

kirloskar care



A Unique, Customised Service Package for Genset Customers

For **KIRLOSKAR**, CARE is important. Care for our customers. Care for you.

That's why, **KIRLOSKAR CARE** reaches you wherever you are - through a service network spanning over 430+ locations, across India. You are assured of best service from **KIRLOSKAR**-trained engineers and super performance of genuine **KIRLOSKAR CARE** spare parts and consumables at competitive prices.

With this commitment to CARE, we introduce our cost-efficient and unique service offering, Bandhan - an annual service package specifically designed for KIRLOSKAR Green Genset customers.

Salient Features of Bandhan

- Reliable network: 430+ service locations, 4000+ **KIRLOSKAR CARE**-trained engineers.
- Purchase directly from **KIRLOSKAR CARE** at published price. Services through **KIRLOSKAR CARE** authorised channels.
- Affordable and genuine **KIRLOSKAR CARE** spare parts.
- Flexible preventive maintenance plan to suit the running pattern of your Genset.
- Peace of mind against emergency requirements, in addition to preventive maintenance as per schedule.
- 24x7 single point of contact help desk.
- Pro-active management of service schedules through Centralized Customer Relationship Management System.



Scope of Bandhan:

- Three tenure packages: 1 Year, 3 Years and 5 Years.
- Applicable for entire range of KIRLOSKAR Green Gensets.
- Unlimited Breakdown complaints, includes Labour Charges for all major and minor repairs, including overhauls.
- Preventive maintenance visits are recommended as per Genset running pattern below:

Running Hours in a year	No. of preventive Maintenance visits per year **
500 Hrs. and Below	4
500 Hrs. to 1000 Hrs.	6
1000 Hrs. and Above	12

** Customer may choose more number of preventive maintenance visits based on the criticality of the application and power dependability on Genset, irrespective of the running pattern

Exclusion

- Cost of consumables and parts required for preventive or breakdown visits. Customer needs to purchase the same from nearest **KIRLOSKAR CARE** authorised service dealer.
- Charges of external agencies - required for any external job works like FIP repairing, Starter- Alternator repairing, Machining required for any part of Genset, etc.
- To and fro charges of material handling.

How to avail Bandhan:

- Visit www.koelcare.com/bandhan/calculator or contact **KIRLOSKAR** Helpdesk @8806334433.
- Select a location of your Genset, KVA rating, service package based on running hours and desired tenure.
- Provide Engine Sr. No. and get quotation via email.
- Complete KYC details and go ahead with online purchase with payment to **Kirloskar Oil Engines Limited**.



KIRLOSKAR OIL ENGINES LIMITED

A Kirloskar Group Company

KIRLOSKAR CARE - Authorised Service Brand for
KIRLOSKAR Green Gensets and Kirloskar Engines

For any service support, contact KIRLOSKAR Helpdesk @ 8806334433 |
SMS KIRLOSKAR CARE to 56161 | koel.helpdesk@kirloskar.com

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