

## **Guidelines on Post Sales Servicing**

### **Proactive Communication:**

Once, you have interacted with our Sales team, and have placed an order for the equipment, our Customer care team would update you via email on the progress, and expected turnaround time at each step of your transaction -Delivery, installation, training etc

### **Request, Query & Complaints:**

Please Contact our Customer care team at

**0124-4500700/1/2 or write to [customercare@accuster.com](mailto:customercare@accuster.com).**

We will respond to you within 2 working days hours. Your query will be transferred to our local service engineer available in that region, who would do the needful.

### **Escalation Matrix:**

In case you are not satisfied with our resolution, or do not receive response within 2 days, you may follow the following escalation matrix.

**Level 1: Head Customer Service (Bhagwat Pandey) at bhagwataccuster77@gmail.com Ph.-8470081504**

**Level 2: Client Relationship Coordinator (Rahul Singh Tomar) at rahulsinghtomar.accuster@gmail.com Ph.-7065550288**

**Level 3: Head Institutional Sales (Deepti Bhatnagar) at Deepti@accuster.com Ph.-8527895901/03**

### **Customer Satisfaction Survey:**

Customer Care team may make phone calls, and send SMS to gather feedback from our customers, with an aim to improve our products and service levels.

## **WARRANTY**

### **1 year from the date of installation**

\*Does not cover laptop and battery.

\*\*Shelf life of the device is approximately 5 years evaluated by our Technical Department.

\*\*\*Annual Maintenance Charges (AMC) will be charged annually after warranty.

### **Process for addressing Machine maintenance/Service issues:**

- Wherever possible, Customer care team would address problems telephonically/via videoconferencing with the support of lab experts and Service Engineers.
- If the above does not resolve, detachable component which is malfunctioning should be via courier/ prepaid postage in the original packaging or other suitable carton, padded to avoid damage.
- If still required, a technical person will be sent at the assigned Nodal agency for maintenance of the equipment during maintenance and warranty period.

## **WARRANTY STATEMENT**

The product is warranted to be free from defects in material and workmanship for a period of **1** year from date of purchase. Your product will be dully repaired upon prompt notification in compliance with the following conditions:

This warranty is valid only if the product is used for its intended purpose and within the guidelines specified in instruction manual. This warranty does not cover damage caused by accident, neglect, misuse, improper service, natural forces or other causes not arising from defects in original material or workmanship. This warranty does not cover any incidental or consequential damages, commercial loss or any other damages from the use of this product.

This warranty does not cover motor brushes, fuses or damage to paint or finish and defects or damage caused by physical and chemical abuse or normal wear and tear.

The warranty is invalidated by any non-factory modification, which will immediately terminate all liabilities on us for the products or damages caused by its use. The buyer and its customer shall be responsible for the product or use of products as well as any supervision required for safety. If requested the product must be returned to us or the distributor in well packed and insured manner and all shipping charges must be paid.

Almost all components of Mobile Lab are detachable. All items returned for service should be sent postage prepaid in the original packaging or other suitable carton, padded to avoid damage.

For Laptop and Batteries, warranty extends for one year only, after 1 year batteries are generally replaced depending upon their usage, other than PDMS (Patient Data Management Software) problem, laptops will be sent directly to the concerned laptop manufacturing company by Accuster and customer has to pay accordingly.

After the provision of training & user manuals, videos, if end user is not able to use the machine properly and leads to false test's results then company will not be liable. On complaint Company will ensure the proper functioning of device through standard protocols which will also be conveyed to client at the time of training.

This warranty is valid only if the warranty registration given herewith is received by us within stipulated time from the date of purchase.

### **AMC AND CMC after 1 year of Warranty**

- \*Does not cover laptop and battery.
- Battery has to be replaced if not working
- Laptop will be serviced directly through Laptop Brand Company during Warranty

#### **1. AMC ( spare parts are exclusive):**

<b>AMC Charges ( spare parts are exclusive)</b>	<b>Unit</b>	<b>Price per Unit (Rs.)</b>
<b>1<sup>st</sup> year after warranty period</b>	Year	3% of the cost of the equipment
<b>2<sup>nd</sup> year after warranty period</b>	Year	4% of the cost of the equipment
<b>3<sup>rd</sup> year after warranty period</b>	Year	5% of the cost of the equipment
<b>4<sup>th</sup> year after warranty period</b>	Year	6% of the cost of the equipment

**PCML ALL – PORTABLE COMPACT MOBILE LAB ACCURATE ALL – Rs 327075 at DGS&D Rate Contract plus taxes**

## 2. CAMC Offer for 04 years after warranty period ( spare parts are inclusive)

\*Does not cover laptop and battery.

- Battery has to be replaced if not working
- Laptop will be serviced directly through Laptop Brand Company during Warranty

	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year	4 <sup>th</sup> year
CMC Charges annually after the completion of warranty time	<b>@ 10% of the cost of the equipment</b>	<b>@ 12% of the cost of the equipment</b>	<b>@ 14% of the cost of the equipment</b>	<b>@ 16% of the cost of the equipment</b>

### **Servicing Charges for Machines under AMC**

1. Travelling Cost (As per actuals)
2. Food & Lodging- Provided by the Client OR Rs.1000/Day
3. \*Spare parts are chargeable.

### **Servicing Charges for Machines under CAMC**

1. Travelling Cost (As per below mentioned distance Slab)
2. Food & Lodging- Provided by the Client OR Rs.1000/Day

### **Servicing Charges for Machines NOT under AMC**

1. Travelling Cost (As per below mentioned distance Slab)
2. Services Charges-1000 Rs. /Day
3. Food & Lodging- Provided by the Client OR Rs. 1000/Day
4. ALL Changeable parts are chargeable.

### **Travelling Charges as per Distance Slab**

<b>Freight Charges ( from Manesar – factory address)</b>	<b>Unit</b>	<b>Price per Unit (Rs.)</b>
<b>Below 300 Kms</b>	No.	0
<b>300 to 1000 Kms</b>	No.	2,500
<b>Above 1,000 Kms.</b>	No.	5,000

### **Re-Training(Analyzer Callibration, Software) Charges onsite of Accuster Office**

**\*Applicable For all cases – Under AMC, Under Warranty**

1. Travelling Cost will be borne by the customer.
2. We can arrange PG accommodation at Rs 350/day, which would include stay, breakfast & dinner.
3. One training per year will be free. However Rs. 500/-per day will be charged for any additional training.

**Payment terms for CMC & AMC** : 100 % advance Annually

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### **Rates for Major spare which are to be freezed for next 02 years.**

<b>Spares</b>	<b>Unit</b>	<b>Price per Unit (Rs.)</b>
Incubator PCB + Display	No.	1,470
Incubator Wire	No.	98
Sensor	No.	490

Incubator Switch	No.	49
Analyzer PCB	No.	19,600
Display Screen	No.	784
Inbuilt Printer circuit	No.	4,900
Fuse along with holder	No.	490
USB Port (to connect laptop)	No.	1,960
Power Supply Adapter-Analyzer	No.	1,470
Power Supply Adapter-Incubator	No.	1,470
lab fitting	No.	11,760
Lab Main Switch	No.	490
Lab outer casing	No.	9,700
Charging Cable	No.	490
USB cable	No.	245