

## **BPE-APTS SERVICE LEVEL AGREEMENT**

**Best Power Equipment (I) Pvt. Ltd (BPE)** will maintain the equipment on the terms mentioned below and/or as per specific SLA Agreement signed by Customer & BPE. BPE through its branch service centers agrees to maintain the UPS/ UPSs, subject to receipt of payment as stated in the proposal. If the UPS fails after the expiry of Warranty/ AMC Contract and before the renewal of AMC Contract, its repairs will be on chargeable basis, the payment for which will be made in advance and receipt of acceptance of all the other terms and conditions of this Agreement.

### **SCOPE OF THE AGREEMENT**

- (a)** Maintenance services shall consist of repairs / preventive maintenance of the equipment and will include repair and replacement of parts, if required. Parts removed through replacement shall be the property of BPE.
- (b)** Under the Maintenance Contract, BPE will replace the defective components like PCB, Battery, fuses, MOVs, MOSFETs, IGBTs, Diodes, Relays, LEDs, and Terminals etc.
- (c)** BPE's endeavor will be to repair the UPS at site i.e. place of installation. In case the units are not repair-able at site for want of testing environment or any other reason, the unit has to be brought to the nearest workshop of the Company.
- (d)** Scheduled Preventive maintenance will be carried out as per the terms of Agreement once in 06 Months. Preventive maintenance includes checking necessary functions/performance etc. It is to be carried out at times planned in advance and in the Business Hours.
- (e)** BPE will provide services outside normal working hours, in such an event the Customer has to pay additional charges for maintaining the equipment.
- (f)** If a unit fails during Warranty period and it is beyond repair, Customer will be informed and he will have an option of taking a stand-by UPS for the balance Warranty period.

### **SUPPORT WINDOW & CALL LOGGING**

1. All Calls pertaining to UPS can be logged on 18001031247 or on mail [support@bpeindia.com](mailto:support@bpeindia.com) by APTS Authorized Person at BPE Call Center between business hours of 10 am to 6 pm.
2. All details regarding faults observed must be fully provided to enable BPE to take necessary action.
3. Information required for Call logging are – Site Name , Site Address , User contact no, User Mail id, UPS Model no, UPS Serial no, UPS Problem details.
4. BPE will enter the Call details in CRM application and provide to APTS the ticket no which can be used as reference to know details of the call.

## **RESOLUTION TIME**

*For the offices at Ward Secretariats:*

BPE shall resolve the breakdown call within 36 business hours of call reporting.

*For the offices at Village Secretariats:*

BPE shall resolve the breakdown call within 48 business hours of call reporting.

Incase BPE is unable to resolve the complaint within due time a standby arrangement will be provided. Providing Standby will mean problem resolution.

BPE's endeavor will be to repair the UPS at site i.e. place of installation. In case the unit is not repairable at site for want of testing environment or any other reason, the unit has to be brought to the nearest workshop of the Company.

Due to continuous development and obsolescence of components in the Electronic Industry, at times problem resolution may take longer as arranging for obsolete parts is time consuming.

## **LIMITATIONS AND LIABILITY:**

Liability under this Contract extends subject to:

- (a) Damages caused due to Input Power within the specified limits and operating environment should be dust free (Ac if possible) with temperature less than 35 degree centigrade and humidity 80% (non-condensing). (Life of the Batteries increases dramatically if they are operated at 25 degree centigrade or below).
- (b) Adequate space is to be provided for complete UPS System & Batteries for Engineer to easily access, check and test each battery and UPS Part.
- (c) Any modification / upgrading of the UPS systems capabilities and features are done with the written approval of BPE and in the presence of BPE personnel.
- (d) Any maintenance service under any circumstances posing a health or safety hazard to BPE personnel will not be insisted upon.
- (e) The UPS will always be attended by BPE Engineer or authorized representative. Customer will not allow any other person to attend.
- (f) Cost of the consumables, PCBs and batteries etc. It is not obligatory to supply free of charge.
- (g) Contract does not cover service requirements arising due to mishandling / mis-operation by customer or other agencies in Customer premises.
- (h) The Contract does not cover carrying out internal, external wiring, electrical earthing or any other electrical repairs.

## **CARE OF THE EQUIPMENT**

- a) If the Generator is used for alternative Source of power then the generator specification at ALL TIMES should be
  - i. Capacity/Rating: Min. 1.5 times of UPS Capacity or total load connected to Generator which ever is higher.
  - ii. Output Voltage: 230V  $\pm$  10 % for 1  $\phi$   
400V  $\pm$  10% for 3  $\phi$
  - iii. Output Frequency: 50HZ  $\pm$  4 %
  - iv. Wave Form : Sine wave THD < 6%

- v. Genset Starting Surge Voltage should be less than 1.3 times rated voltage
- vi. Genset Should be periodically tuned to meet the specifications

If this is not met and the UPS is damaged then it will not be covered in the Warranty/AMC.

- b) The customer will not add any load other than IT products on UPS without the consent and approval of BPE.
- c) Charges of relocation: the customer at his own cost and risk shall do relocation of the equipment. Any damage to the equipment due to such relocation will not be covered under this Contract. The customer shall give prior written notice to BPE before permanently relocating the equipment, to obtain maintenance service at the new location and assist in disconnect and reinstallation.
- d) If Customer maintains good power hygiene, maintains wiring, current and high voltage protection, line filters etc., it will avert chances of accidents such as fire, short circuit etc., which will reduce the chances of frequent power failure and also power consumption. It will also improve the life and performance of all your electrical fittings including UPS.

#### **EXEMPTION**

BPE shall not be liable for failure to perform any of its obligations under or arising out of:

- ◆ Mis-use or negligent handling or tampering of the equipment by Customer.
- ◆ Damages caused due to fire, theft, riots, pests, rodents, accidents, earthquakes, floods and other natural calamities or other exceptional circumstances.
- ◆ Electrical wiring faults, short circuiting, work of other agencies such as air conditioning, welding, plumbing etc.

**GENERAL PROVISION:** This instrument supersedes all previous communications, both oral and written and the provisions herein contained shall not be omitted, added to or amended, except in writing and duly signed by both parties thereof.

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**For: M/s BPE**

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**For APTS**

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**Date and Time**

\*A copy duly signed by the customer along with stamp may be returned to Best Power Equipment (I) Pvt. Ltd