

***Visitation Fee Charges Applied At 399 per Service & Work
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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.

Ro Water Purifier

Servicing s Installation Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Water Purifier Installation	Visitation Fee
Water Purifier uninstallation	Visitation Fee
Under Counter (UTC)	Visitation Fee
Minor Repair	Visitation Fee

Uv Model Spear Parts Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Uv Model PP Filter 8" (Cudi Wala)	100 /
Uv Model Post Carbon Filter (4 & 6 inch)	320 /
Uv Model Nozzle	199 /
UV Model PR Sensor (Purity Sensor)	350 /
Uv Model Pre Filter-Housing Without Filter 8" & 10"	550 – Heavy / 450 - Light
Uv Model In Line Sediment Filter /Candle 10"	375 /
Uv Model In Line Carbon Filter / Candel 10"	425 /
Uv Model PHOTORESISTOR HARNESS ASSY (PR Purity Sensor)	450 /
Uv Model Complete Pp Bowl (Bowl+ Filter+ Clamp+ Screw+ L Bow + Teflon Tape)	750 /
Uv Chamber 10" (Aluminum) Heavy	475 /
UV Chamber 10" (Aluminum) Light	375 /

Uv Lamp 6" (4 Watt)	375 /
Uv Model Solenoid Valve (sv) Aluminum	475 /
UV Model Clamp for Classic Bowl	75 /
Uv Model Nylon Pipe (½ Inch in Size Per Mtr)	10/Mtr + Visitation Fee
Uv Model Pipe ¼ C 3/8 Per Mtr	30/Mtr + Visitation Fee
Uv Model PP Filter 10" Thread Type	250 /
Uv Lamp 11 Watt 8" (Osram & Philips)	475 /
Uv Model Uf Filter (4 & 6 inch)	325 /
Uv Model Mineral Cartage (8 & 10 inch)	425 /
Uv Model Mineral Cartage with Copper 8"	450 /
Uv Model Bowl w/o Filter (heavy)	550 /

General spear Parts Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Uv Lamp 11 watt 8" (Philips)	475 /
Carbon Block Filter 10" (Utc)	425 /
Pre Carbon-Filter 10" (Utc)	425 /
Solenoid Valve (SLX)	475 /
Pre Filter-Housing	450 /
Alkaline Filter	1250 /
PP Filter 20" (Commercial Ro)	375 /
Carbon Block Filter 20"	650 /
Pre Carbon-Filter 20"	650 /
Mineral Filter 8 –10"	550 /
Mineral Filter 4 – 6"	425 /

Bowl, Filters L bow, T joint, Connector, Per Piece	15 + Visitation Fee
Pipe /Mtr.	10 + Visitation Fee
Motor L Bow Per Piece	25 + Visitation Fee
Faucet Tap (UTC) Heavy	750 /
Faucet Tap (UTC) Light	550 /
Bulked For In/out	30 + Visitation Fee
Micro Switch	120 /
Diverter Valve Set (Gateway) Plastic	350 /
Diverter Valve Set (Gateway) Heavy	475 /
Uv Chamber Light	375 /
Uv Chamber Heavy	475 /
Utc Plate	550 /

Ro Membrane 300 to 800 Tds	1250 /
Ro Membrane 800 To 1200 Tds	1450 /
Ro Membrane 1200 To 3000 Tds	1850 /
Pre Filter (Heavy)	150 /
In Line Sediment Filter (Heavy) 10"	375 /
IN line Post Carbon Filter (Heavy) 10"	425 /
Regular Service W/o pp Filter 10	1 + Visitation Fee
Filter Set 10" (Light)	1250 /
Filter Set 10 " (Heavy)	1650 /
Filter Set + Membrane 10" (300 To 800 TDS)	2450 /
Filter Set + Membrane 10" (800 To 3000 TDS)	3250 /
Filter Set 8" (Nano)	1275 /
Filter Set 8" Membrane 8" (300 To 800 TDS)	2475 /

Filter Set 8" Membrane 8" (800 To 3000 TDS)	3250 /
Membrane 8" Neno (300 To 800 TDS)	1250 /
Membrane 8" Neno (300 To 3000 TDS)	1750 /
Filter Set + SV + I bow + Membrane + Fr + pipe + pp	2850 /
filter Set + SV + I bow + Membrane + Fr + pipe + pp (Utc)	3150 /
filter Set + SV + I bow + Membrane + Fr + pipe + pp (Nano)	2850 /

Electrical Parts spear Parts Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Pcb Repair	1050 /
Booster Pump 75 C 100 GPD	1650 /
Smpps 2 Amp	575 /
Smpps 2.5 Amp	650 /

Uv Lamp 8/11 Watt	475 /
Wiring Harness	299 /

Aqua Guard spear Parts

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Aqua Guard Model Doctor Aqua Kit	4550 /
Aqua Guard Model Magna Kit	4250 /
Aqua Guard Model (Nova/ Inova/ Crystal/ Smart/ Infinity UV) Filter Set	1250 /
Aqua Guard Model Enhanced Kit	4250 /
Aqua Guard Model Compact Block Filter Dual	1150 /
Aqua Guard Model (Pcb Repair)	1250 /
Aqua Guard Model (Inova PCB)	2150 /
Aqua Guard Model HD Cartridge	250 /
Aqua Guard Model Smart Aqua flo DX Pcb	1650 /

Aqua Guard Model (UV Lamp 10" 11 Watt Phillips)	650 /
Aqua Guard Model Enhance Sediment Filter 10"	450 /
Aqua Guard Model ON/OFF Switch	250 /
Aqua Guard Model Pre Carbon-Filter 8 – 10"	550 /
Aqua Guard Model Enhance UF Filter 6"	650 /
Aqua Guard Model Enhance Post Carbon Filter 6"	650 /
Aqua Guard Model Enhance Mineral Filter 4"	750 /
Aqua Guard Model Nano (Prime/Maxima) Sediment Filter 8"	550 /
Aqua Guard Model Neno (Prime/Maxima) Pre Carbon-Filter 8"	550 /
Aqua Guard Model (prime/Maxima) UF Filter 4"	650 /
Aqua Guard Model Booster Pump	2450 /
Aqua Guard Model PCB (Prime/Maxima)	1650 /

Aqua Guard Model Chip Type Kit (Enrich)	4550 /
Aqua Guard Model Chip Type Kit (Classic)	4250 /
Aqua Guard Model Chip Type Kit (Magna)	4550 /
Aqua Guard Model Bowl Without Filter 8 – 10"	550 /
Aqua Guard Model Candle	350 /
Aqua Guard Model Solenoid Valve (SV)	750 /
Aqua Guard Model Ro + Uv Hccb Magna Pl6 origa kit	4550 /
Aqua Guard Model Ro+ Uv Genius UTC Kit	4550 /
Aqua Guard Model Uv Assembly	1150 /
Aqua Guard Ro+Uv Ag Raviva Nxt Ea Kit	4850 /
Aqua Guard Ac/Dc Adaptor	1250 /
Aqua Guard Display Pcb with Harness	3250 /

Aqua Guard Superb Ea Kit	4550 /
Aqua Guard Dr Ag Genius Ro Kit	5450 /
AQUA Guard Crystal Plus Uv Kit	1350 /
Aqua Guard Diverter Valve	450 /
Aqua Guard Pump (gear)	2250 /
Aqua Guard Pump Ep8 (ULKA/CPS)	2450 /
Aqua Guard Heptature Cartridge Carbon Block	1050 /
Aqua Guard Main PCB Ag Classic +	2850 /
Aqua Guard Magna Ag kit	4850 /
Aqua Guard AG SUPERB EA Ro Kit	4550 /
Aqua Guard MAIN PCB - DR AG CLASSIC	2450 /
Aqua Guard Ag Classic + Uv Kit	2550 /
Aqua Guard Power Supply 12 Vdc/1.7A with Socket	1550 /

Aqua Guard Infiniti Pcb New	2150 /
Aqua Guard Revive NXT EA Uv Kit	2050 /
Aqua Guard Power Adaptor with Toroid	1150 /
Aqua Guard Active Copper Maxx Cartridge	550 /
Aqua Guard Membrane Revive	2450 /
Aqua Guard New Classic Pcb	1850 /
Aqua Guard Ag Superb UTC Kit	4250 /
Aqua Guard Magna Ro + Uv NXT Kit Ea.	4850 /
Aqua Guard Cartridge for Miracle Heavy Metal Remover	850 /
Aqua Guard Tap	350 /
Aqua Guard Pressure Reducer Valve Heavy	1250 /

Aqua Guard Weight Sensor Assy Ag	450 /
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Kent spear Parts Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Kent Ro Membrane 8" (High Flow)	2450 /
Kent Ro Membrane 8" (Welded)	2550 /
Kent Uf Membrane 8"	1250 /
Kent Fiber Membrane	750 /
Kent Sediment Filter 10" (Excel/Elite)	550/
Kent Ro Inline Sediment Filter 8"	550 /
Kent Ro Inline Carbon Filter	550 /
Kent Ro Pump 100 Psi	2450 /
Kent Ro Post Carbon Filter Blue	650 /

Kent Ro Smps 24 Vdc 2.5 Amp	850 /
Kent Ro pre–Filter Sediment 10”	350 /
Kent Ro Sp Electronic Ballast Auto Flash Pcb	1450 /
Kent Ro Tap	350 /
Kent Ro Uv Barrell With Tube	1150 /
Kent Ro Water Level Sensor	450 /
Kent Ro Diaphragm Pump E-150	2850 /

Pure It spear Parts Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Pure IT GKK1 Kit	3550 /
Pure IT GKK 2 Kit	3550 /
Pure IT PP Filter (Spun Filter) 10” Branded	350 /

Pure IT Mineral Filter Kit	2990 /
Pure IT Carbon Sediment CSF Filter	1050 /
Pure IT Rc Boost UV GKK1	2850 /
Pure IT RO + UV GKK 1	3250 /
Pure IT RO +UV GKK 2	3550 /
Pure IT UV G2 Kit	1550 /
Pure IT Tap	450 /

Liv pure spear Parts Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Liv pure Ro Membrane	1850 /
Liv pure Pump	2450 /
Liv pure Filter Kit	2450 /
Liv pure Adaptor	850 /

Liv pure SV	750 /
Liv pure Fr	450 /
Liv pure pcb	2550 /

Local Ro spear Parts Rate Card

Description	Service Charges ₹ Rate / Unit (Excluding GST) Excluding Visitation Fee
Ro PP filter	150 /
Ro Filter Set	850 - Chain's / 1250 Heavy
Ro Membrane	850 – Chain's /1250 – Medium 1450 – Heavy
Ro Sv	450 /
Ro Adaptor	650 /
Ro Fr	150 /
Ro Pump	1250 – Chain's/ 1450 – Medium 1650 – Heavy

Ro Body	1200 To 2400 As Per Requirement of Client
Ro L Bow	20
Ro Clamp	25/Clamp
Ro PP Housing Heavy	450/

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

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
Pp Filter Change	399 /
Filter Set s Membrane Change	450 /
Tank Replacement	450 /
Tap s Fauset	399 /
Diverter s Valve Change	399 /
PP Filter Housing Change	399 /

Body Exchange	650 /
Pump, S v s Adaptor Exchange	550 /

Amc Rate Card

Description	Service charge ₹ Rate / Unit (Excluding GST) Including Visitation Fee
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Filter Set, Pump 10 Ltr.Ro</i>	2850 For 1 Year 4850 For 2 Year
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Filter Set, Pump 25 Ltr.Ro</i>	6850 For 1 Year 12550 For 2 Year
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Filter Set, Pump 50 Ltr.Ro</i>	12550 For 1 Year
<i>Comprehensive Including All Electric Parts, Pcb Repairing, Filter Set, Pump 100 Ltr.Ro</i>	18550 For 1 year
<i>Non-Comprehensive Including All Electric Parts, Visiting Charges, & Services 10 Ltr.Ro</i>	1250 For 1 Year 2400 For 2 Year
<i>Non-Comprehensive Including All Electric Parts, Visiting Charges, & Services 25 Ltr.Ro</i>	1650 For 1 Year 3200 For 2 Year
<i>Non-Comprehensive Including All Electric Parts, Visiting Charges, & Services 50 Ltr.Ro</i>	3200 For 1 Year
<i>Non-Comprehensive Including All Electric Parts, Visiting Charges, & Services 100 Ltr.Ro</i>	5500 For 1 Year

RO WATER PURIFIER – ANNUAL MAINTENANCE CONTRACT (AMC)

Terms & Conditions – 1 Year & 2 Year Plans

Service Provider: Souneeds

Service Type: RO Water Purifier Annual Maintenance Contract (AMC)

1. AMC Duration

- 1 Year AMC: Valid for 12 months from the date of AMC activation.
- 2 Year AMC: Valid for 24 months from the date of AMC activation.
- The AMC validity period will be mentioned on the customer invoice/service agreement.

2. AMC Services Included

The AMC covers routine maintenance and servicing of the RO water purifier, including:

- Preventive maintenance and general servicing.
- Inspection of RO purifier components.
- Cleaning and servicing of the RO system.
- Checking water flow, leakage and purification performance.
- Checking electrical connections and working condition.
- RO membrane, filters and other consumables will be covered only if specifically mentioned in the selected AMC plan.
- Labour charges for covered services are included during the AMC period.

3. Replacement of Electrical Parts & Filter Set

- Electrical parts and filter sets specifically covered under the AMC will be replaced **up to a maximum of 3 times during the 2-year AMC period**, subject to inspection and approval by Souneeds.
- After the **third replacement** of any covered electrical part or filter set during the 2-year AMC, any further replacement of the same or other covered part/filter set will be **chargeable separately to the customer**.
- The applicable charges for additional parts/replacements will be as per the prevailing Souneeds service rates.
- Replacement will be made only when the part/filter is found defective, damaged, or due for replacement as determined by the Souneeds technician.

- Any upgraded, modified, or additional component requested by the customer will be chargeable separately.
- Genuine or compatible parts may be used depending on availability and the RO purifier model.

4. Consumables

Unless specifically included in the AMC package, the following items may be chargeable separately:

- RO Membrane
- Sediment Filter
- Pre-Carbon Filter
- Post-Carbon Filter
- Inline Filters
- UV/UF components
- Alkaline/Mineral cartridge
- Pumps
- SMPS/Power Supply
- Solenoid Valve
- Flow Restrictor
- Pipes and fittings
- TDS Controller
- Storage Tank
- Faucet/Tap
- Any other spare or consumable component

5. Leakage & External Plumbing

- Leakage from internal RO pipes/fittings will be checked during service.
- Leakage from the customer's external plumbing, water supply line, drainage line or household pipeline is not covered under the AMC.
- Any additional pipe, fitting, installation or plumbing work required will be charged separately.

6. Installation & Relocation

- AMC does not include shifting, relocation or reinstallation of the RO purifier unless specifically mentioned.
- Installation at a new location will be chargeable separately.
- Any civil, plumbing, electrical or drilling work will be charged separately.

7. Service Visits

- Service visits will be provided during the AMC validity period as per the selected AMC plan.
- Customers should provide reasonable access to the RO purifier for inspection and servicing.
- Service appointments are subject to technician availability and service-area coverage.

8. Customer Responsibility

The customer is responsible for:

- Providing proper electricity and water supply.
- Ensuring suitable water pressure and inlet conditions.
- Using the RO purifier according to the manufacturer's instructions.
- Informing Souneeds about any malfunction, leakage or unusual operation.
- Not allowing unauthorized persons to repair or modify the RO purifier during the AMC period.

9. Exclusions

AMC does not cover damage or malfunction caused by:

- Physical damage or accidental damage.
- Fire, flood, lightning, natural disaster or other force-majeure events.
- Voltage fluctuations, electrical short circuits or power surges.
- Pest/rodent/insect damage.
- Improper installation or unauthorized repair.
- Misuse, negligence or alteration of the RO purifier.
- Poor-quality or contaminated water supply beyond normal operating conditions.
- Damage caused during shifting or transportation.
- Commercial/industrial use unless specifically agreed in writing.

10. Warranty on Service/Parts

- Service warranty, if applicable, will be provided according to the specific service/part warranty stated on the invoice.
- Replacement parts may carry a separate manufacturer's warranty.
- AMC does not automatically extend the original manufacturer's warranty of the RO purifier.

11. Payment

- AMC charges must be paid in full before activation unless otherwise agreed in writing.
- Additional charges for non-covered parts, labour or services must be paid by the customer.
- Once the AMC service has commenced, cancellation/refund will be subject to Souneeds' refund policy.

12. AMC Transfer

- The AMC is applicable to the registered RO purifier and customer/location mentioned on the invoice.
- AMC cannot be transferred to another RO purifier without prior approval from **Souneeds**.
- If the customer changes address, service availability at the new location will depend on **Souneeds**' service coverage.

13. Expiry of AMC

After the AMC expiry date:

- Souneeds will have no obligation to provide AMC services unless the contract is renewed.
- All service visits, parts and labour will be chargeable as per the applicable rates.
- The customer may renew the AMC subject to the prevailing AMC price and terms.

14. AMC Renewal

- Customers may renew the AMC before or after expiry.
- Renewal charges may differ from the original AMC price.
- Any pending repair or replacement identified before renewal may be charged separately.

15. Service & Parts Availability

Service and replacement parts are subject to availability. If a particular component is discontinued or unavailable, Souneeds may offer a compatible alternative, subject to customer approval and applicable charges.

16. No Guarantee of Water Quality

Souneeds will service the RO purifier to the best of its ability. However, the final water quality may depend on the source-water quality, TDS, pressure, contamination level, electrical supply and condition of the purifier.

17. Force Majeure

Souneeds shall not be responsible for delays or inability to provide service caused by circumstances beyond its reasonable control, including natural disasters, strikes, government restrictions, transportation disruptions or other unforeseen events.

18. Agreement Acceptance

Payment for the AMC or use of AMC services shall be considered acceptance of these Terms & Conditions.

For 1-Year AMC: Valid for 12 months.

For 2-Year AMC: Valid for 24 months.

Service Provider: Souneeds

Customer: As mentioned on the AMC invoice

AMC Start Date: As mentioned on the invoice

AMC Expiry Date: As mentioned on the invoice

1. RESPONSE TIME

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

2. CLIENT RESPONSIBILITIES

- Provide proper power supply
 - Ensure equipment safety
 - Allow access to service personnel
 - Make timely payments
3. The Client confirms that all equipment covered under this AMC shall be in proper and functional working condition prior to the commencement of the contract. Any repairs or rectification required before the start of the AMC shall be chargeable separately.

4. TERMINATION

Either party may terminate this contract with 30 days' written notice. No refund will be made for unused period unless mutually agreed.

5. GOVERNING LAW

This agreement shall be governed by the laws of India and subject to jurisdiction of Delhi court

6. CONTRACT PERIOD

This AMC shall be valid for a period of **12 months**

7. AMC Payment Terms & Conditions

- **AMC Duration**
The AMC agreement is valid for a period of 12 months from the date of activation.
- **Payment Terms**
- 100% advance payment before AMC activation.
- **Service Coverage**
AMC includes regular maintenance visits and basic servicing as agreed.
Spare parts and major repairs will be charged separately unless mentioned in the agreement.
- **Payment Mode**
Payment can be made via Bank Transfer / UPI / Cheque in favor of **Souneeds**.
- **Late Payment**
A late fee of 2% per month may be charged on overdue payments.
- **Cancellation Policy**
AMC amount is non-refundable once the service period has started.
- **Service Response Time**
Service requests will be attended within 24–48 working hours.
- **Taxes**
GST and other applicable taxes will be charged extra as per government rules.

Agreement Renewal

AMC renewal reminder will be shared 15 days before expiry

Note

1. Service Terms & Conditions

The booking amount collected at the time-of-service request shall be considered as a visitation/inspection charge. The inspection charge shall be valid for 24 hours only from the time of visit.

If the Client confirms the installation work within 24 hours, the said amount shall be adjusted against the final installation invoice. In case the Client does not proceed with the installation within the validity period, the visitation/inspection fee shall be non-refundable.

2. Spare Parts & Cartage Charges

*In the event that spare parts are required during servicing or installation, the same shall be arranged from the local market by the Service Provider/technician. The cost of spare parts, along with applicable cartage, transportation, or handling charges, shall be borne by the Client and will be added to the final invoice. **Warranty duration** will be mentioned on the **bill or service receipt** by the **company or technician** after the work is completed.*

3. Transparency of Charges

The Service Provider assures that there are no hidden or undisclosed charges. All costs, including service charges, spare parts, cartage, taxes, or any additional fees, shall be informed to and approved by the Client prior to execution of the work.

4. Warranty Terms

The warranty period applicable to any repair, servicing, or replaced spare parts shall be specified in writing on the official invoice or service receipt issued upon completion of the work. Warranty shall be valid only as per the duration mentioned in the document and subject to standard usage conditions.

Please Note



If spare parts are needed, the Technician will source them from the local market



Our Installation process

1. Inspection

*We will check the space
where you want to install the Appliances*

2. Installation

We will install the appliances with care

3. Cleanup

We will clean the area once work is done



Our Repairing s Services Process

1. Inspection s quote

We inspect the appliance & share a repair quote for approval

2. Approval or expert review

Repair begins after your approval, if you are unsure, you can call our expert

3. Service, Repair s spare parts

If necessary, we will provide spare parts at fixed rates during the repair & service.

4. Warranty activation

*Your appliance will automatically come under warranty Period after the repair
Given by Technician/Company on time of billing*



Souneeds Promise



Up to 10 to 3c5 days warranty on different product & services



Fixed Rate Card



On Call Repair Quote Verification



Up to 3000 Damage Cover



*Surprise Checking/Feedback at the time or after the work by **Senior technicians***

Our Top Technicians



*Background Verified by **Souneeds***



*Trained across all major brands by
Souneeds Experianesd Techinitions*

What we'll need from you

1. *Buckets*
2. *Plug Point*
3. *Ladder / Stool*
4. *Clean Cloth*