



**PRATHEEK**  
ELEVATORS PVT. LTD

SYMBOL OF TRUST - **MADE IN INDIA**  
ISO 9001:2008 Certified Company

# SERVICE RE-DEFINED

## AMC AT IT'S BEST



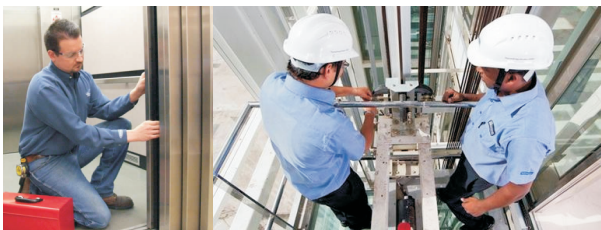
[www.pratheekelevators.com](http://www.pratheekelevators.com)

**ABOUT US:** We wish to introduce ourselves as one among the pioneer builders in the field of construction industry, having a long and outstanding rapport to our caliber for having been satisfactorily completed several projects to our esteemed clients with our vast and varied knowledge in the field, with a back up of decade's experience. The portfolio of projects developed by us is diverse in style and scope attracting considerable interest not only from end consumers but also from many investors. We are also proud to launch our own brand of ELEVATORS, as we are taking a giant step in manufacturing and commissioning of ELEVATORS all over India.

**OUR VALUES:** Passionate about flawless execution and on time delivery Strive to meet budget and deadlines regardless of adversities Embrace creativity and take on changes positively Caters to the customers a cutting edge technology at affordable pricing Characterizing ourselves by three strengths reliability, stability and Safety

**OUR MISSION & OUR MOTTO:** We at PRATHEEK ELEVATORS strive to maintain our principles of integrity, honesty and quality at all time. We are all set for stupendous growth in the coming years. Our effort brings prosperity to our business associates and our customers.

**QUALITY POLICY:** PRATHEEK ELEVATORS quality policy is to achieve complete customer satisfaction by fulfilling their needs through technically excellent and cost effective product to become a leading, highly valued organization committed to high standards of excellence.



**OUR AIM:** We at Pratheek Elevators always believe in the best buy policy and our aim is to extend our service at a very affordable pricing we along strive in providing spares and services at affordable price and extend of AMC services pan india with our dedicated service agenda and with technology of elevators we take maintenance service as one of the priorities. Servicing our clients with maintenance according to Pratheek Elevators standard is our mission. The proper maintenance supports product safety, utilization, and also lengthen the product life. Our technicians and service engineers are highly trained and full of experience. The problem occurs on client's site will be thoroughly investigated and promptly resolved.

**QUALITY AND MAINTENANCE STANDARD:** We at Pratheek Elevators consider periodic & systematic maintenance / service of any elevator/ escalator is a primary requirement to maintain a safe serve & reliable usage and we at all times adopt international standards in our maintenance procedure our technician & service engineer are highly trained and full of experienced to resolve the issues with minimum lapse time.

**TRAINING:** It is mandatory that all new technicians need to go through Pratheek Elevators training both theoretically and practically for a year before being put on the job. This process is vital in order to train and make sure our personnel are professional. You can rest assured that our technicians are safety-oriented with service attitude. We encourage our employees to grow and develop their skills.

**SPECIAL EQUIPMENT:** We have special equipments to analyze the problem occurs with the product i.e. maintenance computer, vibration etc. The equipments support direct, efficient, and prompt problem solving.

**SPARE PARTS:** To support the continuous growth and our position as the leader in the vertical transportation industry, the availability of spare parts are one of the most crucial issue. Our spacious warehouse can store a tremendous amount of spare parts. The warehouse operation is available for dispatch spare parts to client anytime everyday. We make anything possible in order to serve you best.

## SERVICE CONTRACT & DETAILED PLAN

### TYPES OF SERVICE CONTRACT

The AMC contract covers the PRATHEEK ELEVATORS Standard maintenance according to the maintenance schedule.

This includes cleaning, adjusting, oiling.

Spares will be charged at actual.

#### PLATINUM PLAN

Routine AMC with  
**12 Service & 24  
Breakdowns** per annum

**37,760/-**

(includes applicable GST)

#### GOLD PLAN

Routine AMC with  
**6 Service & 15  
Breakdowns** per annum

**27,730/-**

(includes applicable GST)

#### SILVER PLAN

Routine AMC with  
**6 Service & 9  
Breakdowns** per annum

**24,190/-**

(includes applicable GST)

The above AMC Plans are applicable upto 6 Floors of the building only

Stage 1: Additional upto 4 floors shall be charged Rs. 2000/- per floor

Stage 2: Any floor higher than 10 floors in total shall be charged  
Rs. 4000/- per floor



## AMC [ANNUAL MAINTENANCE CONTRACT]

### PERIODIC MONTHLY FITNESS REPORT

Being a service oriented Company, PRATHEEK ELEVATORS understands the importance of durability of product we are delivering. Hence, We are having a regular fitness Check-up and analysis report delivered to our clients.

### EFFICIENT/EFFECTIVE SERVICE

We are responsible for the quick call response to our customers. We are here to help you in any technical services on just a call.

### SWIFT RESPONSE

We are happy to help you on any service calls raised by the clients either through call or mail. You can be in touch with Us on Customer Care number provided.

### EMERGENCY AND RESCUE SERVICE

We are having an effective and efficient service in case of emergency and also we are here to help you in rescue process.

### TYPES OF AMC

- Routine AMC
- Comprehensive AMC

### ADVANTAGES

- Improved safety
- Superior reliability
- Efficient operation
- Higher passenger comfort
- Reduced energy consumption
- Modern cabin design
- Enhancement of property value



**NOTE:**

1. Routine AMC shall include the service charges for periodic maintenance of elevators.
2. This AMC, being non-comprehensive in nature, does not cover the free replacement of any worn out or defective part in our Company's Scope. Instead, the client or customer shall be liable to bear any addition.
3. All cost that may arise due to repair or replacement of any components.
4. This AMC shall be renewed every year upon its expiry and charges shall apply as per prevailing rates at that period of time.
5. The payment mode shall either be through cheque or Online Transaction.

**SCHEDULE C: COMPANY'S OBLIGATION:**

1. The company shall use skilled technicians and maintain the elevators in efficient, reliable and safe operating condition.
2. The company shall examine the following at the time of Service :
  - a) The wire ropes shall be checked for its physical condition and strength.
  - b) All installed safety devices shall be checked for proper functioning.
  - c) The drive unit, brake lining, controller components, car and landing indications, car and counter weight guide shoes, car and landing doors, etc shall be checked for proper functioning
  - d) The Elevator shall be checked for accurate leveling and smooth jerk-less ride
  - e) Alignment of all key mechanical components and damping accessories as may be applicable shall be checked based on appropriateness.
3. The company shall ensure timely service of the elevator as per the committed schedule.
4. In the event of any repairs/replacements, the Company shall treat such events as high priority and shall take immediate steps in resolving such problems as early as possible in order to ensure that smooth functioning of the equipment is restored.
5. In the event of any major replacement, in which case the Company shall require a down time for procuring the component and replacing the same, the customer shall be given the necessary intimation and the formalities with regard to the same shall be completed after which the Company shall initiate the procurement process and do the needful at the earliest.
6. All the works shall be performed during regular working hours. Unless otherwise, specified or due to unavoidable circumstances if the maintenance works cannot be carried out on a particular day, it would be carried on next working day.
7. The company shall provide emergency services at an extra cost on holidays and after working hours depending upon the availability of its engineers or technicians as may be applicable.
8. The company shall not be liable for any loss or damage of any nature incurred on any equipment or allied elevator components due to any cause which may be either natural or man-made.
9. The company reserves the rights to suspend, call back service or discontinue service or any other work under this contract until all outstanding payment is cleared if any.
10. The company reserves the right to shut down the elevator at any time during the period of agreement, if in opinion of the company the elevator has become unsafe for use, due to normal wear and tear or improper usage or delay in replacement of spares. In the happening of such an event the customer or the client shall be intimated regarding the same prior to such an action.
11. The company shall not be responsible in the event of any accident or incident which shall arise due to inappropriate usage of the elevator.
12. Service calls / breakdown calls shall be attended within working hours of the Company Monday - Saturday (9.30 am to 6.00 pm).

**SCHEDULE D: CUSTOMER'S OBLIGATION**

1. The customer shall allow the company employees free, safe and unhindered access to the elevator machine room, elevator shaft and other allied areas etc as deemed appropriate. These areas should be free from danger of falling objects, unguarded electrical wire of tripping hazards etc.
2. In the interest of the safety of the equipments and its users, the customer shall not be permitted to repair, alter or replace any of the equipment/s, components by using the services of any third party agency or person. Components shall be replaced by the customer only by using the services of the elevator company or any of its authorized personnel as may be intimated to the Customer prior to the task being performed at Site.
3. The customer shall provide a safe access (in the form of a permanent rigidly fixed ladder) to the machine room with adequate lighting, cooling or ventilation, moisture control and a strong lock with key as per standard.
4. The customer shall not insist the company to permit usage of elevator when any maintenance activity is in progress.
5. The elevator machine room and pit area provided by the customer shall be free from water logging, stored materials and debris.
6. The customer shall return to the company all the dismantled or old materials against any repairs or replacements carried out by the company.
7. The Customer shall be bound by the payment of Commercial Taxes as may be applicable from time to time on the mentioned price for the maintenance of the elevator.
8. The customer shall designate one or two persons to be trained for rescue training which shall be provided from our company in order to ensure smooth implementation of rescue procedures in case an emergency situation arises.

**SCHEDULE E: MISCELLANEOUS / ADDITIONAL TERMS**

1. The customer shall bear all the cost or expenses towards supply, removal or dismantling, repairs & replacements

of all the components necessitated by reason of normal wear and tear, negligence, water logging, misuse or any other cause including.

2. Oil and grease shall be supplied by the company for regular maintenance of elevator only. However, in case of replacement of gear oil or hydraulic oil as may be applicable from time to time, the same shall be provided by the Customer as it shall be considered as a replacement which shall be purely under Customer Scope.

3. The company shall inspect the elevator and a report of the same shall be provided to the Customer after signing up of the Annual Maintenance Contract. In case, it is noticed during the inspection that any item need repairs/ replacements the same will be carried out on execution of the AMC at customer's cost. However, in order to provide the customer with the best possible service of the components, the company may in its sole discretion, agree to maintain the elevator with the condition that the above mentioned components shall be replaced without fail within stipulated time at the customer's cost.

4. This agreement supersedes all prior agreement (or) understanding between the parties here to.

5. In the event of customer carrying out any repairs/maintenance work, by any other individual or agency during this contract period, The Company shall reserve the right to facilitate the immediate termination of the contract and shall not be held responsible for any consequential damages arising due to this act or allied acts.

6. Any disputes arising during the course of execution of this Contract shall be resolved in a competent Court of Law at Bangalore, with either parties possessing the freedom to employ competent legal authorities as may be required to carry out proceedings of any such nature.

7. Agreement validity is compulsory at any given point of time failing which the company shall have no responsibilities unconditionally in what so ever manner.



## OUR CLIENTS



Pratheek Structures | Chandu Builders & Developers | Mistry | JK Developers | Ramya Developers  
Tirumala Developers | JMD Builders & Developers | Maharaja Hotels (Swathi Hospitality)  
Tirumala Tech Park | Sraya Builders | JK Developers | Tejaswini Constructions | Tirumala Builders



**PRATHEEK**  
**ELEVATORS PVT. LTD**  
SYMBOL OF TRUST - MAKE IN INDIA  
ISO 9001:2008 Certified Company

Customer Care No

**99000 28145**

[sales@pratheekelevators.com](mailto:sales@pratheekelevators.com)

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