

***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.

Geyser Rate Card

Description	Service Charge Rate / Unit (Excluding GST) Excluding Visitation Fee
Main Thermostat (local)	450 /
Main Thermostat (Branded)	850 /
Heating Element (Branded)	1550 /
Heating Element (small Geyser < 10 ltr)	650 /
Heating Element (Medium Size 10 – 30 ltr)	850 /
Heating Element (Big Geyser 30 –50 ltr)	1250 /

Heating Element 3 KW (Instant Geyser)	850 /
Heating Element (For Glass Line Tank) Branded	1850 /
Gasket (Small Geyser < 10 ltr)	150 /
Gasket (Medium Size 10 – 30 ltr)	250 /
Gasket (Big Geyser 30 – 50 ltr)	350 /
Capillary Thermostat	850 /

Services Rate Card

Description	Service Charges ₹ 299 Rate / Unit (Excluding GST) Excluding Visitation Fee
Geyser Water Leakage Checking	250 /
Geyser Servicing (Small Geyser <10 ltr)	450 /
Geyser Servicing (Medium C Big 15 To 50 ltr)	550 /

Geyser Installation	450 /
Geyser Uninstallation	350 /
Welding Work	450 /
Wiring Repair	299 /
PCB Repair	750 /
Geyser Check up	299 /
Geyser Servicing	450 /

Accessories Rate Card

Description	Service Charge Rate / Unit (Excluding GST) Excluding Visitation Fee
Inlet Outlet Pipe ss Quality 36 Inch (1 pc)	250 /
Inlet Outlet Pipe ss Quality 18 Inch (1 pc)	350 /
Cooper Tank Small Geyser < 10 ltr	1850 /

Cooper Tank Medium Geyser (10 – 30 ltr)	3150 /
Cooper Tank Big Geyser (30 – 50 ltr)	3850 /
Ss Tank Small Geyser < 10 ltr	1850 /
Ss Tank Medium Geyser (10 – 30 ltr)	2650 /
Ss Tank Big Geyser (30 – 50 ltr)	3750 /
Safety Valve	350 /
Pressure Release Valve	450 /
Multi-Function Valve	450 /
Angle Valve (Heavy)	550 /
Power Cord (1.5 mtr)	350 /
Indicator	150 /
3 Pin Top (Heavy)	99 /

Fastener	150 /
Ss Brass Assembly	1050 /
Safety Thermostat	450 /
Rubber Washer /Ring - O	99 /

Labor charges for work only (parts to be provided by customer)
Charges Applicable for One-Tine Visit or Work

Description	Service charge ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Power & On/Off Problem	299 /
Assembly Uninstallation	299 /
Assembly Installation	499 /
Indicator p c b	450 /
Wiring Rat Mash	299 /
Element Change	450 /
Thermostat Change	350 /

Amc Rate Card

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Elements, pressure Valve & Assembly 1 Ltr To 25 Ltr.</i>	1899 /
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Elements, pressure Valve & Assembly 25 Ltr To 50 Ltr.</i>	2899 /

ELECTRIC GEYSER

AMC – TERMS & CONDITIONS

1. Scope of AMC

This AMC covers the inspection, preventive maintenance, servicing, and repair of the **electric geyser** specifically mentioned in the AMC agreement.

Any damage, corrosion, rusting, breakage, malfunction, or failure caused by electrical faults, voltage fluctuations, improper usage, mishandling, physical damage, damage to plastic or cosmetic components, water quality, water leakage, environmental conditions, or any other external cause beyond the control of the Service Provider shall be excluded from the scope of this AMC.

2. Repair & Maintenance

This AMC covers repair and maintenance services only.

If any part, component, or equipment is found to be defective, damaged, beyond repair, or unserviceable, replacement shall be carried out only after obtaining the Client's approval.

The cost of new or replacement parts, applicable taxes, cartage/transportation, and additional labor charges, where applicable, shall be borne by the Client.

Any replacement requested by the Client for upgrading, modification, or any other reason shall also be chargeable separately.

3. Major Components

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

- Heating Element
- Thermostat
- Thermal Cut-Off / Thermal Fuse
- PCB / Control Board
- Heating Control Components
- Safety Valve
- Pressure Relief Valve
- Temperature Sensor
- Display/Control Panel
- Electrical Wiring and Major Electrical Components
- Water Tank
- Other major spare parts

If any major component requires replacement, the same shall be provided only after Client approval and shall be charged as per the prevailing market price, along with applicable taxes, cartage, and service charges.

4. General Servicing

The AMC includes **one (1) complimentary general servicing/maintenance service** of the electric geyser during the contract period.

General servicing may include inspection and basic cleaning/maintenance as technically required.

Any additional servicing, deep cleaning, descaling, or specialized maintenance beyond the included service shall be chargeable as per the Service Provider's prevailing rates.

5. Water Scaling & Corrosion

Damage or malfunction caused by excessive scale formation, hard-water deposits, rust, corrosion, water quality, or prolonged water exposure shall not be covered under the AMC.

Descaling, replacement of corroded components, and other rectification work required due to hard water or scale formation shall be chargeable separately.

6. AMC Payment Terms

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

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

7. Exclusions

The following are not covered under this AMC:

- Major spare-parts replacement
- Heating element replacement
- Thermostat replacement

- PCB/control-board replacement
- Safety valve or pressure valve replacement
- Water tank replacement
- Major electrical component replacement
- Damage caused by voltage fluctuation or electrical faults
- Damage due to fire, theft, flooding, water leakage, or natural disasters
- Physical or accidental damage
- Mishandling by the Client or unauthorized personnel
- Damage caused by third-party technicians or unauthorized repairs
- Damage caused by improper installation or modification
- Excessive scaling or hard-water damage
- Corrosion or rusting beyond normal maintenance
- Cosmetic damage, scratches, dents, or broken plastic components
- Any work or component not specifically included in this AMC

Any parts or services required due to the above exclusions shall be charged separately.

8. Response Time

- **Normal complaints:** Within 24–48 working hours
- **Emergency complaints:** Within 6–12 hours, subject to technician availability and service-area conditions

Response time refers to the expected time for attending to the complaint and does not guarantee completion of the repair within the stated period.

9. Client Responsibilities

The Client shall:

- Provide a proper and safe electrical power supply.
- Ensure proper water supply and water pressure.
- Ensure the safety and accessibility of the geyser.
- Provide access to the geyser for inspection and servicing.
- Inform the Service Provider about any existing fault or issue.
- Make timely payments for approved additional work and spare parts.
- Not permit unauthorized persons or third-party technicians to repair or modify the geyser during the AMC period without informing the Service Provider.

10. Condition of Geyser Before AMC

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

Any existing fault, pending repair, damaged component, leakage, electrical issue, heating issue, or other rectification required before the start of the AMC shall be inspected and charged separately.

The Service Provider reserves the right to refuse AMC coverage for a geyser that is severely damaged, unsafe, non-functional, improperly installed, or beyond economical repair at the time of initial inspection.

11. Termination

Either party may terminate this contract by providing **30 days' written notice**.

No refund shall be made for the unused AMC period unless mutually agreed otherwise in writing.

12. Governing Law

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 of Delhi, India**.

13. Contract Period

This AMC shall be valid for a period of **12 months** from the date of activation.

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 before AMC activation.
- AMC services shall commence only after receipt of full payment.

Service Coverage

AMC includes regular maintenance visits and basic servicing as specifically agreed.

Spare parts, major components, descaling, major repairs, and excluded services shall be charged separately unless specifically mentioned in the agreement.

Payment Mode

Payment may be made through:

- Bank Transfer
- UPI
- Cheque

Payment shall be made in favor of **Souneeds**.

Late Payment

A late payment charge 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**, unless otherwise mutually agreed in writing.

Service Response Time

Service requests shall normally be attended to within **24–48 working hours**, subject to technician availability and service-area conditions.

Taxes

GST and other applicable government taxes shall be charged extra as per applicable laws.

Agreement Renewal

An AMC renewal reminder may be shared approximately **15 days before the expiry of the AMC**.

SERVICE TERMS & CONDITIONS

1. Inspection / Visitation Charge

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

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

If the Client approves the recommended repair or service within 24 hours, the inspection/visitation charge may be adjusted against the final invoice, wherever applicable.

If the Client does not proceed with the approved 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 or repair, the Service Provider/Technician may arrange the required parts from the local market, subject to availability.

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

The Client's approval shall be obtained before purchasing or installing chargeable spare parts.

3. Transparency of Charges

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

All applicable costs, including service charges, spare parts, cartage, transportation, taxes, and other additional charges, shall be communicated to and approved by the Client before the applicable work is carried out.

4. Warranty Terms

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

The warranty shall remain valid only for the duration mentioned on the invoice/service receipt and shall be subject to normal usage conditions.

The warranty shall not cover damage caused by voltage fluctuation, improper usage, physical damage, water leakage, hard-water scaling, corrosion, mishandling, unauthorized repair, or other external causes.

WHAT IS NOT INCLUDED

The following services are not included unless specifically mentioned in the AMC agreement:

- Replacement or installation of electrical switchboards
- Modification of household electrical wiring
- Major electrical work
- Repair of commercial geysers
- Repair of industrial water-heating equipment
- Replacement of major components
- Civil or plumbing work beyond basic geyser-related service
- Concealed plumbing or electrical work
- Wall breaking or masonry work
- Any work outside the electric geyser itself

OUR INSTALLATION PROCESS

1. Inspection

We will inspect the location where the electric geyser is to be installed and check the available water connection, electrical connection, mounting area, and accessibility.

2. Installation

After approval, our technician will install the electric geyser carefully and according to the applicable installation requirements.

3. Testing

After installation, the geyser will be tested for heating, water flow, electrical operation, and leakage, wherever technically possible.

4. Cleanup

The Technician will make reasonable efforts to clean the immediate work area after completion of the installation.

OUR REPAIR SERVICE PROCESS

1. Inspection & Quote

We inspect the electric geyser, identify the issue, and provide a repair quotation for Client approval.

2. Approval / Expert Review

Repair work begins only after receiving the Client's approval. If the Client requires clarification, an expert review may be requested before proceeding.

3. Service, Repair & Spare Parts

The Technician will carry out the approved repair using suitable tools and required spare parts.

Where spare parts are required, the applicable cost will be communicated to the Client before installation.

4. Testing

After completion of the repair, the geyser will be tested, wherever possible, to verify the repaired functions and check for water/electrical issues.

5. Warranty Activation

Where applicable, the warranty period for the repair or replacement part will be mentioned on the invoice or service receipt issued after completion of the work.

SOUNEEDS PROMISE

- **Transparent Pricing**
- **Fixed / Pre-Approved Rate Card**
- **Experienced Technicians**
- **Background-Verified Technicians**
- **Technicians Trained Across Major Brands**
- **On-Call Repair Quote Verification**
- **Repair Warranty as Mentioned on the Invoice**
- **Post-Service Feedback**
- **Senior Technician Quality Checks, Where Applicable**
- **Up to ₹3,000 Damage Cover, Where Specifically Applicable and Subject to Company Terms**

Our Top Technicians

Background Verified by Souneeds

Our technicians are background verified by **Souneeds**.

Experienced Technicians

Our technicians are experienced in servicing major electric geyser brands and models.

Trained Across Major Brands

Our technicians are trained to diagnose and service electric geysers across major brands, subject to model and technical availability.

WHAT WE'LL NEED FROM YOU

For smooth and safe electric geyser servicing, the Client may be required to provide:

1. **Proper Plug Point / Electrical Connection**
2. **Proper Water Connection**
3. **Ladder / Stool**, where required for safe access
4. **Clean Cloth**
5. **Safe and Clear Access to the Geyser**

Please Note

If spare parts are required, the Technician may source them from the local market, subject to availability. The Client will be informed of the applicable cost before the spare part is purchased or installed.