1. The Annual Maintenance Contract means Comprehensive Maintenance Contract which include the following: -

- AMC include the round the year services & attending complaints.
- Immediate attendance of breakdown, if any.
- Refrigerant gas charging, if necessary
- Following spare parts shall be replaced/repaired, free of cost in case of any breakdown during the contract period:
  - Compressor
  - Fan Motor
  - PCB
  - Magnetic Switch
  - Transformer
  - Condenser & Evaporator Coils
  - Remote Control Handset
  - Stabilizers, Etc.

2. In addition to, the following Valuable Services are likely to be provided by the firm:

- Immediate response at short notice.
- Annual 4 services on quarterly basis for the window/split A/c according to the site visit and AMC & CMC contract.
- If A/C is not in the working condition, they will do repair work and undertake it in CMC contract.
- They will also undertake air conditioner removal and installation activity.

2.1. They will provide A/C & Stabilizer Repair & Maintenance Service. The services are rendered by a team of service engineers who are quite well versed with all types of air conditioners and stabilizers. They ensure that the services delivered are flawless and meet the satisfaction levels of the users/clients. Additionally, they will deliver these services at most competitive prices.

2.1.1. Total no. of Air conditioners (split/Window) which have been entered into contract for the year 2019-20.

2.1.2. The ACs (Split/Window) which are at present under warranty and will be required to be entered as soon as they will come out of warranty during the running contract.

2.1.3. The Care Taker will verify necessary bill raised by the firm accordingly. The payment of AMC to the firm will be made out of the head 'Maintenance & Equipment 2019-20.

3. Others Terms & Conditions:

3.1. Complaint shall be attended within 2 hours.
3.2. Firm is registered in the Central Purchase Office
3.3. Gas and gas refilling charges are inclusive.
3.4. Quarterly payment will be paid at the time of signing of contract.
3.5. At the time of contract all the Air conditioners must be in working condition.

4. That the contract shall be valid for one year from 20.05.2019 to 19.05.2020 and the payment will be made out of the head “Maintenance & Equipment 2019-20.”

5. In the event of termination of this agreement due to any reason whatsoever as mentioned in this agreement, the firm shall clear all pending repairs/replacement work (if any) within 7 days of such termination having come into effect.

6. In this category of maintenance contract, the engineer/s of the firm shall visit the organization once every month during the contract period to carry preventive maintenance. In addition to this, they will also entertain every complaint during contract period.

7. Jurisdiction: This contract shall be deemed to have been concluded at Aligarh where it has been signed on behalf of M/s __________ and all obligations shall be deemed to be located at Aligarh and the Court at Aligarh have Jurisdiction to the exclusive of all other courts.

8. Arbitration clause: In the event of any dispute, differences and questions arising out of touching upon or concerning this AMC or the execution of work herein specified the same shall referred to the sole arbitration i.e. the Vice-Chancellor, Aligarh Muslim University or his nominee; the decision of the arbitrator shall binding on Client and no suit lie in any civil court in respect of matter decided by him and the provision of Arbitrator Act shall apply to the same and Aligarh shall alone shall have the jurisdiction in this matter.