



Space Office Systems (I) Pvt. Ltd.

H.O.- Ground floor. Chandan Niwas. Opp. Vishal Hall. M.V.Road. Andheri (e).Mumbai- 69  
Tel: 66886688 ( 30 lines) Email : [service@sosipl.com](mailto:service@sosipl.com). Web: [www.sosipl.com](http://www.sosipl.com)

## TERMS AND CONDITIONS OF THE MAINTENANCE CONTRACT

MAINTENANCE AGREEMENT between Space Office Systems (I) Pvt. Ltd., Ground Floor, Chandan Nivas, Opp Vishal Hall, M.V. Road, Andheri (E), Mumbai-400 069.

(Here in after called “The Company” which terms includes its successors and assigns) of the one part AND the party who has signed the agreement overleaf (hereby after called “The Customer” which term includes its/his Heirs, successors and assign) of the other parts.

1. The Company in consideration of the type of Maintenance Contract opted for by, the Customer and for corresponding amount mentioned in the quote in the trailing document, to be payable in advance, agrees to carry out the maintenance of the Customer’s equipments and keep them in good operating condition as per the terms and conditions mentioned below, pertaining to the type of the maintenance contract, for a period as agreed overleaf by both parties mutually.
2. The equipment mentioned overleaf is in good operating condition on the date of execution of this agreement.

### **Non Comprehensive maintenance Contract (NCMC)**

**This type of contract does not cover free replacement of any spare parts for the maintenance of the equipment, however the Company shall provide spare parts based on the availability, on a list basis, at extra charges, based on the prices prevailing at the time of delivery. Any repairing components undertaken at the service centre of the company would be charged at actuals.**

### **Comprehensive Maintenance Contract (CMC)**

**Covered under this contract:** SOSIPL’s obligations under this contract is limited to servicing of the equipment and covers repair/ replacement of spares/ parts such as the power supply unit, I/O board, main PCB.

**Not Covered under this contract:** Parts Exposed to wear and tear such as optical lenses, optical engines, LCD Panels, Plasma Display Panels (PDP) and all consumable such as Lamps, Projector Lens , DMD Chip, Screen Fiber Mat as well as programming/ reprogramming of all types of control Devices and any other parts/ items not covered under their respective AMC shall be excluded from this contract and any costs toward repairs/ replacement of the same shall be borne by the customer .

3. **Scope Of AMC:** SOSIPL obligations under this contract are applicable only against manufacturing defects and only as long as the equipment has not suffered accidental damage, improper operation, Manhandling, neglect, electrical surges, spikes or interferences. If any equipment/part that needs to be repaired is covered under this contract and has not suffered from any of the above, SOSIPL shall attempt to repair the equipment. The Company undertakes to make its best efforts to carry out its obligations under the terms of this agreement as speedily as, possible, but will not be responsible for any loss, costs or expenses arising directly or indirectly from any delay in doing so.

4. **Place Of Service:** If there is any such problem with the equipment that requires moving it to the Branch Office of SOSIPL, then in such cases compliance with all the formalities of the customer’s organizational procedures for such equipment’s exit from and re-entry into the customer’s premises shall be carried out by the customer and SOSIPL shall not be liable for any delay in providing services resulting from the customer’s delay in complying with such procedures.



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5. **Complaint Logging:** In case any problem is detected with the equipment, the customer shall immediately log a complaint with SOSIPL during the Business Hours of SOSIPL at its at office Telephone No. 022 66886621

## **Support Timings Category**

**Online help (A)                      Telephonic Help(B)      Login of Complaint(C)**

### **Available Service**

Monday to Friday                      : A, B  
10:00 am To 6:00 pm

Saturday                                      : A, B  
10:00 am to 1:30 pm

Sunday  
24x7, 365 days                              : C (by Whatsapp)

### **Service & Replacement in support timings**

	<b><u>Response Time</u></b>	<b><u>Resolution time</u></b>
Software Issue	1 Hrs	2 Hrs
Firmware & Drivers Issue	1 Hrs	2 Hrs
Hardware Malfunctioning	2 Hrs	12 Hrs
Hardware Replacement	12 Hrs	72 Hrs

- Preventive Maintenance: 4 time a year.
- Break down: as when required onsite service.

### **Escalation matrix:**

Level1- Vinanti Gaokar (Customer Support Executive)-9223878067

Level 2- Pravin Maurya (Sr.Service Engineer)- 9223878072

Level 3- Vipul Doshi (Product Manager)- 9223878071