

## Customer Service Rate Card

Effective from February 2016 onwards

Date	10.02.2016	HO/Price Circular/001/016/Rev 03	Customer
WAC / SAC	Job Type	Job Description	Charges
WAC upto 2 Ton	Installation	Existing wood frame -Exact opening	350
		Existing Wooden Frame - Adjustment in Opening	500
		Supply and fixing of wood frame	750
		Grill cutting , supply & fixing of wooden frame	2,000
		Wall Opening , supply & fixing of wooden frame	2,250
	Breakdown	Inspection charge	300
		Breakdown call only Adjustment	400
		Part replacement only Labour	500
		Gas Charging (R410 Rs. 250/- additional)	2,250
	Service	Dry service	350
		Wet service	500
		Dismantling Labour Charges	350
SAC upto 2.5 Ton	Installation	Installation standard	1,500
		Installation with ODU Mounting bracket	2,250
	Breakdown	Inspection charge	350
		Breakdown call only Adjustment	450
		Part replacement only Labour	500
		Gas Charging R22	2,750
		Gas charging R410 & R32	3,000
	Service	Dry service	500
		Wet service -without Dismantling IDU & ODU	1,000
		Wet service -Dismantling IDU & ODU - R410 Only	2,500
		Dismantling Labour charges	750
	Accessories	Copper pipe with Insulation per meter for R22	700
		Copper pipe with Insulation per meter for R410 & R32	750
		4 core Electrical cable per meter	70
		PVC Drain Pipe per meter	60
ODU Mounting Stand -Supply & Fixing		700	
CASSETTE 1.5TR/2.0TR/ 2.5TR/3.0TR/ 3.5TR/4TR	Installation	<b>Standard Installation upto 2.5Tr - Labour Charges</b>	2,500
		<b>Standard Installation upto 3.0Tr/3.5TR/4.0TR - Labourr Charges</b>	3,500
		<b>Copper Piping with Insulation- R22 gas-per meter</b>	700
		<b>4 Core cable -1.5 to 2.5 Sqmm - rate per meter</b>	70
		<b>Standard Wall Bracket (ODU)with rubber pad UPTO 1.5tr</b>	700
		<b>Fabricated Wall Bracket (ODU)with rubber pad 2.0tr / 2.5tr</b>	2,500
	Service	Inspection charges*	500
		Dry Service	500
		Wet Service without dismantling	1,500
		Wet Service – Dismantling IDU/ODU	3,000
		Parts Replacement - Labour charges	500
		Dismantling upto 2.0 Tr- Labour charges	750
		Dismantling above 2.0 Tr- Labour charges	750
		Gas Charging** 1.5TR/2TR	3,500
		Gas Charging** 2.5TR/3.0TR/3.5TR/4.0TR	4,500

		Controller PCB Repair charges	1,250
		Display PCB Repair charges	500
		Remote handset repairs	600
DUCTABLE- 1.5TR/2.0TR/ 2.5TR/3.0TR 3.5TR/4.0TR/ 5.0TR	Installation	Will be given by the Project team based on site condition	
	Service	Inspection charges*	500
		Dry Service	450
		Wet Service	1,000
		Wet Service – Dismantling IDU/ODU	3,000
		Parts Replacement - Labour charges	500
		Gas Charging**1.5TR/2.0TR	3,500
		Gas Charging** 2.5TR/3.0TR	5,000
		Gas Charging** 3.5TR/4.0TR/5.0TR	6,000
		Controller PCB Repair charges	1,000
		Remote handset repairs	600

### Terms and Conditions

Inspection Charges will be collected from the customer at the time of inspection. The same will be adjusted in the Labour charges, if the customer approves the estimate within 15 days of inspection. (CR date)

In case of WAC installation - Wall breakage charges will be extra.

In case of SAC installation - opening for piping in Concrete will be charged extra.

Transportation charges are additional as per distance (Maximum limit of Rs. 750/-)

3 months Warranty to be given by SFs for all Gas charging for any leaks in the same spot.

All the above prices are exclusive of Taxes. Service Tax to be charged extra (as applicable).

Above rates do not include the cost of spare parts. Spare parts cost will be charged extra as per the price list.

No Inspection / Labour Charges will be applicable for Dry / Wet Service (PMS) calls

Customer scope of work: Electrical work relating to incoming power supply, industrial plug and socket, Earthing.