A-FDBR71-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
250	SA	Pair	Low Static	A-FDBR100-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	NonComp	Labour	Labour
251	SA	Pair	Middle Static	A-FBQ140(3PH)-CR	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
252	SA	Pair	Middle Static	A-FBQ72-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
253	SA	Pair	Middle Static	A-FBQ71-CR	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
254	SA	Pair	Middle Static	A-FVGR06-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
255	SA	Pair	Middle Static	A-FVGR08-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
256	SA	Pair	Middle Static	A-FVPGR18-CI	Inv-Cooling	2.2	9,310	7,450	5,000	4,000
257	SA	Pair	Middle Static	A-FBQ200 (3PH)-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
258	SA	Pair	Middle Static	A-FBQ100-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
259	SA	Pair	Middle Static	A-FBQ100-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
260	SA	Pair	Middle Static	A-FBQR100A-CI	Inv-Cooling	3	13,030	10,240	6,000	4,800
261	SA	Pair	Middle Static	A-FBQR100A-CR	Inv-Cooling	3	13,030	10,240	6,000	4,800
262	SA	Pair	Middle Static	A-FBQ12S (3PH)-CB	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
263	SA	Pair	Middle Static	A-FBQ125-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
264	SA	Pair	Middle Static	A-FBQ125-CR	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
265	SA	Pair	Middle Static	A-FBQ125-HI-CI	Inv-Cooling	3.7	15,830	13,030	7,000	5,600
266	SA	Pair	Middle Static	A-FBQ140 (3PH)-CI	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
267	SA	Pair	Middle Static	A-F8Q240-CI	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
268	SA	Pair	Middle Static	A-FBQ140-CR	Inv-Cooling	4.1	16,760	13,960	8,000	6,400
269	SA	Pair	Middle Static	A-FBQ71A-HI	Inv-Heating	2.2	10,240	8,380	6,000	4,800
270	SA	Pair	Middle Static	A-FBQ71A-HI-CR	Inv-Heating	2.2	10,240	8,380	6,000	4,800
271	SA	Pair	Middle Static	A-FBQ100A-HI	Inv-Heating	3	13,960	11,170	8,000	6,400
272	SA	Pair	Middle Static	A-FBQ100A-HI-CR	Inv-Heating	3	13,960	11,170	8,000	6,400
273	SA	Pair	Middle Static	A-FBQ125A-HI	Inv-Heating	3.7	17,690	13,960	9,000	7,200
274	SA	Pair	Middle Static	A-FBQ140A-HI	Inv-Heating	4.1	19,550	15,830	10,000	8,000
275	SA	Pair	Middle Static	A-FBQ140A-HI-CR	Inv-Heating	4.1	19,550	15,830	10,000	8,000
276	SA	Pair	Middle Static	A-FDMGR26A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
277	SA	Pair	Middle Static	A-FDMRN72-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
278	SA	Pair	Middle Static	A-FDYMR03A	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
279	SA	Pair	Middle Static	A-FDYMR03A-CI	Non Inv-Cooling	2.2	7,450	5,590	4,000	3,200
280	SA	Pair	Middle Static	A-FDMGR30A-CI	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
281	SA	Pair	Middle Static	A-FDMNQ30-CR	Non Inv-Cooling	2.5	8,380	6,520	4,000	3,200
282	SA	Pair	Middle Static	A-FOMRN90-CI	Non Inv-Cooling	2.8	9,310	7,450	4,000	3,200
283	SA	Pair	Middle Static	A-FOMGR36A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
284	SA	Pair	Middle Static	A-FDMNQ36-CR	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
285	SA	Pair	Middle Static	A-FDYMR04A	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
286	SA	Pair	Middle Static	A-FDYMR04A-CI	Non Inv-Cooling	3	9,310	8,380	5,000	4,000
287	SA	Pair	Middle Static	A-FDMRN100-CI	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
288	SA	Pair	Middle Static	A-FDMGR42A-CI	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
289	SA	Pair	Middle Static	A-FDMNQ42-CR	Non Inv-Cooling	3.5	11,170	9,310	5,000	4,000
290	SA	Pair	Middle Static	A-FDYMR05A	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
291	SA	Pair	Middle Static	A-FDYMR05A-CI	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
292	SA	Pair	Middle Static	A-FDMRN125-CI	Non Inv-Cooling	3.7	12,100	9,310	6,000	4,800
293	SA	Pair	Middle Static	A-FDMGR48A-CI	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
294	SA	Pair	Middle Static	A-FDMNQ48-CR	Non Inv-Cooling	4	13,030	10,240	6,000	4,800
295	SA	Pair	Middle Static	A-FDYMR06A-CI	Non Inv-Cooling	4.1	13,030	11,170	6,000	4,800
296	SA	Pair	Middle Static	A-FDYMR06A-CR	Non Inv-Cooling	4.1	13,030	11,170	6,000	4,800
297	SA	Pair	Middle Static	A-FDMGR51A-CI	Non Inv-Cooling	4.2	13,030	11,170	6,000	4,800
298	SA	Pair	Middle Static	A-FDMRN140-CI	Non Inv-Cooling	4.6	13,960	12,100	7,000	5,600
299	SA	Pair	Middle Static	A-FDMGR56A-CI	Non Inv-Cooling	4.7	13,960	12,100	7,000	5,600
300	SA	Pair	Middle Static	A-FDMQN71-HI-CR	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	NonComp	Labour	Labour
301	SA	Pair	Middle Static	A-FDMQN71-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
302	SA	Pair	Middle Static	A-FDYB71-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
303	SA	Pair	Middle Static	A-FDYB71-HI-CR	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
304	SA	Pair	MiddleStatic	A-FDYBR71-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
305	SA	Pair	Middle Static	A-FDYMRO3A-HI	Non Inv-Heating	2.2	7,450	6,520	4,000	3,200
306	SA	Pair	Middle Static	A-FDMQN90-HI-CR	Non Inv-Heating	2.8	10,240	8,380	5,000	4,000
307	SA	Pair	Middle Static	A-FDMQN90-HI	Non Inv-Heating	2.8	10,240	8,380	5,000	4,000
308	SA	Pair	Middle Static	A-FDYMRO4A-HI	Non Inv-Heating	3	10,240	8,380	5,000	4,000
309	SA	Pair	Middle Static	A-FDYMRO4A-HI-CR	Non Inv-Heating	3	10,240	8,380	5,000	4,000
310	SA	Pair	Middle Static	A-FDMQN100-HI-CR	Non Inv-Heating	3.5	12,100	10,240	6,000	4,800
311	SA	Pair	Middle Static	A-FDMQN100-HI	Non Inv-Heating	3.5	12,100	10,240	6,000	4,800
312	SA	Pair	Middle Static	A-FDYMRO5A-HI	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
313	SA	Pair	Middle Static	A-FDYMRO5A-HI-CR	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
314	SA	Pair	Middle Static	A-FDMQN125-HI	Non Inv-Heating	3.7	13,030	10,240	6,000	4,800
315	SA	Pair	Middle Static	A-FDYMRO3A-HI-CR	Non Inv-Heating	4.1	13,960	11,170	7,000	5,600
316	SA	Pair	Middle Static	A-FDYMRO6A-HI	Non Inv-Heating	4.1	13,960	11,170	7,000	5,600
317	SA	Pair	Middle Static	A-FDYMRO6A-HI-CR	Non Inv-Heating	4.1	13,960	11,170	7,000	5,600
318	SA	Pair	Middle Static	A-FDMQN140-HI	Non Inv-Heating	4.6	15,830	13,030	8,000	6,400
319	SA	Twin	Cassette	A-FHC25-CR-Twin	Non Inv-Cooling	2.1	10,240	8,380	5,000	4,000
320	SA	Twin	Cassette	A-FHYCR25-CR-Twin	hon Inv-Cooling	2.1	10,240	8,380	5,000	4,000
321	SA	Twin	Cassette	A-FUYR71A-CI-Twin	Non Inv-Cooling	2.1	10,240	8,380	5,000	4,000
322	SA	Twin	Cassene	A-FHC25EXV16-Twin	Non Inv-Cooling	2.1	10,240	8,380	5,000	4,000
323	SA	Twin	Cassette	A-FHCR26A-CR-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
324	SA	Twin	Cassette	A-FHC28-CR-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
325	SA	Twin	Cassette	A-FHCR26A-CI-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
326	SA	Twin	Cassette	A-FHYBR71A-CI-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
327	SA	Twin	Cassette	A-FHYCR28-CR-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
328	SA	Twin	Cassette	A-FHYCR71A-CI-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
329	SA	Twin	Cassette	A-FHYCR71A-CR-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
330	SA	Twin	Cassette	A-FUYR71A-CR-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
331	SA	Twin	Cassette	A-FHCR30A-CI-Twin	Non Inv-Cooling	2.5	12,100	10,240	6,000	4,800
332	SA	Twin	Cassette	A-FHCR30A-CR-Twin	Non Inv-Cooling	2.5	12,100	10,240	6,000	4,800
333	SA	Twin	Cassette	A-FHC40R35-CR-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
334	SA	Twin	cassette	A-FHCR36A-CI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
335	SA	Twin	Cassette	A-FHCR36A-CR-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
336	SA	Twin	Cassette	A-FHYCR100A-CR-	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
337	SA	Twin	Cassette	A-FUYR100A-CI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
338	SA	Twin	Cassette	A-FUYR100A-CR-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
339	SA	Twin	Cassette	A-FUYR100A-HI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
340	SA	Twin	Cassette	A-FHYBRI00A-CI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
341	SA	Twin	Cassette	A-FHYCR100A-CI-Twin	Non Inv-Cooling	3	14,900	21,410	7,000	5,600
342	SA	Twin	Cassette	A-FHC40R40-CR-Twin	Non Inv-Cooling	3.5	17,690	13,960	8,000	6,400
343	SA	Twin	Cassette	A-FHCR42A-CI-Twin	Non Inv-Cooling	3.5	17,690	13,960	8,000	6,400
344	SA	Twin	Cassette	A-FHCR42A-CR-Twin	Non Inv-Cooling	3.5	17,690	13,960	8,000	6,400
345	SA	Twin	Cassette	A-FCNQ42-CR-Twin	Non Inv-Cooling	3.7	18,620	14,900	8,000	6,400
346	SA	Twin	Cassette	A-FHYCR125A-CI-Twin	Non Inv-Cooling	3.7	18,620	14,900	8,000	6,400
347	SA	Twin	Cassette	A-FHYCR125A-OR-Twin	Non Inv-Cooling	3.7	18,620	14,900	8,000	6,400
348	SA	Twin	Cassette	A-FUYR125A-CI-Twin	Non Inv-Cooling	3.7	18,620	14,900	8,000	6,400
349	SA	Twin	Cassette	A-FUYR125A-CR-Twin	Non Inv-Cooling	3.7	18,620	14,900	8,000	6,400
350	SA	Twin	Cassette	A-FHC50R50-CR-Twin	Non Inv-Cooling	4	19,550	15,830	9,000	7,200

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensive	NonComp	Labour	Labour
351	SA	Twin	Cassette	A-FHCR48A-CI-Twin	Non Inv-Cooling	4	19,550	15,830	9,000	7,200
352	SA	Twin	Cassette	A-FHCR4gA-CR-Twin	Non Inv-Cooling	4	19,550	15,830	9,000	7,200
353	SA	Twin	Cassette	A-FCNQ48-CR-Twin	Non Inv-Cooling	4.1	20,480	15,830	9,000	7,200
354	SA	Twin	Cassele	A-FHYCR140A-CI-Twin	Non Inv-Cooling	4.1	20,480	15,830	9,000	7,200
355	SA	Twin	Cassette	A-FHYCR140A CR-Twin	Non Inv-Cooling	4.1	20,480	15,830	9,000	7,200
356	SA	Twin	Cassette	A-FHYBR71A-HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
357	SA	Twin	Cassette	A-FHYCR71A-HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
358	SA	Twin	Cassette	A-FHYCR71A-HI-CR-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
359	SA	Twin	Cassette	A-FHYKR71A-HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
360	SA	Twin	Cassette	A-FHYBR100A-H -Twin	Non Inv-Heating	3	15,830	13,030	7,000	5,600
361	SA	Twin	Cassette	A-FHYCR100A-HI-Twin	Non Inv-Heating	3	15,830	13,030	7,000	5,600
362	SA	Twin	Cassette	A-FHYCR100A-HI-CR-Twin	Non Inv-Heating	3	15,830	13,030	7,000	5,600
363	SA	Twin	Cassette	A-FHYCR125A-HI-Twin	Non Inv-Heating	3.7	19,550	15,830	9,000	7,200
364	SA	Twin	Cassene	A-FHYCR225A-HI-CR-Twin	Non Inv-Heating	3.7	19,550	15,830	9,000	7,200
365	SA	Twin	Cassette	A-FUYR125A-HI-Twin	Non Inv-Heating	3.7	19,550	15,830	9,000	7,200
366	SA	Twin	Cassette	A-FHYCR140A-HI-Twin	Non Inv-Heating	4.1	21,410	17,690	10,000	8,000
367	SA	Twin	Cassette	A-FHYCR140A-HI-CR-Twin	Non Inv-Heating	4.1	21,410	17,690	10,000	8,000
368	SA	Twin	Ceiling suspended	A-FHR26A-CI-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
369	SA	Twin	Ceiling suspended	A-FHR26A-CR-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
370	SA	Twin	Ceiling suspended	A-FHYR71A-CI-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
371	SA	Twin	Ceiling suspended	A-FHR30A-CI-Twin	Non Inv-Cooling	2.5	12,100	10,240	6,000	4,800
372	SA	Twin	Ceiling suspended	A-FHR30A-CR-Twin	Non Inv-Cooling	2.5	12,100	10,240	6,000	4,800
373	SA	Twin	Ceiling suspended	A-FHR36A-CI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
374	SA	Twin	Ceiling suspended	A-FHR36A-CR-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
375	SA	Twin	Ceiling suspended	A-FHYR100A-CI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
376	SA	Twin	Ceiling suspended	A-FHR42A-CI-Twin	Non Inv-Cooling	3.5	17,690	13,960	8,000	6,400
377	SA	Twin	Ceiling suspended	A-FHR42A-CR-Twin	Non Inv-Cooling	3.5	17,690	13,960	8,000	6,400
378	SA	Twin	Ceiling suspended	A-FHYR125A-CI-Twin	Non Inv-Cooling	3.7	18,620	14,900	8,000	6,400
379	SA	Twin	Ceiling suspended	A-FHR48A-CI-Twin	Non Inv-Cooling	4	19,550	15,830	9,000	7,200
380	SA	Twin	Ceiling suspended	A-FHR48A-CR-Twin	Non Inv-Cooling	4	19,550	15,830	9,000	7,200
381	SA	Twin	Ceiling suspended	A-FHYR71A-HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
382	SA	Twin	Ceiling suspended	A-FUYR71A-HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
383	SA	Twin	Ceiling suspended	A-FHYR100A-HI-Twin	Non Inv-Heating	3	15,830	13,030	7,000	5,600
384	SA	Twin	Ceiling suspended	A-FHYR125A-HI-Twin	Non Inv-Heating	3.7	19,550	15,830	9,000	7,200
385	SA	Twin	Ceiling suspended	A-FHYR125A-HI-CR-Twin	Non Inv-Heating	3.7	19,550	15,830	9,000	7,200
386	SA	Twin	Floor Mounted	A-FVYR71A-CI-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
387	SA	Twin	Floor Mounted	A-FWR100A-CI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
388	SA	Twin	Floor Mounted	A-FWR125A-CI-Twin	Non Inv-Cooling	3.7	18,620	14,900	8,000	6,400
389	SA	Twin	Floor Mounted	A-FVYR71A-HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
390	SA	Twin	Floor Mounted	A-FVYR100A-HI-Twin	Non Inv-Heating	3	15,830	13,030	7,000	5,600
391	SA	Twin	Floor Mounted	A-FVYR125A-HI-Twin	Non Inv-Heating	3.7	19,550	15,830	9,000	7,200
392	SA	Twin	Hi Wall Mounted	A-FAYR71A-CI-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
393	SA	Twin	Hi Wall Mounted	A-FAYR71A-CR-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
394	SA	Twin	Hi Wall Mounted	A-FAYR100A-CI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
395	SA	Twin	Hi Wall Mounted	A-FAYR100A-CR-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
396	SA	Twin	Hi Wall Mounted	A-FAYR71A-HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
397	SA	Twin	Hi Wall Mounted	A-FAYR71A-HI-CR Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
398	SA	Twin	Hi Wall Mounted	A-FAYR100A-HI-Twin	Non Inv-Heating	3	15,830	13,030	7,000	5,600
399	SA	Twin	Hi Wall Mounted	A-FAYR100A-HI-CR-Twin	Non Inv-Heating	3	15,830	13,030	7,000	5,600
400	SA	Twin	Middle Static	A-FDMGR26A-C Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000

SA AMC Pricing							Price - AMC - Customer			Subcon Price- AMC - Dealer 80% - 20%
S.No	Pr Cat	Type	Type	Model	Type	Ton	Comprehensve	Non Comp	Labour	Labour
401	SA	Twin	Middle Static	A-FDYMR03A-CI-Twin	Non Inv-Cooling	2.2	11,170	8,380	5,000	4,000
402	SA	Twin	Middle Static	A-FDMGR30A-CI-Twin	Non Inv-Cooling	2.5	12,100	10,240	6,000	4,800
403	SA	Twin	Middle Static	A-FDMGR 36A C Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
404	SA	Twin	Middle Static	A-FDYMR04A-CI-Twin	Non Inv-Cooling	3	14,900	12,100	7,000	5,600
405	SA	Twin	Middle Static	A-FDMGR42A-C Twin	Non Inv-Cooling	3.5	17,690	13,960	8,000	6,400
406	5A	Twin	Middle Static	A-FDMNQ42-CR-Twin	Non Inv-Cooling	3.5	17,690	13,960	8,000	6,400
407	SA	Twin	Middle Static	A-FDYMR05A-CI-Twin	Non Inv-Cooling	3.7	18,620	14,900	8,000	6,400
408	SA	Twin	Middle Static	A-FDMGR48A C-Twin	Non Inv-Cooling	4	19,550	15,830	9,000	7,200
409	SA	Twin	Middle Static	A-FDMNQ48-CR-Twin	Non Inv-Cooling	4	19,550	15,830	9,000	7,200
410	SA	Twin	Middle Static	A-FDYMR06A-CI-Twin	Non Inv-Cooling	4.1	20,480	15,830	9,000	7,200
411	SA	Twin	Middle Static	A-FDYMR06A-CR-Twin	Non Inv-Cooling	4.1	20,480	15,830	9,000	7,200
412	SA	Twin	Middle Static	A-FDYB71 -HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
413	SA	Twin	Middle Static	A-FDYB71 -HI-CR-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
414	SA	Twin	Middle Static	A-FDYB71 -HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
415	SA	Twin	Middle Static	A-FDYMR03A-HI-Twin	Non Inv-Heating	2.2	12,100	9,310	5,000	4,000
416	SA	Twin	Middle Static	A-FDYMR04A-HI-CR-Twin	Non Inv-Heating	3	15,830	13,030	7,000	5,600
417	SA	Twin	Middle Static	A-FDYMR04A-HI-Twin	hon Inv-Heating	3	15,830	13,030	7,000	5,600
418	SA	Twin	Middle Static	A-FDYMR05A-HI	Non Inv-Heating	3.7	19,550	15,830	9,000	7,200
419	SA	Twin	Middle Static	A-FDYMR05A-HI-CR-Twin	Non Inv-Heating	3.7	19,550	15,830	9,000	7,200
420	SA	Twin	Middle Static	A-FDYMR03A-HI-CR-Twin	Non Inv-Heating	4.1	21,410	17,690	10,000	8,000
421	SA	Twin	Middle Static	A-FDYMR06 A-H- Twin	Non Inv-Heating	4.1	21,410	17,690	10,000	8,000
422	SA	Twin	Middle Static	A-FDYMR06A-HI-CR-Twin	Non Inv-Heating	4.1	21,410	17,690	10,000	8,000

VRV PRODUCTS AMC PRICING

VRV			
HP	Customer AMC Price - 4 RMS		
	Comprehensive	Non Comprehensive	Labour
4	15,800	11,600	7,300
5	20,000	15,400	9,700
6	24,900	19,300	12,000
8	34,800	26,900	16,900
10	38,500	28,400	18,000
12	48,200	35,500	22,500
14	57,800	42,600	27,100
16	62,500	46,200	29,100
18	72,200	53,200	33,700
20	76,900	55,400	35,500
22	81,600	58,600	37,600
24	90,600	65,200	41,700
26	99,600	71,800	45,800
28	1,04,100	74,800	47,900
30	1,13,200	81,400	52,000
32	1,17,700	84,600	54,200
34	1,26,800	91,100	58,300
36	1,31,500	95,500	59,100
38	1,33,000	97,700	60,300
40	1,40,000	1,02,800	63,400
42	1,48,500	1,08,900	67,300
44	1,52,800	1,12,000	69,000
46	1,66,600	1,13,900	70,900
48	1,69,800	1,14,200	71,400
50	1,74,000	1,16,000	72,200
52	1,82,400	1,21,700	75,700
54	1,90,900	1,27,300	79,200
56	1,97,900	1,33,100	82,100
58	2,05,100	1,37,900	85,100
60	2,12,100	1,42,700	87,900

VRV			
HP	Residential Customer AMC Price - 2 RMS		
	Comprehensive	Non Comprehensive	Labour
4	10,700	9,000	5,100
5	13,800	11,800	6,600
6	17,200	14,900	8,300
8	24,000	20,600	11,600
10	26,100	21,800	12,400
12	32,700	27,300	15,300
14	39,300	32,700	18,500
16	42,400	35,500	20,000
18	49,000	41,000	22,900
20	52,000	42,800	24,100
22	55,000	45,400	25,700
24	61,100	50,300	28,400
26	67,300	55,400	31,300
28	70,200	57,900	32,700
30	76,300	62,900	35,600
32	79,500	65,400	37,000
34	85,500	70,400	39,800
36	88,000	72,900	40,400
38	89,300	74,200	41,100
40	94,000	78,100	43,300
42	99,700	82,900	45,800
44	1,02,500	85,200	47,100
46	1,08,700	86,000	48,100
48	1,10,400	87,400	49,100
50	1,13,100	88,600	50,200
52	1,18,600	92,900	51,600
54	1,24,100	97,200	54,100
56	1,28,700	1,01,700	56,000
58	1,33,400	1,05,300	57,900
60	1,37,900	1,09,000	60,000

VRV (IDU) AMC Price (applicable only in case, ODU under warranty post retrofit)							
IDU Model All Cat.	IDU Capacity (HP)	Customer AMC Price - 4 RMS			Customer AMC Price - 2 RMS		
		Comprehensive	Non Comprehensive	Labour	Comprehensive	Non Comprehensive	Labour
20	0.8	3,500	3,500	1,600	2,500	2,500	1,100
25	1	3,900	3,900	1,800	2,700	2,700	1,300
32	1.28	4,000	4,000	1,800	2,800	2,800	1,300
40	1.6	4,200	4,200	1,900	3,000	3,000	1,400
50	2	4,300	4,300	2,000	3,100	3,100	1,400
63	2.52	4,800	4,800	2,200	3,300	3,300	1,500
71	2.8	5,200	5,200	2,400	3,700	3,700	1,700
80	3.2	5,600	5,600	2,600	4,000	4,000	1,800
100	4	5,900	5,900	2,700	4,200	4,200	1,900
125	5	6,400	6,400	2,900	4,500	4,500	2,100
140	5.6	7,300	7,300	3,300	5,100	5,100	2,300
170	6.8	10,800	10,800	4,900	7,600	7,600	3,400
200	8	11,500	11,500	5,200	8,000	8,000	3,600
250	10	12,100	12,100	5,500	8,500	8,500	3,900
500	20	24,000	24,000	11,000	17,000	17,000	7,800

VRV Accessories	Customer AMC price applicable for 4 or 2 RMS plan		
	Comprehensive	Non Comprehensive	Labour
Unified On/Off, Schedule Timer, Adaptor	4,000	4,000	1,100
CRC,SVM	4,800	4,800	1,300
LON Work	10,200	10,200	2,800
Dain Up Kt, Fresh Air Kit	7,100	7,100	2,000
I Touch	15,600	15,600	4,100
I Manager	31,000	31,000	8,100
Backnet	27,100	27,100	7,200
Aqua Shower	7,900	7,900	2,100

Home VRV			
HP	Customer AMC Price - 2 RMS		
	Comprehensive	Non Comprehensive	Labour
4	12,500	—	6,000
5	12,500	—	6,000
6	12,500	—	6,000

CHILLER PRODUCTS AMC PRICING

ANNEXURE-1

S. No.	Type	Compressor Type	Model	Service Material	Comprehensive	Labour	Subcontract
							Value - Labour
1	Air Cooled	Screw	ALS178.2	A-ALS 178.2	2,93,360	1,00,000	80,000
2	Air Cooled	Screw	ALS 212.2	A-ALS 212.2	3,24,240	1,00,000	80,000
3	Air Cooled	Screw	ALS 229.2	A-ALS 229.2	3,47,400	1,00,000	80,000
4	Air Cooled	Screw	ALS 241.2	A-ALS 241.2	3,78,280	1,25,000	1,00,000
5	Air Cooled	Screw	ALS 258.2	A-ALS 258.2	3,78,280	1,25,000	1,00,000
6	Air Cooled	Screw	ALS 273.2	A-ALS 273.2	4,01,440	1,25,000	1,00,000
7	Air Cooled	Screw	ALS 279.3	A-ALS 279.3	4,01,440	1,25,000	1,00,000
8	Air Cooled	Screw	ALS 312.3	A-ALS 312.3	4,55,480	1,25,000	1,00,000
9	Air Cooled	Screw	ALS 327.3	A-ALS 327.3	4,86,360	1,25,000	1,00,000
10	Air Cooled	Screw	ALS 344.3	A-ALS 344.3	5,32,680	1,50,000	1,20,000
11	Air Cooled	Screw	ALS 358.3	A-ALS 358.3	5,32,680	1,50,000	1,20,000
12	Air Cooled	Screw	ALS 392.3	A-ALS 392.3	5,79,000	1,50,000	1,20,000
13	Air Cooled	Screw	ALS 426.4	A-ALS 426.4	6,17,600	1,50,000	1,20,000
14	Air Cooled	Screw	ALS 460.4	A-ALS 460.4	6,94,800	1,50,000	1,20,000
15	Air Cooled	Screw	AWS184.2	A-AWS184.2	2,70,200	1,00,000	75,000
16	Air Cooled	Screw	ALS 495.4	A-ALS 495.4	7,72,000	1,75,000	1,40,000
17	Air Cooled	Screw	ALS 520.4	A-ALS 520.4	7,72,000	1,75,000	1,40,00
18	Air Cooled	Screw	ALS 196.2	A-ALS 196.2	2,93,360	1,00,000	80,000
19	Air Cooled	Screw	ALS 296.3	A-ALS 296.3	4,40,040	1,25,000	1,00,000
20	Air Cooled	Screw	AWS210.2	A-AWS210.2	3,24,240	1,00,000	80,000
21	Air Cooled	Screw	AWS212.2	A-AWS212.2	3,24,240	1,00,000	80,000
22	Air Cooled	Screw	AWS221.2	A-AWS221.2	3,47,400	1,00,000	80,000
23	Air Cooled	Screw	AWS230.2	A-AWS230.2	3,47,400	1,00,000	80,000
24	Air Cooled	Screw	AWS237.2	A-AWS237.2	3,47,400	1,00,000	80,000
25	Air Cooled	Screw	AWS243.2	A-AWS243.2	3,78,280	1,25,000	1,00,000
26	Air Cooled	Screw	AWS250.2	A-AWS250.2	3,78,280	1,25,000	1,00,000
27	Air Cooled	Screw	AWS260.2	A-AWS260.2	3,78,280	1,25,000	1,00,000
28	Air Cooled	Screw	AWS266.2	A-AWS266.2	4,01,440	1,25,000	1,00,000
29	Air Cooled	Screw	AWS275.2	A-AWS275.2	4,01,440	1,25,000	1,00,000
30	Air Cooled	Screw	AWS280.2	A-AWS280.2	4,01,440	1,25,000	1,00,000
31	Air Cooled	Screw	AWS290.2	A-AWS290.2	4,40,040	1,25,000	1,00,000
32	Air Cooled	Screw	AWS300.2	A-AWS300.2	4,40,040	1,25,000	1,00,000
33	Air Cooled	Screw	AWS303.2	A-AWS303.2	4,40,040	1,25,000	1,00,000
34	Air Cooled	Screw	AWS313.2	A-AWS313.2	4,55,480	1,25,000	1,00,000
35	Air Cooled	Screw	AWS325.2	A-AWS325.2	4,86,360	1,25,000	1,00,000
36	Air Cooled	Screw	AWS327.2	A-AWS327.2	4,55,480	1,25,000	1,00,000
37	Air Cooled	Screw	AWS350.2	A-AWS350.2	5,32,680	1,50,000	1,20,000
38	Air Cooled	Screw	AWS360.2	A-AWS360.2	5,32,680	1,50,000	1,20,000
39	Air Cooled	Screw	AWS378.2	A-AWS378.2	5,79,000	1,50,000	1,20,000
40	Air Cooled	Screw	AWS385.2	A-AWS385.2	5,79,000	1,50,000	1,20,000
41	Air Cooled	Screw	AWS387.3	A-AWS387.3	5,79,000	1,50,000	1,20,000
42	Air Cooled	Screw	AWS403.3	A-AWS403.3	5,79,000	1,50,000	1,20,000
43	Air Cooled	Screw	AWS425.3	A-AWS425.3	6,17,600	1,50,000	1,20,000
44	Air Cooled	Screw	AWS435.3	A-AWS435.3	6,17,600	1,50,000	1,20,000
45	Air Cooled	Screw	AWS445.3	A-AWS445.3	6,94,800	1,50,000	1,20,000
46	Air Cooled	Screw	AWS461.3	A-AWS461.3	6,94,800	1,50,000	1,20,000
47	Air Cooled	Screw	AWS470.3	A-AWS470.3	7,14,100	1,50,000	1,20,000
48	Air Cooled	Screw	AWS487.3	A-AWS487.3	7,14,100	1,50,000	1,20,000
49	Air Cooled	Screw	AWS490.3	A-AWS490.3	7,72,000	1,75,000	1,40,000
50	Air Cooled	Screw	AWS515.3	A-AWS515.3	7,72,000	1,75,000	1,40,000

CHILLER PRODUCTS AMC PRICING

S. No.	Type	Compressor Type	Model	Service Material	Comprehensive	Labour	Subcontract
							Value - Labour
51	Water Cooled	Screw	CUWD100AY1	A-CUWD100	1,38,960	50,000	35,000
52	Water Cooled	Screw	CUWD40AY1	A-CUWD40	91,190	40,000	30,000
53	Water Cooled	Screw	CUWD50AY1	A-CUWD50AY1	99,880	50,000	35,000
54	Water Cooled	Screw	CUWD 60AY	A-CUWD60	99,880	50,000	35,000
55	Water Cooled	Screw	CUWD80BY1	A-CUWD80	1,15,800	50,000	35,000
56	Air Cooled	Screw	EWAD170TZSS	A-EWAD170	99,880	40,000	30,000
57	Air Cooled	Screw	EWAD290TZXS	A-EWAD290	1,15,800	50,000	35,000
58	Air Cooled	Screw	EWAD330TZXS	A-EWAD330	1,38,960	50,000	35,000
59	Air Cooled	Screw	EWAD450D-HS	A-EWAD450	1,89,140	80,000	60,000
60	Air Cooled	Screw	EWAD460TZPS	A-EWAD460	1,89,140	80,000	60,000
61	Air Cooled	Screw	EWAD470D-SS	A-EWAD470	2,00,720	80,000	60,000
62	Air Cooled	Screw	EWAD620D-XS	A-EWAD620	2,70,200	1,00,000	75,000
63	Air Cooled	Screw	EWAD650	A-EWAD660	2,70,200	1,00,000	75,000
64	Air Cooled	Screw	EWAD720	A-EWAD720	2,93,360	1,00,000	80,000
65	Air Cooled	Screw	EWAD740	A-EWAD740	3,24,240	1,00,000	80,000
66	Air Cooled	Screw	EWAD760	A-EWAD760	3,24,240	1,00,000	80,000
67	Air Cooled	Screw	EWAD790	A-EWAD790	3,24,240	1,00,000	80,000
68	Air Cooled	Screw	EWAD810	A-EWAD810	3,47,400	1,00,000	80,000
69	Air Cooled	Screw	EWAD820	A-EWAD820	3,47,400	1,00,000	80,000
70	Air Cooled	Screw	EWAD830	A-EWAD830	3,47,400	1,00,000	80,000
71	Air Cooled	Screw	EWAD870	A-EWAD870	3,47,400	1,00,000	80,000
72	Air Cooled	Screw	EWAD880	A-EWAD880	3,78,280	1,25,000	1,00,000
73	Air Cooled	Screw	EWAD890	A-EWAD890	3,78,280	1,25,000	1,00,000
74	Air Cooled	Screw	EWAD910	A-EWAD910	3,78,280	1,25,000	1,00,000
75	Air Cooled	Screw	EWAD970	A-EWAD970	4,01,440	1,25,000	1,00,000
76	Air Cooled	Screw	EWAD980C-PL	A-EWAD980	4,01,440	1,25,000	1,00,000
77	Air Cooled	Screw	EWADC10	A-EWADC10	4,40,040	1,25,000	1,00,000
78	Air Cooled	Screw	EWADC11	A-EWADC11	4,40,040	1,25,000	1,00,000
79	Air Cooled	Screw	EWADC12-PS	A-EWADC12-PS	4,55,480	1,25,000	1,00,000
80	Air Cooled	Screw	EWADC13	A-EWADC13	5,79,000	1,50,000	1,20,000
81	Air Cooled	Screw	EWADC14	A-EWADC14	5,79,000	1,50,000	1,20,000
82	Air Cooled	Screw	EWADC15	A-EWADC15	6,17,600	1,50,000	1,20,000
83	Air Cooled	Screw	EWADC16	A-EWADC16	6,94,800	1,50,000	1,20,000
84	Air Cooled	Screw	EWADC17	A-EWADC17	7,14,100	1,50,000	1,20,000
85	Air Cooled	Screw	EWADC18	A-EWADC18	7,72,000	1,75,000	1,40,000
86	Air Cooled	Screw	EWADC19	A-EWADC19	7,72,000	1,75,000	1,40,000
87	Air Cooled	Screw	EWADH14C-SL	A-EWADH14	5,79,000	1,50,000	1,20,000
88	Air Cooled	Screw	EWAQ550F-SS	A-EWAQ550	2,47,040	1,00,000	75,000
89	Air Cooled	Screw	EWYQ160F-XS	A-EWYQ160	95,540	40,000	30,000
90	Mini Chiller	Rotary	M4AC020CR	A-M4AC020CR	6,080	3,500	2,100
91	Mini Chiller	Scroll	M4AC025CR	A-M4AC025CR	6,080	3,500	2,100
92	Mini Chiller	Scroll	M4AC030CR	A-M4AC030CR	8,110	5,000	3,000
93	Mini Chiller	Scroll	M4AC040CR	A-M4AC040CR	13,030	6,000	3,900
94	Mini Chiller	Scroll	M4AC050CR	A-M4AC050CR	16,500	6,000	4,200
95	Mini Chiller	Scroll	M4AC060CR	A-M4AC060CR	16,500	6,000	4,200
96	Mini Chiller	Scroll	M4AC080CR	A-M4AC080CR	26,060	8,000	6,400
97	Mini Chiller	Scroll	M4AC100CR	A-M4AC100CR	28,660	10,000	8,000
98	Mini Chiller	Scroll	M4AC120CR	A-M4AC120CR	34,310	10,000	8,000
99	Mini Chiller	Scroll	M4AC150CR	A-M4AC150CR	39,950	15,000	12,000
100	Mini Chiller	Rotary	MAC020C	A-MAC020C	6,080	3,500	2,100

CHILLER PRODUCTS AMC PRICING

S. No.	Type	Compressor Type	Model	Service Material	Comprehensive	Labour	Subcontract
							Value - Labour
101	Mini Chiller	Rotary	MAC020CR	A-MAC020CR	6,080	3,500	2,100
102	Mini Chiller	Scroll	MAC025C	A-MAC025C	6,080	3,500	2,100
103	Mini Chiller	Scroll	MAC025CR	A-MAC025CR	6,080	3,500	2,100
104	Mini Chiller	Scroll	MAC030C	A-MAC030C	8110	5,000	3,000
105	Mini Chiller	Scroll	MAC030CR	A-MAC030CR	7,820	5,000	3,000
106	Mini Chiller	Scroll	MAC040C	A-MAC040C	13,030	6,000	3,900
107	Mini Chiller	Scroll	MAC040CR	A-MAC040CR	13,030	6,000	3,900
108	Mini Chiller	Scroll	MAC050C	A-MAC050C	16,500	6,000	4,200
109	Mini Chiller	Scroll	MAC050CR	A-MAC050CR	16,500	6,000	4,200
110	Mini Chiller	Scroll	MAC060C	A-MAC060C	16,500	6,000	4,200
111	Mini Chiller	Scroll	MAC060CR	A-MAC060CR	16,500	6,000	4,200
112	Mini Chiller	Scroll	MAC080C	A-MAC080C	26,060	8,000	6,400
113	Mini Chiller	Scroll	MAC080CR	A-MAC080CR	26,060	8,000	6,400
114	Mini Chiller	Scroll	MAC100C	A-MAC100C	28,660	10,000	8,000
115	Mini Chiller	Scroll	MAC100CR	A-MAC100CR	28,660	10,000	8,000
116	Mini Chiller	Scroll	MAC120C	A-MAC120C	34,310	10,000	8,000
117	Mini Chiller	Scroll	MAC120CR	A-MAC120CR	34,310	10,000	8,000
118	Mini Chiller	Scroll	MAC150C	A-MAC150C	39,950	15,000	12,000
119	Mini Chiller	Scroll	MAC150CR	A-MAC150CR	39,950	15,000	12,000
120	Air Cooled	Screw with VFD	McEnergy Inverter 094.2	A-MCENGINV094-VFD	1,59,800	57,500	40,300
121	Air Cooled	Screw with VFD	McEnergy Inverter 102.2	A-MCENGINV102-VFD	1,82,000	92,000	64,400
122	Air Cooled	Screw with VFD	McEnergy Inverter 113.2	A-MCENGINV113-VFD	1,95,320	92,000	64,400
123	Air Cooled	Screw with VFD	McEnergy Inverter 122.2	A-MCENGINV122-VFD	1,95,320	92,000	64,400
124	Air Cooled	Screw with VFD	McEnergy Inverter 131.2	A-MCENGINV131-VFD	2,30,830	92,000	69,000
125	Air Cooled	Screw with VFD	McEnergy Inverter 139.2	A-MCENGINV 139-VFD	2,30,830	92,000	69,000
126	Air Cooled	Screw with VFD	McEnergy Inverter 147.2	A-MCENGINV147-VFD	2,57,460	92,000	69,000
127	Air Cooled	Scroll	McSmart160C	A-MCS160	50,370	15,000	12,000
128	Air Cooled	Scrol (Heatpump)	McSmart160C	A-MCS160-HI	50,370	15,000	12,000
129	Air Cooled	Scroll	McSmart190C	A-MCS190	66,010	25,000	20,000
130	Air Cooled	Scrol (Heatpump)	McSmart190C	A-MCS190-HI	66,010	25,000	20,000
131	Air Cooled	Scroll	McSmart210C	A-MCS210	66,010	25,000	20,000
132	Air Cooled	Scrol (Heatpump)	McSmart210C	A-MCS210-HI	66,010	25,000	20,000
133	Air Cooled	Scroll	McSmart240C	A-MCS240	72,950	25,000	20,000
134	Air Cooled	Scrol (Heatpump)	McSmart240C	A-MCS240-HI	72,950	25,000	20,000
135	Air Cooled	Scroll	McSmart320C	A-MCS320	79,900	25,000	20,000
136	Air Cooled	Scrol (Heatpump)	McSmart320C	A-MCS320-HI	79,900	25,000	20,000
137	Air Cooled	Screw	MCS050.1	A-MCS050.1	99,880	40,000	30,000
138	Air Cooled	Screw	MCS060.1	A-MCS060.1	99,880	50,000	35,000
139	Air Cooled	Screw	MCS070.1	A-MCS070.1	1,04,220	50,000	35,000
140	Mini Chiller	Screw	MCS080.1	A-MCS080.1	1,15,800	50,000	35,000
141	Mini Chiller	Screw	MCS100.1	A-MCS100.1	1,58,260	80,000	56,000
142	Mini Chiller	Screw	MCS120.1	A-MCS120.1	1,69,840	80,000	56,000
143	Mini Chiller	Screw	MCS135.1	A-MCS135.1	1,89,140	80,000	60,000
144	Mini Chiller	Screw	MCS150.1	A-MCS150.1	2,23,880	80,000	60,000
145	Mini Chiller	Screw	MCS170.1	A-MCS170.1	2,70,200	1,00,000	75,000
146	Mini Chiller	Screw	MCS185.1	A-MCS185.1	2,70,200	1,00,000	75,000
147	Mini Chiller	Screw	MCS200.2	A-MCS200.2	2,93,360	1,00,000	80,000
148	Mini Chiller	Screw	MCS220.2	A-MCS220.2	3,24,240	1,00,000	80,000
149	Mini Chiller	Screw	MCS235.2	A-MCS235.2	3,47,400	1,00,000	80,000
150	Mini Chiller	Screw	MCS260.2	A-MCS260.2	3,78,280	1,25,000	1,00,000

CHILLER PRODUCTS AMC PRICING

S. No.	Type	Compressor Type	Model	Service Material	Comprehensive	Labour	Subcontract
							Value - Labour
151	Air Cooled	Screw	MCS285.2	A-MCS285.2	4,01,440	1,25,000	1,00,000
152	Air Cooled	Screw	MCS310.2	A-MCS310.2	4,40,040	1,25,000	1,00,000
153	Air Cooled	Screw	MCS330.2	A-MCS330.2	4,86,360	1,25,000	1,00,000
154	Air Cooled	Screw	MCS350.2	A-MCS350.2	5,32,680	1,50,000	1,20,000
155	Air Cooled	Screw	MCS380.2	A-MCS380.2	5,79,000	1,50,000	1,20,000
156	Air Cooled	Scroll	McSmart400C	A-MCSMART400C	95,540	40,000	30,000
157	Air Cooled	Scrol (Heatpump)	McSmart400C	A-MCSMART400C-HI	95,540	40,000	30,000
158	Water Cooled	Screw	PFS1101DARY	A-PFS 110.1	1,58,260	80,000	56,000
159	Water Cooled	Screw	PFS1201DBRY	A-PFS 120.1	1,69,840	80,000	56,000
160	Water Cooled	Screw with VFD	PFS1101DBRYV	A-PFS 110.1-VFD	1,82,000	92,000	64,400
161	Water Cooled	Screw	PFS1351DARY	A-PFS 135.1	2,00,720	80,000	60,000
162	Water Cooled	Screw with VFD	PFS1351DBRYV	A-PFS 135.1-VFD	2,30,830	92,000	69,000
163	Water Cooled	Screw	PFS1401DBRY	A-PFS 140.1	2,00,720	80,000	60,000
164	Water Cooled	Screw	PFS1501DARY	A-PFS 150.1	2,23,880	80,000	60,000
165	Water Cooled	Screw with VFD	PFS1501DBRYV	A-PFS 150.1-VFD	2,57,460	92,000	69,000
166	Water Cooled	Screw	PFS1601DBRY	A-PFS 160.1	2,47,040	1,00,000	75,000
167	Water Cooled	Screw	PFS1701DARY	A-PFS 170.1	2,47,040	1,00,000	75,000
168	Water Cooled	Screw with VFD	PFS1701DBRYV	A-PFS 170.1-VFD	2,84,100	1,15,000	86,300
169	Water Cooled	Screw	PFS1801DBRY	A-PFS 180.1	2,70,200	1,00,000	75,000
170	Water Cooled	Screw	PFS1901DBRY	A-PFS 190.1	2,70,200	1,00,000	75,000
171	Water Cooled	Screw with VFD	PFS1901DBRYV	A-PFS 190.1-VFD	3,10,730	1,15,000	86,300
172	Water Cooled	Screw	PFS2001DBRY	A-PFS 200.1	2,93,360	1,00,000	80,000
173	Water Cooled	Screw	PFS2151DBRY	A-PFS 215.1	3,24,240	1,00,000	80,000
174	Water Cooled	Screw with VFD	PFS2151DBRYV	A-PFS 215.1-VFD	3,72,880	1,15,000	92,000
175	Water Cooled	Screw	PFS2202DARY	A-PFS 220.2	3,24,240	1,00,000	80,000
176	Water Cooled	Screw	PFS2402DARY	A-PFS 240.2	3,47,400	1,00,000	80,000
177	Water Cooled	Screw	PFS2451DBRY	A-PFS 245.1	3,47,400	1,00,000	80,000
178	Water Cooled	Screw with VFD	PFS2451DBRYV	A-PFS 245.1-VFD	3,99,510	1,15,000	92,000
179	Water Cooled	Screw	PFS2551DBRY	A-PFS 255.1	3,78,280	1,25,000	1,00,000
180	Water Cooled	Screw	PFS255DARY	A-PFS 255.1	3,83,110	1,25,000	1,00,000
181	Water Cooled	Screw	PFS2701DBRY	A-PFS 270.1	3,78,280	1,25,000	1,00,000
182	Water Cooled	Screw with VFD	PFS2701DBRYV	A-PFS 270.1-VFD	4,35,020	1,43,800	1,15,100
183	Water Cooled	Screw	PFS2802DARY	A-PFS 280.2	4,01,440	1,25,000	1,00,000
184	Water Cooled	Screw	PFS3002DARY	A-PFS 300.2	4,40,040	1,25,000	1,00,000
185	Water Cooled	Screw	PFS3051DBRY	A-PFS 305.1	4,40,040	1,25,000	1,00,000
186	Water Cooled	Screw	PFS3252DARY	A-PFS 325.2	4,55,480	1,25,000	1,00,000
187	Water Cooled	Screw	PFS3301DBRY	A-PFS 330.1	4,55,480	1,25,000	1,00,000
188	Water Cooled	Screw with VFD	PFS3301DBRYV	A-PFS 330.1-VFD	5,23,800	1,43,800	1,15,100
189	Water Cooled	Screw	PFS3502DARY	A-PFS 350.2	4,86,360	1,25,000	1,00,000
190	Water Cooled	Screw	PFS3703DARY	A-PFS 370.3	5,32,680	1,50,000	1,20,000
191	Water Cooled	Screw	PFS3802DBRY	A-PFS 380.2	5,32,680	1,50,000	1,20,000
192	Water Cooled	Screw	PFS3903DARY	A-PFS 390.3	5,79,000	1,50,000	1,20,000
193	Water Cooled	Screw	PFS4052DBRY	A-PFS 405.2	5,79,000	1,50,000	1,20,000
194	Water Cooled	Screw	PFS4103DARY	A-PFS 410.3	5,79,000	1,50,000	1,20,000
195	Water Cooled	Screw	PFS4302DBRY	A-PFS 430.2	6,17,600	1,50,000	1,20,000
196	Water Cooled	Screw	PFS4303DARY	A-PFS 430.3	6,17,600	1,50,000	1,20,000
197	Water Cooled	Screw	PFS4503DARY	A-PFS 450.3	6,94,800	1,50,000	1,20,000
198	Water Cooled	Screw	PFS4602DBRY	A-PFS 460.2	6,94,800	1,50,000	1,20,000
199	Water Cooled	Screw	PFS4653DARY	A-PFS 465.3	6,94,800	1,50,000	1,20,000
200	Water Cooled	Screw	PFS4902DBRY	A-PFS 490.2	7,14,100	1,50,000	1,20,000

CHILLER PRODUCTS AMC PRICING

S. No.	Type	Compressor Type	Model	Service Material	Comprehensive	Labour	Subcontract
							Value - Labour
201	Water Cooled	Screw	PFS4953DARY	A-PFS 495.3	7,14,100	1,50,000	1,20,000
202	Water Cooled	Screw	PFS5103DARY	A-PFS 510.3	7,72,000	1,75,000	1,40,000
203	Water Cooled	Screw	PFS1001DBRY	A-PFS100.1	1,38,960	50,000	35000
204	Water Cooled	Screw	PFS2301DBRY	A-PFS230.1	3,24,240	1,00,000	80000
205	Water Cooled	Screw	PFS3252DBRY	A-PFS325.2	4,55,480	1,25,000	100000
206	Air Cooled	Screw	TGZ100B	A-TGZ100	1,38,960	50,000	35000
207	Air Cooled	Screw	TGZ150B	A-T6Z150	2,23,880	80,000	6000
208	Water Cooled	Screw	UAA105ST3M-FBBA	A-UAA105	34,310	10,000	8000
209	Water Cooled	Screw	UAL210DS5-FAAE	A-UAL210	66,010	25,000	20000
210	Water Cooled	Screw	UAL230D5-FAAE	A-UAL230DM5	66,010	25,000	20000
211	Water Cooled	Screw	UAL230DS5	A-UAL230DS5	66,010	25,000	20000
212	Water Cooled	Screw	UAL239ERM5	A-UAL239	66,010	25,000	20000
213	Water Cooled	Screw	UAL450D5-FAAE	A-UAL450	91,190	40,000	30,000
214	Air Cooled	Screw	UWAP080.1	A-UWAP080.1	91,190	40,000	30,000
215	Air Cooled	Screw	UWAP040	A-UWAP40AY1Z	91,190	40,000	30,000
216	Air Cooled	Screw	UWAP50AY3	A-UWAP50	99,880	40,000	30,000
217	Water Cooled	Centri	WDC087	A-WDC087	12,50,640	1,75,000	1,40,000
218	Water Cooled	Centri with VFD	WDC087 with VFD	A-WDC087-VFD	14,38,240	2,01,300	1,61,100
219	Water Cooled	Centri with VFD	WDC126 with VFD	A-WDC126-VFD	33,55,880	2,58,800	2,07,100
220	Water Cooled	Centri with VFD	WDC100 with VFD	A-WDS100-VFD	20,77,450	2,30,000	1,84,000
221	Water Cooled	Centri with VFD	WDC113 with VFD	A-WDS113-VFD	28,76,470	2,30,000	1,84,000
222	Water Cooled	Centri	WSC063	A-WSC063	3,47,400	1,00,000	80,000
223	Water Cooled	Centri with VFD	WSC063 with VFD	A-WSC063-VFD	3,99,510	1,15,000	92,000
224	Water Cooled	Screw with VFD	WSC079	A-WSC079	4,40,040	1,25,000	1,00,000
225	Water Cooled	Centri with VFD	WSC079 with VFD	A-WSC079-VFD	5,06,050	1,43,800	1,15,100
226	Water Cooled	Centri	WSC087	A-WSC087	7,14,100	1,50,000	1,20,000
227	Water Cooled	Centri with VFD	WSC087 with VFD	A-WSC087-VFD	8,21,220	1,72,500	1,38,000
228	Water Cooled	Screw with VFD	WSC100	A-WSC100	10,42,200	1,75,000	1,40,000
229	Water Cooled	Centri with VFD	WSC100 with VFD	A-WSC100-VFD	11,98,530	2,01,300	1,61,100
230	Water Cooled	Centri	WSC113	A-WSC113	12,50,640	1,75,000	1,40,000
231	Water Cooled	Centri with VFD	WSC113 with VFD	A - WSC113-VFD	14,38,240	2,01,300	1,61,100
232	Water Cooled	Screw with VFD	WSC126	A-WSC126	18,06,480	2,00,000	1,60,000
233	Water Cooled	Centri with VFD	WSC126 with VFD	A-WSC126-VFD	20,77,450	2,30,000	1,84,000

Ref No. 123456789

Date: 20.11.20

To,

<Customer Name>

Customer Address line 1

Customer City, State, PIN code

Phone No. <1234567890>

GSTIN - XXXXYYYYZZZZ12

Daikin Airconditioning India Pvt. Ltd.

Office Add: Line 1

Office Add: Line 2

City: <xxx> State: <xxx> PIN code <123456>

GSTIN: 06AABCD0971F2ZZ

Sub: ANNUAL MAINTENANCE CONTRACT OFFER FOR DAIKIN AIRCONDITIONERS

Dear Sir/Madam,

We thank you for your interest in Annual Maintenance Contract (AMC). Contract scheme here under:

For the purpose of this AMC, we shall be referred to as "Service Provider" and you shall be referred to as "Client". That the "Service Provider" and the "Client" are individually referred to as "Party" and collectively as "Parties." That Airconditioning systems shall be referred to as Equipments/Airconditioning Equipments

That Annual Maintenance Contract shall be for Client premises/site as mentioned below:

Installation Address (Shipping Address)

Address: XXXXXXXX

City: XXXXXX

1. COMPREHENSIVE MAINTENANCE CONTRACT:

A) The following services will be provided under the AMC:

1. 4 (Four) routine services (1 Wet & 3 Dry)
2. Immediate attendance of break down, if any
3. Refrigerant Gas charging at the time of Compressor/Sensor/Four way valve replacement and for reasons other than attributable to Environmental Corrosion

B) The following Spare Parts shall be replaced free of cost in case of any breakdown during the AMC period

- | | |
|----------------|---------------------------------|
| 1. Compressor | 2. Fan motor |
| 3. P.C.B | 4. Magnetic Switch |
| 5. Transformer | 6. Other Electrical Parts Of AC |

C) Following Spare parts, which are not covered under Annual Maintenance Contract schemes are as follows:

- | | |
|--|--|
| 1. Air Filter | 2. Sheet Metal Parts |
| 3. Evaporator Coils | 4. Condenser Coils |
| 5. Front grill Assy./Plastic cover/panel | 6. Circuit Breaker (M.C.B., Sequencer) |
| 7. Remote Handset (if mishandling/broken) | 8. Voltage stabilizer & Scanners |
| 9. Any damages due to site conditions, rats & insects, unhealthy power Supply or leakages due to Corrosive Environment are not cover under AMC | |

Contract Validity: 01.04.20 To 31.03.20

Product	Model-IDU	HSN/SAC	S.No	Model-IDU	S.No.	Quantity	Comprehensive	Total
		Code					Price	Amount
VRV	RXYQ12PR Y6		4990			02	47,200	94,400
				FXMQ250MVE6	1210			
				FXMQ63PVE6	1270			
				FXMQ63PVE6	1271			
				FXMQ63PVE6	1272			
				FXMQ200MVE6	893			
				FXMQ200MVE6	1250			
				FXMQ200MVE6	1251			
				FXMQ200MVE6	1252			
VRV	RXYQ12PR Y6		4979					
				FXDQ32PBVE6	457			
				FXDQ20PBVE6	136			
Total								94,400.00
CGST Amount (@9.00%)								8,496.00
SGST/UGST Amount (@9.00%)								8,496.00
IGST Amount (@0.00%)								0.00
G. Total								1,11,392.00

Note: Above charges are for Air conditioners installed with in city limits and providing services on all working days at normal working hours. In case of outstation sites (to be considered from the place where Daikin Dealer or ASP service center located), 20% prices shall be increased on basic value.

3. Payment Terms: Payment in advance against Invoice including taxes, by cheque/DD in favor of Daikin Airconditioning India Pvt. Ltd. Please do not make payment in cash.

"In case advance payment is not made, no services agreed to be provided under this agreement will be given and the contract will be terminable at the option of the DAIPL."

"In case any payment due as per this agreement is not made as per agreed time schedule, no services agreed to be provided under this agreement will be given and the contract will be terminable at the option of the DAIPL."

4. AMC Period & Validity: Services under AMC will commence from the date of expiry of warranty period/AMC and signing of AMC subject to realization of cheque. In case there is any gap between AMC renewal after amc or warranty expiry date, AMC acceptance will be after health inspection on chargeable basis.

5. Other Terms and Conditions:

A). Call Center Facility: Calls can be registered round the clock at our call center with this Number- 1860-180-3900, 011-40319300

B). Response Time: If Breakdown call is received before 3.00 PM on any working day, it shall be attended on the same day. If the call is received after 3.00 PM, it will be attended by 12.00 Noon on the next working day.

C). General Terms:

i) Routine maintenance and proper operation of the Air conditioners, including regular cleaning of Air filters shall be ensured by the user.

ii) The user shall be responsible for providing appropriate electric power supply to the air conditioners. Voltage supply at 230V+/- 5% variation for single phase and 415 V +/- 5% variation for three-phase supply shall be considered appropriate. In case of three-phase supply, proper load balancing shall be ensured by the user.

- iii) The user shall be responsible for maintaining circuit breakers and voltage stabilizers for stable power supply. In case of any problem, user shall attend to the same.
- iv) Routine servicing and repair shall only be done by Service Provider/authorized dealers.
- v) AMC shall not be applicable to any accessory external to the air conditioners.
- vi) Service Provider/authorized dealers shall not be liable for any consequential/liquidating damages or losses due to failure or inadequate performance of air conditioners for any reason, whatsoever, under the AMC.
- vii) Only Airconditioning equipments installed at the above mentioned location shall be covered the AMC. That if the Client wishes to Shift the Airconditioning equipments to some place other than where the air-conditioning equipments are already installed, the Client shall do such shifting at its own cost and risk and as per the instructions of the Service Provider. That the Service Provider/authorized dealer shall carry out reinstallation of Client's Airconditioning equipments, at an extra cost to be borne by the Client. In case during AMC period, shifting of air-conditioning equipments by the Client is not done in accordance with the instruction of Service Provider and/or reinstallation is done by third parties (other than Service Provider/authorized dealer), than notwithstanding anything to the contrary contained in this AMC, this AMC shall stand terminated at the option of the Service Provider and no refund shall be permissible for the remainder period.
- viii) This AMC is valid to carry out maintenance and repair work (Labour Part Only) at the Premises mentioned in this AMC. In the case of maintenance and repair works are to be carried out at Service Provider's place, the Client agrees to follow the process of disconnecting, packing and transporting the Equipments at his own costs and risks. Any damages caused to the Equipments during disconnecting, packing and transporting shall be not covered either in this AMC or any other agreement or contract including but not limited to sale or warranty agreement between the Client and Service Provider. After performing the required maintenance and repair works and under intimation by the Service Provider, the Client undertakes to pack and transport the Equipments within 24 hours from the time of such intimation to his premises at his own costs and risks. The Service Provider reserves the right to charge reasonable rental to the Client and the Client is liable to pay this rental, in case the Client fails to take the Equipments back within such 24 hours period.
- ix) The AMC is not transferable.

6. Termination

- a) Either party shall be at liberty to terminate the AMC, without assigning any reason after serving one month's notice.
 - b) In case of termination by the user, DA IPL shall refund basic AMC amount for the unexpired period subject to cancellation charges equal to 10% of the original basic amount.
 - c) Services provided for part of the month shall be treated as provided for the full month.
 - d) No refund of taxes, collected at the time of signing of AMC shall be permissible.
7. Force Majeure Clause: Failure to provide services or perform obligation under AMC shall not be construed as breach of the AMC Due to Force Majeure conditions as a result of Act of God, lightning, storm, floods, fire, earthquake; Act of public enemy, war (declared or undeclared) terrorism, sabotage, riot, insurrection, epidemic; strike; lockout, industrial disturbance or any conditions arising from similar causes beyond Service Provider's control.
8. Arbitration: Any controversy, claim or dispute between the parties arising out of this AMC will be settled exclusively and finally by arbitration in accordance with the Arbitration and Conciliation Act, 1996. The Parties shall appoint sole arbitrator with mutual consent. The arbitration proceedings shall be conducted in English language. The expenses of the arbitration will be shared equally by both parties.
9. Obligations of Client: The AMC shall become null and void in case the EQUIPMENT/S is/are shifted from its original place of installation, or the right of property is transferred to another individual or legal person under any law of India, or is misused or, dismantled or, altered or, serviced by anybody other than the Service Provider's authorized maintenance staff or authorized service dealer without the express consent in writing from the Service Provider. However, costs and risks of such activities by the Client shall be borne by the Client.

10. Confidentiality: Each of the Party to the present AMC shall (i) safeguard and protect the other's confidential information, ancillary/related to present AMC and received and/or obtained during the course of service being provided under the present AMC (ii) Segregate material containing confidential information from the materials of others (obtained if any during the course of the present AMC) and to return the confidential information in case it is no longer needed to perform the obligation or the other's request. Each Party to the AMC shall make proper disclosure inform the other immediately on becoming aware of any unauthorized use or disclosure of the confidential information obtained.
11. Limitation of Liability: "Before undertaking the Services, the Service Provider reserves the right to verify and examine the Equipments that such Equipments are in a Serviceable state. The Service Provider's liability under this AMC shall be limited to the Equipments are in good working conditions and no other liability, whatsoever, financially or otherwise. The Service Provider's liability under this AMC does not extend to
 - i) Working by persons other than the Service Provider's authorized personnel on the Equipments except for running the Equipments.
 - ii) Any upgradation of the Equipments without written consent of the Service Provider, expressly.
 - iii) Any work carried out, externally or internally, to the Equipments like power supply, denting, painting etc.
 - iv) On termination of this AMC, the Service Provider's obligations are terminated in entirety. This AMC extends only to problems arising out of normal functioning of the Equipments and does not cover maintenance and repair of any parts damaged due to natural calamities, fire, flood etc., theft, accidents, riots etc., misuse, environmental conditions, unsuitable use of electronic equipments, use of any equipments, not recommended by the Service Provider. Services do not cover accessories external to the Equipments. Any other kind of consequential /liquidated damages, loss of any kind whatsoever are not covered under this AMC."
12. Entire Contract: Notwithstanding anything contained to the contrary under any previous agreement whether verbal or written, work order etc, this AMC with all its appendices shall constitute the entire agreement between the Parties as to the subject matter hereof and it cancels and replaces any prior oral or written agreement on the same subject.
13. Remedies under the Contract: Each Party hereto agree that any remedy or right conferred upon either Party for breach hereof shall be in addition to and without prejudice to all other rights and remedies available to it, whether under law or otherwise.
14. Governing Law:
 - i) This AMC shall be a contract under the laws of India and for all purposes shall be governed by and construed and enforced in accordance with the laws of India and shall be subject to jurisdiction of Courts at New Delhi.
 - ii) Service provider under takes that it shall not deploy any child labour to render any services to the client. The service provider undertakes to abide by the provisions of Child Labour (Prohibition & Regulation) Act, 1986 at all times.

We look forward to receiving your valuable AMC which will receive our prompt attention and continue to provide you satisfactory services.

Yours Faithfully, Accepted by Customer,

(Authorized Signatory)

(Authorized Signatory)

D. OTR (One Time Repairs)

One time repairs are applicable for customers who are neither in warranty nor in amc and approach DA IPL/Dealers for repairs.


OUR OBJECTIVE:-

Increase the revenue by generating Out of Warranty Business and get regular order from the same customer.

RA/WAC/SA/DU/VRV/CIL

The process is as follows:

1. DA IPL /Dealer would send a Quotation to the customer for RA/AP/WAC. Format as below (Annex no:)
2. Whereas for PA, VRV & Chillers Daikin branch will send the quotation to the customer.
3. OW repair will be taken in the name of "Daikin Air-conditioning India Pvt. Ltd.".
4. The Repair will be undertaken only against receipt of 100% payment in advance.
5. The Company will subcontract the repair to SERVICE PARTNER.
6. The out of warranty repair & labour charges are given in tables below.
7. Invoice will be made by DA IPL to Customer directly.
8. The payment will be made to Service Partner in single installment after the completion of repair.
9. PO will be released by DA IPL to Service Partner for each OW repair, as applicable.

		ESTIMATE				Dealer Address:	
Authorised Service Provider				Phone:		Email-Id:	
Received with thanks from:		Receipt No.		Date:			
Name :		Sl.No	Replaced Part Number	Qty.	Unit Price	Total Rs.	Ps
Address :							
.....							
.....							
Model No.....		Total (A)					
Indoor SI No.....							
Outdoor SI No.....							
Call No.....							
(Amount in words)							
Customer Signature				Dealer Stamp			
				Service Engineer Signature			

RA/WAC Products:

Out warranty Repair Charges

Sr. No.	Out Warranty Items	Window AC	Split AC AC
1	Inspection Charges for repairs*	450	500
2	RMS - Routine Maintenance Service (Dry)	450	550
3	RMS - Routine Maintenance Service (Wet)	800	900
4	Gas charging includes refrigerant cost	2000	3000
5	Transport Charges**	500	500
6	Anticorrosion Coating Normal***	1000	2000
7	Anticorrosion Coating: Seaside Application	3500	4500
8	PCB, Fan motor, bearing, fan propeller replacement labour charges	1000	1000

Terms and Conditions:

* Inspection charges to be taken only when customer refuse for repair after inspection. To be adjusted if Repairs/RMS is carried out.

** Within municipal limits. Will be applicable only for gas charging.

*** For Split AC the charges if either indoor or outdoor unit coating is done Rs 1000/= will be applicable as the case be basis site condition.

GST extra as applicable as per the government prevailing norms.

Standard Working Table - Out of warranty - Labour charges - Customer

CALCULATION OF STANDARD WORKING POINTS

1. These tables apply to Splits, Air cleaner, and VRV 2. In the item 1-5, a higher price shall be applied

For example

Replacing compressor and replace of Ref....apply item 2, only Replacing 2nos of PCB.....apply item 5 only.

However item 7,8,9 shall be added to item 1-6 only

Product Grp. SA (Invertor & Non Invertor) Work Head		Work Code	IDU/ODU Customers
1.	Inspection And Simple Repair (Fuse Wire Etc.)	OSA0001	640
2.	Replace The Comp., Heat Exchanger. Four Way Valve	OSA0002	4480
3.	Replace The Ref. Parts (Gas)	OSA0003	2260
4.	Replace Fan Motor, Bearing/Cross Flow Fan (Excluding Propeller Fan)	OSA0004	1680
5.	Replace PCB	OSA0005	1160
6.	Replace Parts Except Item 1~5 (Include Drain Repair, Wiring. Magnetic Contactor)	OSA0006	1040
7.	Clean Up The Heat Exchange (Dry Service)	OSA0007	1000
8.	Clean Up The Heat Exchanger By Water (Wet Service)	OSA0008	2000
9.	Transportation Charges	OSA0009	200

Product Grp. PA (Invertor & Non Invertor) Work Head		Work Code	IDU/ODU Customers
1.	Inspection And Simple Repair (Fuse Wire Etc.)	OPA0001	800
2.	Replace The Comp., Heat Exchanger. Four Way Valve	OPA0002	6320
3.	Replace The Ref. Parts (Gas)	OPA0003	3400
4.	Replace Fan Motor, Bearing/Cross Flow Fan (Excluding Propeller Fan)	OPA0004	2720
5.	Replace Pcb	OPA0005	1320
6.	Replace Parts Except Item 1~5 (Include Drain Repair, Wiring. Magnetic Contactor)	OPA0006	1100
7.	Clean Up The Heat Exchange (Dry Service)	OPA0007	1200
8.	Clean Up The Heat Exchanger By Water (Wet Service)	OPA0008	2400
9.	Transportation Charges	OPA0009	200

Product Grp. VRV Work Head		Work Code	IDU/ODU Customers
1.	Inspection And Simple Repair (Fuse Wire Etc.)	OVRV001	1000
2.	Replace The Comp., Heat Exchanger. Four Way Valve	OVRV002	8960
3.	Replace The Ref. Parts (Gas)	OVRV003	4280
4.	Replace Fan Motor, Bearing/Cross Flow Fan (Excluding Propeller Fan)	OVRV004	3200
5.	Replace Pcb	OVRV005	1200
6.	Replace Parts Except Item 1~5 (Include Drain Repair, Wiring. Magnetic Contactor)	OVRV006	1280
7.	Clean Up The Heat Exchange (Dry Service)	OVRV007	1100
8.	Clean Up The Heat Exchanger By Water (Wet Service)	OVRV008	2000
9.	Transportation Charges	OVRV009	200

Product Grp. Air Cleaner Work Head		Work Code	IDU/ODU Customers
1.	Inspection And Simple Repair (Fuse Wire Etc.)	OAP0001	300
2.	Replace The Comp., Heat Exchanger. Four Way Valve	OAP0002	—
3.	Replace The Ref. Parts (Gas)	OAP0003	—
4.	Replace Fan Motor, Bearing/Cross Flow Fan (Excluding Propeller Fan)	OAP0004	800
5.	Replace PCB	OAP0005	720
6.	Replace Parts Except Item 1~5 (Include Wiring.)	OAP0006	640
7.	Clean Up (Dry Service)	OAP0007	340
8.	Clean Up By Water (Wet Service)	OAP0008	340
9.	Transportation Charges	OAP0009	200

REIMBURSEMENT POLICIES

Reimbursement is done by DAIPL towards various jobs carried out by the Service Partner under various head, will be covered in this policy.

The C4C CRM is the tool which is backbone for customer management and also dealer reimbursements.

A. Installation and Commissioning

As a process dealers are required to update the data in C4C system once the products are installed and commissioned at the sites.

For PA & VRV products Daikin ASM has to approve the product (i-base) in C4C for activation and dealer to become eligible for commissioning payout. The payout is as per table below.

The PO towards same are released at the month end and the same reflect in the dealer C4C portal.

The Dealers need to upload the commissioning report soft copy in the C4C portal mandatorily duly signed and stamped by customer (in case of non-residential customer) and **also retain the hard copy of the same in their service center for making it available during any audit by Daikin designated official / required for any legal case.** The format for same as per Format A below

Commissioning Rates Payable (Rs)			
Product	Tonnage	Category	Amount (RS)
RA	Up to 2.0/2.2 Ton	Inverter/Non-Inverter	NA
SA	Up to 4.0/4.4 Ton	Inverter/Non-Inverter	NA
PA	Above 4 Ton	Inverter/Non-Inverter	650
VRV	05~18 HP		800
VRV	20~36 HP		1200
VRV	38~60 HP		1600
VRV HOME	4~6 HP		1000
Air Cleaner			200

Free Installation schemes are being run to promote sales of RA products. Towards standard installation Charges Company gives 100% discount or partial discount to customer. The dealer will be reimbursed for the portion which is discounted to customer. The free scheme is automated and once product i-base is commissioned in C4C it gets tagged into running scheme for the month. The PO for such free installation scheme are being generated in C4C on monthly basis. Dealer needs to furnish his invoice along with the PO whose printout can be taken through C4C.

In case there is no scheme running, standard installation rates as applicable for RA products as per Daikin pricelist should be charged to customer.

FORMAT A - Service Report (Used for Installation/Commissioning, RMS, Breakdown)

DAIKIN AIRCONDITIONING INDIA PVT. LTD. Service Completion Certificate												Customer Contact Center 1860 180 3900 011-40319300 customerservice@daikinindia.com				
Registration no.		Request date		Service Engineer's		Scheduled date Name		Time		Notification No.		Service Order No				
User Name Address						Operation Data (Ambient Temp. °C)						✓				
Mobile No						Tel. No.						Power Failure				
Daikin Invoice No.						Date						Phase Reverse				
Daikin Invoice No.						Date						Indoor Unit PCB Defective				
Type		Model No		Manufacturing No.		HP/°C		Before Repair		After Repair		Indoor Unit PCB Defective				
Outdoor Unit		Indoor Unit				SP/°C		psig/°C		psig/°C		Outdoor PCB Defective				
Work date		No of S.E.		Work hours		Progress code		Current		Amps		Amps		Indoor Unit Fan Motor Defective		
								Voltage		Vollas		Vollas		Outdoor Fan Motor Defective		
								Discharge		°C		°C		Comp. Taking High Current/amp		
								Suction		°C		°C		Compressor Ground/earth		
								Discharge		°C		°C		Compressor Tripping Due To High Temperature		
								Suction		°C		°C		Compressor Tripping Due To High Pressure		
								Discharge		°C		°C		Indoor Unit MgsW Defective		
								Suction		°C		°C		Outdoor Unit MgsW Defective		
								Discharge		°C		°C		Indoor Unit Transformer Faulty		
								Suction		°C		°C		Outdoor Unit Transformer Faulty		
								Discharge		°C		°C		Fault Of Swing Motor		
								Suction		°C		°C		Defcet Of Drain Pump		
								Discharge		°C		°C		Expansion Valve Body/motor Defective		
								Suction		°C		°C		Defective Temperature Sensor Of Indoor Unit		
								Discharge		°C		°C		Defective Temperature Sensor Of Out Door Unit		
								Suction		°C		°C		Defective Current Sensor In Out Door Unit		
								Discharge		°C		°C		Gas Leakage At Indoor Unit		
								Suction		°C		°C		Gas Leakage At Outdoor Unit		
								Discharge		°C		°C		Blower Broken		
								Suction		°C		°C		Short Cycling Of Air At Indoor Unit		
								Discharge		°C		°C		Short Cycling Of Air At Outdoor Unit		
								Suction		°C		°C		Defect In Drain Piping System		
								Discharge		°C		°C		Gas Leakage From Flare Nut		
								Suction		°C		°C		Error In Transmission Wiring		
								Discharge		°C		°C		Product Under Capacity		
								Suction		°C		°C		Rat Bite Case		
								Discharge		°C		°C		Less Cooling Problem Due To Dirty Airfilter		
								Suction		°C		°C		Remote Setting Changed		
								Discharge		°C		°C		Clogged Condenser		
								Suction		°C		°C		Other - Pl. Specify		
								Discharge		°C		°C		Details of Repair/Work Done		
								Suction		°C		°C		✓		
								Discharge		°C		°C		Customer Impression about Service		
								Suction		°C		°C		(Please rate on scale of 1 poor, 2,3,4 & 5 excellent)		
								Discharge		°C		°C		a Simple Repair		
								Suction		°C		°C		b Part Replaced		
								Discharge		°C		°C		c Part Replaced		
								Suction		°C		°C		d Gas Charging Done		
								Discharge		°C		°C		e Routine Service - Wet		
								Suction		°C		°C		f Routine Service - DRY		
								Discharge		°C		°C		How is the behavior of visited		
								Suction		°C		°C		What is the level of your satisfaction		
								Discharge		°C		°C		How is the explanation by Engineer		

B. ROUTINE MAINTENANCE SERVICES (RMS)

Once machines are commissioned in C4C calendar is generated evenly spaced as per the no of services eligible to customer product wise as mentioned in below table along with reimbursement rates.

Once the Service Partner provide RMS at the customer site they need to close the service ticket generated by Daikin attaching the lbase in C4C.

The PO towards same are released at the month end and the same reflect in the dealer portal also.

The Dealers need to upload the RMS report soft copy duly signed by customer mandatorily and stamped (in case of nonresidential customer) in the C4C portal mandatorily and also retain the hard copy of the same in their service center for making it available during any audit by Daikin designated official/required for any legal case. The format for same as per Format-A above.

RMS Rates Payable (Rs)					
Product	Tonnage	Category	No of RMS	Price 2 RMS	Price 1 RMS
RA	Up to 2.0 Ton	Non-Inverter	2	500	250
RA	Up to 2.2 Ton	Inverter	2	600	300
SA	Up to 4.0 Ton	Inverter/Non-Inverter	3	700	233
SA	Up to 4.4 Ton	Inverter/Non-Inverter	3	900	300
PA	Above 4 Ton	Inverter/Non-Inverter	3	900	300
Air Cleaner	—	—	3	200	67

RMS Rates Payable (Rs)			
HP	Service Material	Final RMS Price (ODU+IDU) System 3 RMS	Final RMS Price (ODU+IDU) System 1 RMS
1	A-4HP VRV	2500	833
2	A-5HP VRV	2500	833
3	A-6HP VRV	2900	967
4	A-8HP VRV	2900	967
5	A-10HP VRV	3300	1100
6	A-12HP VRV	3300	1100
7	A-14HP VRV	3800	1267
8	A-16HP VRV	3800	1267
9	A-18HP VRV	4200	1400
10	A-20HP VRV	5200	1733
11	A-22HP VRV	6000	2000
12	A-24HP VRV	6500	2167
13	A-26HP VRV	6900	2300
14	A-28HP VRV	7300	2433
15	A-30HP VRV	7700	2567
16	A-32HP VRV	8100	2700
17	A-34HP VRV	8600	2876
18	A-36HP VRV	8600	2876
19	A-38HP VRV	9600	3200
20	A-40HP VRV	9600	3200
21	A-42HP VRV	10000	3333
22	A-44HP VRV	10000	3333
23	A-46HP VRV	10400	3467
24	A-48HP VRV	10800	3600
25	A-50HP VRV	10800	3600
26	A-52HP VRV	11300	3767
27	A-54HP VRV	11300	3767
28	A-56HP VRV	11700	3900
29	A-58HP VRV	11700	3900
30	A-60HP VRV	11700	3900

For VRV Home 4~6 HP 2 no's of RMS to be provided and dealer reimbursement will be Rs. 1000 per RMS.

RMS Rates Payable (Rs)				
Product Category	Type	Compressor no	Price 3 RMS	Price 1 RMS
Chiller	Screw/Air-Cooled & Water Cooled	1-2 Compressor	20000	6667
Chiller	Screw/Air-Cooled & Water Cooled	3-4 Compressor	25000	8333
Chiller	Scroll	Scroll Compressor	10000	3333

C. BREAKDOWN RATES (WARRANTY)

The Service Partners are required to attend to the customer complaints promptly and take a job completion confirmation from the customer on the service report. It is required mandatorily to upload the Warranty Breakdown report soft copy duly signed and stamped by customer (in case of non-residential customer) in the C4C portal and also retain the hard copy of the same in their service center for making it available during any audit by Daikin designated official/required for any legal case . The format for same as per attached Format A

The Service Partner can generate work done report through C4C. The work done report will consist for labor for attending to complaints, transport charges, labor for spare part replacement, gas charging Qty and labor for same.

The branch will scrutinize the claims and will create the Breakdown PO which will reflect in C4C.


The dealer needs to submit the monthly work done report printed through C4C duly signed and stamped with CSR copies. The dealer shall mandatorily attach the soft copy of service report in the ticket.

The standard rates for warranty breakdown payouts and gas rates are as below.

The replacement of part will be done on one to basis through claim raised in C4C (using BOM of particular product indoor or outdoor as case be) and generated claim form through C4C (FORMAT B) to be furnished at Daikin designated spare warehouses for collecting it physically. Defective part returned at the warehouse will be validated against factory fitted part serial no against which claim is done. The dealers are required to submit the defective within 7 working days with defective tag** (please refer the format AA) of part issue in case it is not submitted at the time of collecting the spare part or is send through courier /transport by Daikin. In case the defective spare part is not received at the warehouse within 30 days , part issuance will be stopped. Further if same is not received until 45days from issue date, the dealers will be billed the same at the prevailing dealer price for the said spare part.

Type of Gas	Current Rates Reimbursed Per Kg (Tax as applicable)
R22	500
R32	500
R410	700
R407	500
R134A	500

The gas quantities are fixed on basis of the engineering specifications considering maximum pipe length allowed for particular unit. The system will not allow to input any quantity above this.

 FAILURE IDENTIFICATION TAG	Dealer Name & Stamp:
	Date:
Model:	Commisioning Date :
Sr. No.	Fail Occurance Date :
Failed Part Name :	
Part No. :	
Branch Name :	Customer Name :
Ticket Number:	
Service Engineer Name & Tel No. :	
Reason of Failure :	New Product
Signature:	

Defective Return Challan					
FROM-			TO		
Dealer ID:			Branch: SRB -	Return Order:	
Dealer Code:				Service Ticket:	
Dealer Name				Equipment ID:	
Address:			Address		
GST No.:			GST No.:		
Defective Stock					
Material ID	Material Description	Serial ID	Quantity	Service Order	Delivery Challan No.
<p>Terms & Conditions:</p> <p>1. Defective parts return. No Sale is Involved in this Transaction.</p> <p>2. No Consideration is payable by the Dealer on this transaction no.</p> <p>Yours Faithfully,</p> <p>(Dealer Authorised Signatory)</p>					

Standard Working Table - Under Warranty - Labour charges reimbursement - Dealers

CALCULATION OF STANDARD WORKING POINTS

1. These tables apply to splits, Room Air, Air cleaner, window and VRV

2. In the item 1-6, a higher price shall be applied

For example

Replacing compressor and replace of Ref....apply item 2, only

Replacing 2 nos of PCB.....apply item 5 only.

Product Grp. Window Air Work Head		Work Code	IDU/ODU Dealers
1.	Inspection And Simple Repair (Fuse Wire)	IWAC0001	150
2.	Replace The Comp., Heat Exchanger	IWAC0002	1480
3.	Replace The Ref. Parts (Gas)	IWAC0003	860
4.	Replace Parts Except Item 1~3	IWAC0004	300
5.	Clean Up The Heat Exchange Service	IWAC0005	100
6.	Transportation Charges	IWAC0006	100

Product Grp. RA (Invertor & Non Invertor) Work Head		Work Code	IDU/ODU Dealers
1.	Inspection And Simple Repair (Fuse Wire)	IRA0001	150
2.	Replace The Comp., Heat Exchanger, Four way valve	IRA0002	1480
3.	Replace The Ref. Parts (Gas)	IRA0003	860
4.	Replace Fan Motor, Bearing /cross Flow Fan	IRA0004	400
5.	Replace Pcb	IRA0005	360
6.	Replace Parts Except Item 1~5 (Include Drain Repair, Wiring. Magnetic Contactor)	IRA0006	320
7.	Clean Up The Heat Exchange (Dry Service)	IRA0007	150
8.	Clean Up The Heat Exchanger By Water (Wet Service)	IRA0008	150
9.	Transportation Charges	IRA0009	100

Product Grp. SA (Invertor & Non Invertor) Work Head		Work Code	IDU/ODU Dealers
1.	Inspection And Simple Repair (Fuse Wire)	ISA0001	320
2.	Replace The Comp., Heat Exchanger, Four way valve	ISA0002	2240
3.	Replace The Ref. Parts (Gas)	ISA0003	1130
4.	Replace Fan Motor, Bearing /cross Flow Fan	ISA0004	840
5.	Replace Pcb	ISA0005	580
6.	Replace Parts Except Item 1~5 (Include Drain Repair, Wiring. Magnetic Contactor)	ISA0006	520
7.	Clean Up The Heat Exchange (Dry Service)	ISA0007	500
8.	Clean Up The Heat Exchanger By Water (Wet Service)	ISA0008	1000
9.	Transportation charges	ISA0009	100

Product Grp. PA (Invertor & Non Invertor) Work Head		Work Code	IDU/ODU Dealers
1.	Inspection and simple repair (Fuse Wire)	IPA0001	400
2.	Replace The Comp., Heat Exchanger, Four way valve	IPA0002	3160
3.	Replace The Ref. Parts (Gas)	IPA0003	1700
4.	Replace Fan Motor, Bearing/Cross Flow Fan	IPA0004	1360
5.	Replace PCB	IPA0005	660
6.	Replace Parts Except Item 1~5 (Include Drain Repair, Wiring, Magnetic Contactor)	IPA0006	550
7.	Clean Up The Heat Exchange (Dry Service)	IPA0007	600
8.	Clean Up The Heat Exchanger By Water (Wet Service)	IPA0008	1200
9.	Transportation Charges	IPA0009	100

Product Grp. VRV Work Head		Work Code	IDU/ODU Dealers
1.	Inspection and simple repair (Fuse Wire)	IVRV001	500
2.	Replace The Comp., Heat Exchanger, Four way valve	IVRV002	4480
3.	Replace The Ref. Parts (Gas)	IVRV003	2140
4.	Replace Fan Motor, Bearing/Cross Flow Fan	IVRV004	1600
5.	Replace PCB	IVRV005	600
6.	Replace Parts Except Item 1~5 (Include Drain Repair, Wiring, Magnetic Contactor)	IVRV006	640
7.	Clean Up The Heat Exchange (Dry Service)	IVRV007	550
8.	Clean Up The Heat Exchanger By Water (Wet Service)	IVRV008	1000
9.	Transportation Charges	IVRV009	100

Product Grp. Air Cleaner Work Head		Work Code	IDU/ODU Dealers
1.	Inspection and simple repair (Fuse Wire)	IAP0001	160
2.	Replace The Comp., Heat Exchanger, Four way valve	IAP0002	—
3.	Replace The Ref. Parts (Gas)	IAP0003	—
4.	Replace Fan Motor, Bearing/Cross Flow Fan	IAP0004	400
5.	Replace PCB	IAP0005	360
6.	Replace Parts Except Item 1~5 (Include Drain Repair, Wiring, Magnetic Contactor)	IAP0006	320
7.	Clean Up The Heat Exchange (Dry Service)	IAP0007	170
8.	Clean Up The Heat Exchanger By Water (Wet Service)	IAP0008	170
9.	Transportation Charges	IAP0009	100

Product Grp. VRV Home Work Head		Work Code	IDU/ODU Dealers
1.	Inspection and simple repair (Fuse Wire etc.)	IVH001	500
2.	Replace The Comp., Heat Exchanger	IVH002	2000
3.	Replace The Ref. Parts (Gas) With Vacuum/Four way valve	IVH003	1000
4.	Replace Fan Motor, Bearing/Cross Flow Fan (Excluding Propeller Fan)	IVH004	1000
5.	Replace PCB	IVH005	500
6.	Replace Parts Except Item (1~5), Drain Repair, Magnetic Contractor etc.,	IVH006	500
7.	Clean Up The Heat Exchange (Dry Service) & (Wet Service)	IVH007	900
8.	Transportation Charges	IVH008	100

D. AMC REIMBURSEMENTS

Subcontracting will be on the basic amc value received after discounts.

Comprehensive & Non Comprehensive AMC

The dealer subcontract for above types of AMC will be as below:

VRV

40% of net customer billing value (30% Labour + 5% RMS + 5% Refrigerant) - Parts will be in DA IPL scope (standard exceptions as per scope of AMC)

80% of net customer billing value for Labour to Labour subcontract.

RA SA PA

Comprehensive to Comprehensive - 80% of net customer billing value.

Non Comprehensive to Non Comprehensive - 80% of net customer billing value.

Comprehensive to Non-comprehensive - 60% of net customer billing value (except compressor in DA IPL scope)

Labour to Labour - 80% of net customer billing value

Comprehensive/Non-Comprehensive to Labour Fixed Labour value or lesser as per

(Values of subcontract mentioned along with AMC pricing annexure) discounts extended to customer.

Chillers

For Comprehensive and Labor AMC undertaken only fixed labor subcontract is being done (Values of subcontract mentioned along with AMC pricing annexure).

The Service Dealer needs to ensure the Preventive Maintenance and Service Complaints are attended to timely and the records of same maintained as per the Daikin Standard Service Report format and assist Daikin Service Manager promptly for the same as and when required time to time.

E. OTR (ONE TIME REPAIRS)

One time repairs are applicable for customers whose defined parts are neither covered in Warranty, nor in AMC and approach DA IPL or its authorized Service Dealers for repair.

The following will be subcontract value to ASP for the OTR jobs for products.

For RA/WAC products 60% of the customer quoted price will be subcontracted to the dealer only for the labour charges.

For other products subcontracting values as below.

Standard Working Table - Out of warranty - dealers

CALCULATION OF STANDARD WORKING POINTS

1. These tables apply to splits, Air cleaner, and VRV

2. In the item 1-5, a higher price shall be applied

For example

Replacing compressor and replace of Ref....apply item 2, only

Replacing 2 nos of PCB.....apply item 5 only.

However item 7,8,9 shall be added to item 1-6 only

Product Grp. SA (Invertor & Non Invertor) Work Head		Work Code	IDU/ODU Dealers
1.	Inspection and simple repair (Fuse Wire etc.)	OSA0001	380
2.	Replace the Comp., Heat exchanger. Four way valve	OSA0002	2680
3.	Replace The Ref. Parts (Gas)	OSA0003	1350
4.	Replace fan motor, bearing/cross flow fan (excluding propeller fan)	OSA0004	1000
5.	Replace PCB	OSA0005	690
6.	Replace parts except item 1~5 (include drain repair, wiring. magnetic contactor)	OSA0006	620
7.	Clean up the heat exchange (Dry service)	OSA0007	600
8.	Clean up the heat exchanger by water (Wet Service)	OSA0008	1200
9.	Transportation Charges	OSA0009	120

Product Grp. PA (Invertor & Non Invertor) Work Head		Work Code	IDU/ODU Dealers
1.	Inspection and simple repair (Fuse Wire etc.)	OPA0001	480
2.	Replace the Comp., Heat exchanger. Four way valve	OPA0002	3790
3.	Replace The Ref. Parts (Gas)	OPA0003	2040
4.	Replace fan motor, bearing/cross flow fan (excluding propeller fan)	OPA0004	1630
5.	Replace PCB	OPA0005	790
6.	Replace parts except item 1~5 (include drain repair, wiring. magnetic contactor)	OPA0006	660
7.	Clean up the heat exchange (Dry service)	OPA0007	720
8.	Clean up the heat exchanger by water (Wet Service)	OPA0008	1440
9.	Transportation Charges	OPA0009	120

Product Grp. VRV/VRV Home Work Head		Work Code	IDU/ODU Dealers
1.	Inspection and simple repair (Fuse Wire etc.)	OVRV001	600
2.	Replace the Comp., Heat exchanger. Four way valve	OVRV002	5370
3.	Replace The Ref. Parts (Gas)	OVRV003	2560
4.	Replace fan motor, bearing/cross flow fan (excluding propeller fan)	OVRV004	1920
5.	Replace PCB	OVRV005	720
6.	Replace parts except item 1~5 (include drain repair, wiring. magnetic contactor)	OVRV006	760
7.	Clean up the heat exchange (Dry service)	OVRV007	660
8.	Clean up the heat exchanger by water (Wet Service)	OVRV008	1200
9.	Transportation Charges	OVRV009	120

Product Grp. Air Cleaner Work Head		Work Code	IDU/ODU Dealers
1.	Inspection and simple repair (Fuse Wire etc.)	OAP0001	190
2.	Replace the Comp., Heat exchanger. Four way valve	OAP0002	—
3.	Replace The Ref. Parts (Gas)	OAP0003	—
4.	Replace fan motor, bearing/cross flow fan (excluding propeller fan)	OAP0004	480
5.	Replace PCB	OAP0005	430
6.	Replace parts except item 1~5 (include drain repair, wiring. magnetic contactor)	OAP0006	380
7.	Clean up the heat exchange (Dry service)	OAP0007	200
8.	Clean up the heat exchanger by water (Wet Service)	OAP0008	200
9.	Transportation Charges	OAP0009	120

SERVICE OPERATIONS

A. BASIC EXPECTATION FROM DEALERS

DAIKIN uniforms & ID are strictly mandatory. The staff should wear uniforms and safety shoes prescribed as per DAIKIN norms and standards. This should be followed strictly both for the Service Center Staff, as well as, field staff.

The Field Tool and Equipment for Service Engineers to be in line with list as mentioned in prerequisite of Service Partner creation.

It is expected that smart phone is available with all the Service Engineers for using the Mobile App and taking pictures for upload in C4C. The safety PPE to be in line with list as detailed in upcoming section for EH&S.

Service Engineers should carry standard service report book or C4C printout for the calls to be attended.

They should have undergone Gurucool and technical training programs from time to time as per advised by the BSM/ASM.

B. CUSTOMER CONTACT CENTER (CCC)

Daikin has a centralised Customer Contact Center (CCC) for the customers to connect & raise their service request (Installation, Routine Service & Breakdown) and for the Service Partners to get the service tickets for action & proper closure in the field & CRM software.

Customers can use the following medium to reach the company CCC for ticket registration

- i) Phone numbers, where the customer can utilise the self-support IVR option to raise a service request, without waiting in the call queue or they can talk to the customer service representatives
1860 180 3900, 011-4031 9300
- ii) Customers can give "Missed call" on the number 92101 88 999, which will share the customer mobile app link for them to download the customer mobile app & register them self, attach their machine model to their profile & raise a service request against it. They can also check the status of the ticket on the same app.
- iii) Customers can also use the email option to write to the customer service team by marking the email to customerservice@daikinindia.com.
- iv) Customers can also fill the web-form on the company official website
<https://www.daikinindia.com/service-request>.
- v) Customers can also approach the social media platform to approach the company for raising the service request.

Note: No dealer/ASP's to use the above customer facilities to raise any proxy requests. Which will be treated as violation of company laid norms & may lead to imposition of penalty & serious offenders may be terminated from the system.

Our Channel partners (retailers/distributors) should raise the machine installation /service request tickets using the following numbers for their customers & can raise their stock machine concerns with CCC to be attended to & resolved by the Service Partners. Alternatively they can use the dealer mobile app for creating customer profile & instant installation request: 1860 180 4900, 011-4031 9400.

One Dios App - customer mobile app/dealer mobile app

- vi) Daikin undertakes to render services or takes the responsibility of complaints logged through above prescribed channels, any claim or losses incurred by customer due to logging of complaints in prescribed channel will not be the responsibility of Daikin.

C. CRM Software-C4C

As all SSD's & ASP's are supposed to have the CRM access with them, while on boarding with Daikin (paying the defined annual fees), they should use the same for call management as below:

SOP for call management:

- i) Tickets assigned to them to be acknowledged, by immediately talking to the customers to maintain the "customer confidence", document the same in the CRM software & as per the mutual discussion with the customer, put the appointment date & time in the CRM & immediately assign the ticket to one of their competent field Engineer**.
- ii) Respective Engineer to visit the customer as per the appointment schedule, any deviation shall be proactively informed to the customer and shall be documented.
- iii) Entire activity of any assigned ticket has to be documented in the CRM ticket for future records purpose.
- iv) During site visit all prescribed tools to be with the Engineer & all attempts to be made to complete the resolution on the affected machine in single visit, within 1st 24 hours. Fault identified, action to be taken, approvals for the resolution to be done on the machine shall be explained to the customer/his representative & charges if applicable shall be informed to the customer & shall be submitted in standard estimate form, then the resolution shall be done on approvals from customer, maintaining complete transparency of the work done. Also mention the same on the CSR (Customer service Request) form, which shall be duly signed by the customer on work completion & WCC (work completion code) should be collected from the customer post work completion & mentioned on the CSR form/CRM ticket for completing it.
- v) The fault found, part replacement done/gas charging done, RMS done, any adjustment done along with machine performance parameters, machine model & Serial no shall be mentioned in the CSR form, before getting customer signatures.
- vi) WCC collected from the customer shall be used to complete the ticket in the CRM.
- vii) In case the customer has not received the WCC, SMS retrigger option available at the SSD/ASP's CRM software shall be used, any other challenges to be notified to the ASM/WC/BSM.
- viii) Update of customer profile/change of customer mobile number shall be done, directly by the customer himself/herself, calling the CCC.
- ix) **All the field engineers to be listed in the CRM software & shall be updated from time to time to maintain only active Engineers list with the help of the branch office ASM/BSM.

D. CALL MANAGEMENT

Calculation of Response Time/Down Time/Goodness Promise.

The Daikin CRM software is enabled to capture the service performance of each individual ticket assigned to the field service team, hence every action to be documented properly & on real time basis, for the Service Partners to get due mileage (capturing of the RT, DT) of the action updated in the CRM. Make use of Technician mobile app to get the maximum mileage on RT & DT.

All efforts to be made to ensure that each service request assigned to the Service Partner is being attended to, as per the appointment time set & all possible measures to be ensured to resolve the ticket in the 1st attempt itself within 1st 24 hours. Hence to maintain this the Service Partner should have sufficient stock of regular use spare parts & all specified tools with them, all their field service staff is trained on all the aspects of machine servicing. Field Service Engineer to be an ITI certified person.

All Service Partners should follow the updated guidelines shared by their respective branch officials to be in line with the changes that are made in the call management guidelines to meet the customer expectations & be ahead of the competition.

All possible means of technical & behavioural trainings to be used by the field service teams & the back office teams at the Service Partner end, to ensure customers are satisfied & his/her case shall be handled as per the set product warranty guidelines by the company. Exceptions shall be discussed immediately with the Area Service Manager or Branch Service Manager as per the case sensitivity.

Calculation of the RT (Response Time) & DT (Down time) and Goodness promise, will be as below

- i) Time difference between the closure of the 1st task of the ticket (which is to be captured by the visiting Engineer, once he is out of the customer site after work completion) & the time of ticket registration is measured as RT (Response time). Any fictitious entry found will be treated as violation of the set norms/call management policy violation & shall be dealt accordingly.

- ii) Time difference between the ticket completion date & time, when the ticket is completed in the CRM software from the ticket registration date & time shall be measured as DT (Down time). Hence all possible efforts to be made to get the tickets completed with an update to the service center office by the visiting Engineer shall be made.
- iii) The tickets shall not be completed until the machine is made functional at the customer site with adjustment done /parts change /gas recharge /installation done /service done, any call pending due to parts, shall be rescheduled by the Service Engineer /Service center for a tentative date & time when the part will be available with the Service Engineer /Service centre for fixing in the affected machine. All efforts to be made to ensure that all required consumable parts are available with the service center itself, without being dependent on the company spares center. Parts for VRV & Chiller segments are to be procured from the company spare center only.
- iv) Time difference between 1st phone call made to the customer & documented in the CRM software & the time of ticket registration is calculated to arrive at the Goodness promise for the ticket.
- v) Compliance: Service partner to adhere to targeted RT /DT for all tickets assigned to him in his CRM portal. Failure to adhere to it consistently may attract warning / penalty / termination.

E. SPARE MANAGEMENT

Service Partner can purchase the spare parts from the DA IPL. The part code can be checked from the spare parts bank issued from time to time.

All the spare parts carry part number. DA IPL issues spare part bank from time to time, which help Service Partner to order the spare parts.

Spare parts bank are available at each Branch location and can be procured on request.

All spare parts will be supplied to Service Partners on Dealer price against 100% payment in advance. No spare parts will be given without payment.

The spare parts sold will not carry any warranty.

Spare parts can be ordered to concerned branch through Written Order and route it through C4C.

Details on spare parts including model numbers, part descriptions, prices, etc. can be found from the Spare Parts Bank portal at <http://gsdb.ds-navi.co.jp/gsbdl/login>. Service Partner, which can be accessed from the Daikin website as well. The Login ID and password will be provided at the time of formalization of Service Partner/SSD status by Daikin.

In case there is a problem with access to the Spare Parts Bank portal, the Service Partners should contact their respective Branch Heads for resolution.

In case of spare parts issuance, it is recommended that a correctly filled 'SPARE CLAIM FORM', generated from C4C access provided to dealer, is carried to the spare parts issuance center. This would enable faster processing and verification of request. Following is the recommended Value of MSL dealers are supposed to have which will be subject to audit by branch designated service executive.

MSL FOR RA SA	
100-500	50,000
501-1000	2,00,000
1001-2500	3,00,000
Above 2500	5,00,000
Above 5000	10,00,000

F. Penalty

DAIPL wants the dealer to be ethical and transparent in the dealing with the customer and also with the company. The intention of having this policy is to take care of these situations details as below.

Secondary data updating in System – PA & VRV Product

Any wrong customer data updating while creating the installation base will attract penalty of Rs. 1000 per wrong data.

Wrong call closure for all product category

Any wrong call closure in the system or faulty Spare part claim will attract a penalty as per following matrix:-

Recovery Amt.			
Product Cat.	Claimed Cat.	(If Paid/Spare issued)	Penalty Amt. Per Call
RA/SA	Spare + Labour	100%	500
RA/SA	Labour	100%	500
PA/VRV	Spare + Labour	100%	1,000
PA/VRV	Labour	100%	1,000

Process

- The call center is doing audit regularly & deviation will be shared with branches fortnightly for investigation by the branch service.
- Branch will ensure dealers will get the customer satisfaction signed report/satisfaction mail from the customer post audit within 7 days from the reporting time by the call center.
- Cases where customer satisfaction confirmation not obtained by the dealer as per time-line, the recovery & penalty will be executed by invoicing the amount & debit balance will be transferred to Vendor accounts by Branch Service Manager through Branch Commercial In charge.

G. Environmental Health & Safety (EH&S)

Safety of our Dealers and their Field team is of utmost importance. It is very important that all of them reach home safely every day after attending customers.

We deal with electrical power, compressed gases and we work at height and hence are prone to high risk.

Hence below is the area of focus for all our field team members while we work at site.

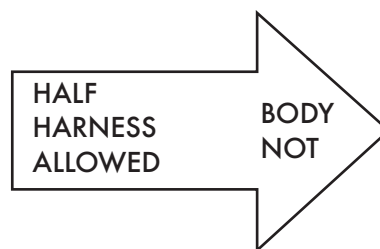
To mitigate the risk at site it is necessary that self-assessment is done by the field engineer prior to starting any job at worksite (format is attached). He needs to use the specific PPE as per the outcome of this assessment.

Below are some mandatory PPE's which should be provided to field engineers.



While working at heights:

- Use of Safety Belt is recommended with full body harness as below.
- Use of proper ladder (wood or fiberglass) is recommended with three point contact while climbing and getting down and four point contact while working.



Do not tie-off to electrical conduit or hydrant/sprinkler piping.



Perfecting the Air

Daikin Airconditioning India Pvt. Ltd.
Environment, Health & Safety (EH&S)

Name of the Format	Jobsite Risk Assessment Check List
Subject	EH & S - Assessment Prevention & Control
Type of Document	Check List
Format No.	DAIPL/EHS/CHK/001
Total Number of Pages	2

Assessed By:.....	Date:
Customer Name & Address.....	Location:

No.	Items	Yes	No	NA
1.	Is it safe to start the work as per DAIPL Cardinal Rules and Facility Prevention			
2.	Access to the site is adequate? (no obstructions, adequate lighting etc.)			
3.	Adequate access to the equipment provided?			
4.	Equipment & Installation:			
	– Is there any elevated works to be done on this site, if yes			
	– Is there a safe working platform or Safety Harness/Belt Available to perform job			
	– Is Scaffolding required to execute the job Safely?			
	– Is the unit located at any roof edges without parapet?			
	– Is there sufficient working space around the unit?			
5.	Electrical Hazards/Risks:			
	– Are electrical devises such as Main Electrical Panel, Isolators, Circuit Breakers, ELCB, Switches and other controls.... in place and functional?			
	– Can the equipment be isolated and Locked-out?			
	– Do you have GFCI to be used with the portable tools being carried			
6.	Safe Guarding:			
	– Is there any rotating equipment (machines) without machine guards?			
	– Are there any sharp edges?			
7.	Working Conditions:			
	– Is there any job to be performed in a confined space?			
	– Is there any Walking, Working surface hazards (slipping, tripping?... due to cable, pipe etc.)			
	– Is there any risk of falling from heights: roofs, stair case, platforms, etc.?			
	– Any overhead hazard?			
	– Any risk for contact with high temperature?			
	– Any hazards such as Strike against, struck by caught in between?			

H. DAIKIN SUPPORT TO ASP/DSP/SSD

- Promotional activities such as brochures, banners, etc.
- Training and development of Service Partners employees in technical & soft skill areas
- Technical Help
- Conflicts resolution
- Support and participation in business growth
- Process improvement
- People-management development
- Subsidies on service infrastructure development as per company's policies from time to time with regards to spares discount, Service Van & its branding, etc.
- Service Tools like: Call Center, C4C CRM, Technician Mobile App, Customer & Dealer mobile app.
- Making spares available through Daikin branch spare hubs, ASPD, delivery vans in select cities for door delivery to service partners.
- Dealer/Dealer Engineer meet

I. TRAINING GUIDELINES

Training is regularly arranged as per training Calendar, shared with our branches. There are three types of training provided to Service Partner.

- At Service Partner location
- At Branch/COE (Center of Excellence at regional ITI)/HO location
- At DA IPL training center (Air Conditioning Technology Development Center) - Neemrana, Rajasthan

Dealer Training at Branches

Type of Training	Topics covered	S.No.	Training Name
Product Training	RA Product	1	Basics of Airconditioning
	SA/PA Product	2	R-32 & Inverter
	VRV Product	3	VRV Installation
	Chiller Product	4	VRV Home
	Controls	5	Advanced VRV
Service Training	Inverter Training	6	ISD Program
	RA/SA Advance Service	7	Comprehensive RA/SA/DU
	Remote Control & Star Labelling	8	Gurucool
	Ductables Training	9	Product Training (RA/SA/PA)
	Advanced VRV Service	10	Product Training (VRV)
	Chiller Service	11	Control Systems
	Introduction to Trade	12	Chiller Sales
	Basics of Air-Conditioning	13	Chiller Service
	Psychrometric & Mollier Charts	14	Sales & Market Training (RA/SA/PA)
	Classification of Airconditioners	15	Brazing Training
	Electrical Instruments & Tools	16	Installation Basics & Routine Service
	Safety Trainings		
	Refrigerants		
Installation Training	RA Intallation		
	VRV Installation		

DAIKIN INDIA AIR CONDITIONING TECHNOLOGY DEVELOPMENT CENTRE (ACDC)

Air Conditioning Technology Development Centre (ACDC) is a state-of-the-art training facility, established with a vision to impart all-round skill and knowledge training to Daikin India's staffs, partners, associates and students in the field of HVAC. Within the industry and across the country, ACDC is unmatched in terms of size, volume and training in frastructure. Online trainings are an integral part of skilling, upskilling and reskilling of human resources in ACDC

Following are the key highlights of the facilities provided at ACDC:

Lecture Rooms:

Lecture rooms are used to impart theoretical knowledge.

ACDC has three lecture rooms with:

- 1) Projectors
- 2) Remote-controlled screens with LAN connection
- 3) Panaboards
- 4) Surround-sound Technology
- 5) Sitting capacity of 18 trainees per lecture room



Practice Rooms

Practice rooms are dedicated to our diversified product lines where actual air-conditioning units are made available to the participants for practical training.

ACDC has four practice rooms:

- 1) Practice Room 1 – RA
- 2) Practice Room 2 – SA
- 3) PracticeRoom 3 – Chiller
- 4) Practice Room 4 – VRV



A dedicated Brazing Shop with nine brazing stations is made available for the participants.



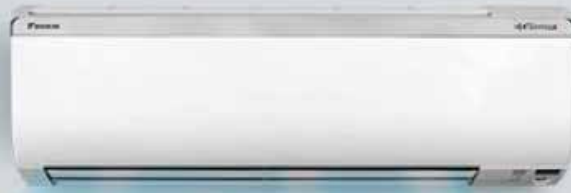
A lodging Facility is capable of accommodating 48 trainees and four trainers at any given time.



Training modules – available for dealers at ACDC

RA/SA/DU Comprehensive Training Course Duration: 5 Days	VRV Installation Training Course Duration: 5 Days	Advanced VRV Training Course Duration: 5 Days	Applied Products Training Course Duration: 5 Days
			
Program Contents	Program Contents	Program Contents	Program Contents
<ul style="list-style-type: none"> • Refrigerants • Installation Practical • Functions & Troubleshooting (Inverter & Non-Inverter) • Basics & Classification of Airconditioners • Product Knowledge with Wiring Diagram 	<ul style="list-style-type: none"> • Product Overview • Refrigerant Pipe Selection • Equipment Handling Process • Low Side Material Specification • Hands-on Installation of VRV • Brazing Practice • Basics of Commissioning • Pre Commissioning Practice 	<ul style="list-style-type: none"> • Frequency Principle • Wiring & Piping of VRV System • Functions & Controls • Indoor Field Settings • Malfunction Error Codes • Troubleshooting Skills • Introduction to VRV - IV 	<ul style="list-style-type: none"> • Basic Chiller Refrigeration • Primary Systems & 3-way Valves • Variable Primary Flow • Chiller System Efficiency • Water Loops • Cooling Towers • Hartman Loop Theories • Energy Audit Pumps

DAIKIN



A COOL YOU IS
A Happy You



**Together Engaged in Nation Building.
Made in India, Made for India.**