

Air Condition Rate Card

***Visitation Fee Charges Applied At 399 per Service & Work
&
Conveyance Charges are Applied At ₹ 299 per Appliance***

All prices below include the cost of spare parts, sourcing, and partner conveyance. Please pay only ₹299 for conveyance; no extra amount is required.

Electrical Parts Rate Card

<i>Description</i>	<i>Service Charges ₹ Rate / Unit (Excluding GST) Visitation Fee Charged Separately</i>
<i>Non-Inverter PCB Repaired</i>	<i>1450 /</i>
<i>Inverter PCB</i>	<i>4550/</i>
<i>Replace LVT Low Voltage Thermostat Ac/Dc</i>	<i>750 Ac / 1250 Dc</i>
<i>Replace Sensor Inverter/Non-Inverter</i>	<i>550 /</i>
<i>Contactactor Replaced (Signal Poll)</i>	<i>1650 /</i>
<i>Contactactor Replaced Daikin/O-General</i>	<i>1650 /</i>
<i>Convert Normal To Pcb With Handset</i>	<i>1650 /</i>
<i>Fan Capacitor 1.0 To c Mfd</i>	<i>133 /</i>

<i>Fan Capacitor 8 To 10</i>	225/
<i>Compressor Capacitor 25 To 30</i>	350 /
<i>Compressor & Fan Motor Capacitor Combo</i>	625 /
<i>Inverter Ac Pcb Refurbish/ New</i>	7533/11150

Cas Charging Rate Card

<i>Description</i>	<i>Service Charges ₹ Rate / Unit (Excluding GST) Visitation Fee Charged Separately</i>
<i>Gas Charging R – 22 For 1.0 & 1.5 Ton</i>	3250 /
<i>Gas Charging R – 22 For 2.0 Ton</i>	4250 /
<i>Gas Charging R – 32 & R - 410 A For 1.0 & 1.5 Ton</i>	3550 /
<i>Gas Charging R – 32 & R - 410 A For 2 Ton</i>	4650 /
<i>Leak Testing + Vacuum + Blazing</i>	650 /

Rate Card

<i>Copper coil condenser 1.5-ton split (Outdoor)</i>	<i>6250 /</i>
<i>Copper coil condenser 2-ton split (Outdoor)</i>	<i>8250 /</i>
<i>Copper cooling coil 1.0-ton split (Outdoor)</i>	<i>5850 /</i>
<i>Capillary and filter replaced</i>	<i>550 /</i>
<i>New Compressor 0.8 - 1 ton</i>	<i>10500 /</i>
<i>New Compressor 1.5 ton</i>	<i>11500 /</i>
<i>New Compressor 2 ton</i>	<i>14500 /</i>
<i>Expansion valve replaced</i>	<i>1550 /</i>
<i>Copper cooling coil/condenser coil (window AC)</i>	<i>5500 / 7850</i>
<i>Replacement compressor (1 ton) R-22 / (R- 32/410)</i>	<i>4850 / 5850</i>
<i>Replacement compressor (1.5 ton) R-22 / (R-32/410)</i>	<i>5850 / 6850</i>
<i>Replacement compressor (2 ton) R -22 / (R-32/410)</i>	<i>7550 / 8850</i>
<i>Service valve replaced - ¼</i>	<i>450 /</i>
<i>Service valve replaced - ½</i>	<i>550 /</i>

<i>Service valve replaced - 5/8</i>	650 /
<i>Copper cooling coil (split AC) - 1 ton (Indoor Unit) R 22 / R32 / R 410</i>	6550 /
<i>Copper cooling coil (split AC) 1.5-ton (Indoor Unit) R 22 / R 32 / R 410</i>	7550 /
<i>Copper cooling coil (split AC) - 2-ton (Indoor Unit) R 22 / R32 / R 410</i>	8550 /
<i>Copper cooling coil (split AC) O general & Mitsubishi - 1.5-ton (indoor unit) R 22 / R 32 / 410</i>	9550 /

Rate Card

<i>Copper cooling coil / condenser coil (window AC) -2 ton</i>	7550 / 8550
<i>Fuse Change In PCB</i>	150 /
<i>Cooling coil Repair with Anti Rust Coating</i>	850 /
<i>Anti Rust Coating for All Type of Ac</i>	750 /

Fan Motor Rate Card

<i>Fan motor – split AC (Out Door) Ac / Dc</i>	1850 / 2850
<i>Blower motor – split AC Indoor Ac / Dc</i>	2550 / 4550
<i>Blower replaced Window / Indoor Unit</i>	1250 / 1650

<i>Replace flap swing motor</i>	399 /
<i>Motor bearing change</i>	1150 /
<i>Fan motor – window AC</i>	3250 /
<i>Noise issue repair</i>	1 /

Installation Rate Card

<i>Description</i>	<i>Service charge ₹ Rate / Unit (Excluding CST) Visitation Fee Charged Separately</i>
<i>1 meter copper pipe set China (with insulation, wire light)</i>	1050 /
<i>1 meter copper pipe set India (with insulation, wire Medium)</i>	1150 /
<i>1 meter copper pipe set Malaysia (with insulation, wire Heavy)</i>	1250 /
<i>1 meter copper pipe set Heavy Mandev & Other Brand (with insulation, wire Heavy)</i>	1450 /
<i>Indoor unit reinstalled</i>	1050 /
<i>Fastener complete set</i>	150 /
<i>Floor stand</i>	750 /
<i>Universal back plate</i>	250 /

<i>Foam-jet AC service</i>	550 /
<i>AC installation Window Without Wood</i>	550 /
<i>AC uninstallation Window</i>	250 /
<i>Anti – rust spray (avoid gas leak)</i>	850 /
<i>Lite (Dry) AC service</i>	350 /
<i>AC uninstallation Spilt Type</i>	750 /
<i>Ac Installation Spilt Type</i>	1550 /

Rate Card

<i>Description</i>	<i>Service charge ₹ Rate / Unit (Excluding GST) Visitation Fee Charged Separately</i>
<i>Water leakage repaired – split AC</i>	250 /
<i>Adjust grill locks</i>	1 /
<i>Adjust pipe and tight compressor screw</i>	1/
<i>Connector wires replaced (1m)</i>	250 /
<i>Tighten/ replace thimble</i>	100 /

Rate Card

<i>Description</i>	<i>Service charge ₹ Rate / Unit (Excluding GST) Visitation Fee Charged Separately</i>
<i>Drain pipe adjust</i>	<i>1 /</i>
<i>Noise adjustment in motor</i>	<i>1 /</i>
<i>Noise adjustment in blower</i>	<i>1 /</i>
<i>Noise adjustment in cabinet</i>	<i>1 /</i>
<i>Noise adjustment in swing flap</i>	<i>1 /</i>
<i>Water leakage repaired- window AC</i>	<i>1 /</i>

Rate Card

<i>Description</i>	<i>Service charge ₹ Rate / Unit (Excluding GST) Visitation Fee Charged Separately</i>
<i>AC fan blade Window / Spilt Outdoor</i>	<i>1150 / 1250</i>
<i>Grill cover (Window)</i>	<i>2550 /</i>
<i>Swing blade replaced</i>	<i>Rate At the Time of Repairing</i>

<i>Universal remote</i>	650 /
<i>Water tray</i>	550 Iron / 750 Plastic

Rate Card

<i>Description</i>	<i>Service charge ₹ Rate / Unit (Excluding GST) Visitation Fee Charged Separately</i>
<i>Drain pipe adjust</i>	150 /
<i>Insulation refixes</i>	250 /
<i>Noise issue repair</i>	1 /
<i>Stabilizer connection</i>	1 /

New Indoor & Outdoor Rate Card

<i>Description</i>	<i>Service charge ₹ Rate / Unit (Excluding GST) Visitation Fee Charged Separately (Actual price at time of Complaint)</i>
<i>Jobu (Diken) Indoor 1.5 ton</i>	14250 /
<i>Raque (Hitachi) Indoor 1.5 ton</i>	11850 /

<i>Godrej Indoor 1.5 ton</i>	11250 /
<i>Jobu (Diken) Indoor 1.8 ton</i>	17550 /
<i>Raque (Hitachi) Indoor 2.0 ton</i>	14550 /
<i>Godrej Indoor 2.0 ton</i>	14250 /
<i>Sakoda Outdoor 1.5 ton (without Compressor & Accessories)</i>	8550 /
<i>Sakoda Outdoor 2.0 ton (without Compressor & Accessories)</i>	11550 /
<i>Speed Outdoor 1.5 ton (without Compressor & Accessories)</i>	12550 /
<i>Speed Outdoor 2.0 ton (without Compressor & Accessories)</i>	14550 /

Labour Charges Only – Material Not Included

Description	Service charge ₹ Rate / Unit (Excluding GST) Visitation Fee Included
<i>Stabilizer Fitting</i>	450 /
<i>Power Problem</i>	450 /
<i>Capacitor Installation / uninstallation</i>	450 /
<i>Pcb Installation / uninstallation</i>	550 /

<i>Fan Motor uninstallation</i>	399 /
<i>Fan Motor installation</i>	750 /
<i>Fan & Blower Uninstallation</i>	550 /
<i>Fan & Blower Installation</i>	550 /
<i>Cooling & Condenser Coil Uninstallation</i>	850 /
<i>Cooling & Condenser Coil Installation</i>	1250 /
<i>Leak Testing + Blazing</i>	399 /
<i>Gas Charging</i>	1100 /
<i>Compressor uninstallation</i>	550 /
<i>Compressor Installation & Gas Charging</i>	1850 /

Air Condition Cooper Piping

<i>Description</i>	<i>Service charge ₹ Rate/Mtr. (Excluding GST)</i>
<i>China Cooper + Insulation Foam + Venial Tape + Light Wire (Company) + Drain Pipe 20 mm + Zeri + Clamping /+ Cattage</i>	950 /

<i>China Cooper + Insulation Foam + Venial Tape + Medium Wire (Company) + Drain Pipe 25 mm + Zeri + Clamping /+ Cattage</i>	1050 /
<i>China Cooper + Insulation Foam + Venial Tape + Heavy Wire (Company) + Drain Pipe 25 mm + Zeri + Clamping /+ Cattage</i>	1150 /
<i>Indian Cooper + Insulation Foam + Venial Tape + Light Wire (Company) + Drain Pipe 20 mm + Zeri + Clamping /+ Cattage</i>	1050 /
<i>Indian Cooper + Insulation Foam + Venial Tape + Medium Wire (Company) + Drain Pipe 25 mm + Zeri + Clamping /+ Cattage</i>	1125 /
<i>Indian Cooper + Insulation Foam + Venial Tape + Heavy Wire (Company) + Drain Pipe 25 mm + Zeri + Clamping /+ Cattage</i>	1175 /
<i>Malaysia Cooper + Insulation Foam + Venial Tape + Light Wire (Company) + Drain Pipe 20 mm + Zeri + Clamping /+ Cattage</i>	1075 /
<i>Malaysia Cooper + Insulation Foam + Venial Tape + Medium Wire (Company) + Drain Pipe 25 mm + Clamping /+ Cattage</i>	1150 /
<i>Malaysia Cooper + Insulation Foam + Venial Tape + Heavy Wire (Company) + Drain Pipe 25 mm + Zeri + Clamping /+ Cattage</i>	1225 /
<i>Mandav Cooper + Insulation Foam + Venial Tape + Medium Wire (Company) + Drain Pipe 25 mm + Zeri + Clamping /+ Cattage</i>	1150 /
<i>Mandav Cooper + Insulation Foam + Venial Tape + Heavy Wire (Company) + Drain Pipe 25 mm + Zeri + Clamping /+ Cattage</i>	1225 /
<i>Mandav (Heavy) Cooper + Insulation Foam + Venial Tape + Heavy Wire (Company) + Drain Pipe 25 mm + Zeri + Clamping /+ Cattage</i>	1275 /

<i>Without Any Material or Zeri Only Labour Charges</i>	85 / Ft
<i>Site Inspection Charges for Piping & Other Works</i>	550 /

Amc Charges

Description	Service charge ₹ Rate / Unit (Excluding GST)
<i>Non-Comprehensive Including All Electric Parts, Gas Charging, Fan Motor Repairing, Pcb Repairing, & Servicing (Non-Inverter Ac) Spilt /Window Type</i>	3250 / Ton
<i>Non-Comprehensive Including All Electric Parts, Gas Charging, Fan Motor Repairing, Pcb Repairing, & Servicing (Non-Inverter Ac) Duct able/Cassette Type</i>	3850 / Ton
<i>Comprehensive Including All Electric Parts, Gas Charging, Fan Motor Repairing, Pcb Repairing, Compressor Repairing, & Servicing (Non- Inverter Ac) Spilt / Window Type</i>	3850 / Ton
<i>Comprehensive Including All Electric Parts, Gas Charging, Fan Motor Repairing, Pcb Repairing, Compressor Repairing, & Servicing (Non- Inverter Ac) Duct Able / Cassette Type</i>	4550 / Ton

<i>Non-Comprehensive</i> <i>Including All Electric Parts, Gas Charging,</i> <i>Fan Motor Repairing, Pcb Repairing,</i> <i>&Servicing (Non-Inverter Ac) Spilt</i> <i>/Window Type</i>	4550/Ton
<i>Comprehensive</i> <i>Including All Electric Parts, Gas Charging, Fan</i> <i>Motor Repairing, Pcb Repairing, Compressor</i> <i>Repairing, & Servicing (Non-Inverter Ac) Duct</i> <i>Able / Cassette Type</i>	8550/Ton

AMC TERMS & CONDITIONS

1. Scope of AMC & Exclusions

Any damage, corrosion, rusting, breakage, or malfunction resulting from electrical faults, voltage fluctuations, improper usage, mishandling, damage to plastic components, environmental factors, or any other external cause beyond the control of the Service Provider shall be excluded from the scope of this AMC.

2. Gas Refilling & Leakage Testing

The AMC includes a maximum of **two (2) gas refilling services**, along with leakage testing, during the contract period.

Units installed near drains, sewage areas (nala), coastal areas, or industrial areas, where the risk of corrosion or gas leakage may be higher, shall also be covered within this limit.

Any additional gas charging or leakage rectification beyond the two (2) included services shall be chargeable separately.

3. Repair & Replacement of Parts

This AMC covers repair and maintenance services only.

If any part, component, or equipment is determined to be beyond repair or unserviceable, replacement shall be carried out only with the Client's approval. The cost of new or replacement parts, including applicable taxes and labour charges, where applicable, shall be borne by the Client.

Any replacement requested by the Client for an upgrade or any other reason shall also be chargeable separately.

4. Major Components

The AMC does not cover the supply or replacement of major components such as:

- Inverter Compressor
- PCB (Printed Circuit Board)
- Other major spare parts

If any such component requires replacement, it shall be provided only with the Client's approval. The applicable charges shall be based on the prevailing market price, along with applicable taxes and service charges.

5. General Servicing

The AMC includes **one (1) complimentary general servicing** of the air conditioner during the contract period.

Any additional servicing beyond the included service shall be chargeable as per the Service Provider's prevailing rates.

6. AMC Payment Terms

The total AMC contract value shall be paid **100% in advance** by the Client at the time of execution of the agreement.

AMC services shall commence only after receipt of the full payment.

7. EXCLUSIONS

The following are not covered under the AMC:

- Major spare parts replacement
- Damage caused by fire or theft
- Damage caused by water or flooding
- Damage caused by natural disasters
- Damage caused by mishandling
- Damage caused by unauthorized personnel
- Damage caused by external power fluctuations
- Any other damage arising from causes beyond the Service Provider's control

Where replacement parts are required due to any of the above circumstances, the cost of such parts and applicable service charges shall be borne by the Client.

8. RESPONSE TIME

- **Normal complaints:** Within 24 hours
- **Emergency complaints:** Within 6–12 hours

Response time may vary depending on the location, availability of technicians, spare parts, traffic conditions, or other circumstances beyond the Service Provider's control.

9. CLIENT RESPONSIBILITIES

The Client shall:

- Provide a proper and stable power supply.
- Ensure the safety of the equipment.
- Provide reasonable access to the equipment for service personnel.

- Make all payments within the agreed timelines.
 - Inform the Service Provider of any known issue or abnormal condition affecting the equipment.
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10. CONDITION OF EQUIPMENT BEFORE AMC

The Client confirms that all equipment covered under this AMC shall be in proper and functional working condition before commencement of the contract.

Any repair, rectification, gas charging, or other work required before the commencement of the AMC shall be chargeable separately and shall be carried out only with the Client's approval.

11. TERMINATION

Either party may terminate this agreement by providing **30 days' written notice** to the other party.

No refund shall be provided for the unused portion of the AMC period unless mutually agreed upon in writing by both parties.

12. GOVERNING LAW & JURISDICTION

This agreement shall be governed by and interpreted in accordance with the laws of India.

Any dispute arising out of or in connection with this agreement shall be subject to the jurisdiction of the courts in **Delhi, India**.

13. CONTRACT PERIOD

The AMC shall remain valid for a period of **12 months** from the date of activation.

14. AMC PAYMENT TERMS & CONDITIONS

AMC Duration

The AMC agreement shall remain valid for **12 months** from the date of activation.

Payment Terms

- 100% advance payment is required before AMC activation.
- Services shall commence only after receipt of full payment.

Service Coverage

The AMC includes regular maintenance visits and basic servicing as specifically mentioned in this agreement.

Spare parts, major components, and major repairs shall be charged separately unless specifically included in the AMC agreement.

Payment Mode

Payment may be made through:

- Bank Transfer
- UPI
- Cheque

Payment shall be made in favour of **Souneds**.

Late Payment

A late payment fee of **2% per month** may be charged on overdue payments.

Cancellation Policy

The AMC amount shall be **non-refundable once the service period has commenced**.

Service Response Time

Service requests shall normally be attended to within the response times specified in this agreement, subject to technician availability, location, spare-part availability, and other circumstances beyond the Service Provider's control.

Taxes

GST and other applicable taxes shall be charged additionally as per applicable government rules.

Agreement Renewal

A renewal reminder shall be shared with the Client approximately **15 days before the AMC expiry date**.

1. Visitation / Inspection Charges

The booking amount collected at the time of a service request shall be treated as a **visitation/inspection charge**.

The inspection charge shall remain valid for **24 hours from the time of the visit**.

If the Client confirms the installation or repair work within this validity period, the visitation/inspection charge shall be adjusted against the final invoice.

If the Client does not proceed with the work within the validity period, the visitation/inspection charge shall be **non-refundable**.

2. Spare Parts & Cartage Charges

If spare parts are required during servicing, repair, or installation, the Service Provider/Technician may arrange the required parts from the local market.

The cost of spare parts, along with applicable cartage, transportation, handling, or other related charges, shall be borne by the Client and added to the final invoice.

The warranty period applicable to the supplied spare part or completed work shall be clearly mentioned on the official bill, invoice, or service receipt issued by the Company/Technician.

3. Transparency of Charges

The Service Provider assures the Client that there shall be no hidden or undisclosed charges.

All applicable costs, including service charges, spare parts, cartage, transportation, taxes, and any additional charges, shall be communicated to and approved by the Client before execution of the work.

4. Warranty Terms

The warranty period applicable to any repair, servicing, or replacement spare part shall be specified in writing on the official invoice or service receipt issued after completion of the work.

The warranty shall remain valid only for the period specified on the invoice/service receipt and shall be subject to normal and proper usage of the equipment.

SOUNEEDS SERVICE PROMISE

Warranty

Warranty of **up to 10–35 days** may be provided on selected products and services, depending on the nature of the repair or service.

The exact warranty period shall be mentioned on the invoice or service receipt issued after completion of the work.

Fixed Rate Card

Applicable service charges shall be communicated to the Client before the work is carried out.

On-Call Repair Quote Verification

Clients may request verification of the repair quotation before approving the work.

Damage Protection

Damage protection of **up to ₹3,000**, where applicable, shall be subject to the specific terms and conditions of the service.

Surprise Checking & Feedback

Souneeds may conduct surprise quality checks or collect customer feedback during or after completion of the service through senior technicians or authorized representatives.

OUR TECHNICIANS

Background Verified

Technicians associated with Souneeds are subject to background verification as per company procedures.

Trained & Experienced Technicians

Our technicians are trained to service major appliance brands and are selected based on their relevant experience and technical skills.

WHAT WE WILL NEED FROM YOU

For certain services, the Client may be required to provide or arrange:

- Bucket
 - Point / Power Point
 - Ladder or Stool
 - Clean Cloth
 - Adequate working space
 - Access to the appliance
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WHAT WE WILL & WILL NOT DO ON THE WORK SITE

AC Service

Applicable to Split and Window ACs

The standard AC service may include:

- Chemical/Foam cleaning of the indoor unit, where applicable
- Jet spray cleaning of the indoor unit
- Gasket cleaning, where applicable
- Jet spray cleaning of the outdoor unit

The exact service shall depend on the condition and type of the AC unit.

LEAKAGE SERVICE

Leakage detection and rectification shall be subject to the applicable AMC/service limits.

Additional charges shall apply for more than two (2) leakage rectification services.

Cooling coil repair, where applicable, may include anti-rust coating intended to help extend the service life of the AC.

Note: Centralized AC and VRV/VRF systems are not covered under standard domestic AC service unless specifically agreed upon in writing.

INSTALLATION – NOT INCLUDED / ADDITIONAL CHARGES

The following shall be charged separately unless specifically included in the quotation:

- Electrical wiring
 - Masonry work
 - Core cutting
 - Additional piping
 - Additional installation materials
 - Any other civil or electrical work
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AC INSTALLATION – INCLUDED

Installation of the indoor and outdoor units with up to **10 feet of standard piping** is included, unless otherwise specified in the quotation.

Any additional piping beyond 10 feet shall be charged at:

₹250 per metre

Additional material, electrical work, civil work, core cutting, Servicing Of Unit or other requirements shall be charged separately.

OUR INSTALLATION PROCESS

1. Inspection

We inspect the location and check the available space and installation requirements for the appliance.

2. Installation

Our technician installs the appliance carefully and according to the applicable installation requirements.

3. Cleanup

After completion of the installation, we clean the work area and hand over the installation site to the Client.

OUR REPAIR SERVICE PROCESS

1. Inspection & Quotation

We inspect the appliance and provide a repair quotation based on the identified issue.

2. Client Approval / Expert Review

Repair work shall begin only after receiving the Client's approval.

If the Client requires clarification regarding the quotation or diagnosis, an expert review may be requested before approval.

3. Service, Repair & Spare Parts

Where required, spare parts shall be provided at the applicable rates and shall be installed only after Client approval.

4. Warranty Activation

Where applicable, the repaired appliance or replaced component shall be covered under the warranty period specified by the Company/Technician on the invoice or service receipt at the time of billing.

IMPORTANT NOTE

All services, repairs, spare parts, warranties, and charges shall be subject to the terms mentioned in the quotation, invoice, service receipt, and this agreement.

By approving the service or signing the AMC agreement, the Client confirms that they have read, understood, and accepted these Terms & Conditions.

