



Eastern Offers Three Levels of Annual Service Contracts :

A. The Standard Service Contract :

- Visit of one mechanical and / or electronic engineer twice a year for three days inclusive of train/flight tickets
- Inspection of all equipment sourced thru' Eastern by our mechanical and / or electronic engineers as applicable, listing of spares required and forwarding to manufacturer
- Reporting to manufacturer and planning visit of their technician if warranted and subject to fees being mutually agreed between the customer and the manufacturer
- On-site repairs of minor problems
- Off-site repairs of electronic items if necessary, exclusive of cost of parts replaced which are billed at actuals
- Visit will take place within 72 hours of receiving request on best effort basis

B. The Elite Service Contract :

- All benefits of the Standard Service Contract as listed above
- Annual 3 day training programme conducted on site by our Customer Service Head and covering operation and maintenance
- Follow up with manufacturer for services if any required thereafter
- Single Visit of either or both mechanical and electronic engineers once parts from manufacturer are received. Only lodging and pocket money to be paid. Flight/train tickets for this visit are at our cost.
- If visit as noted above doesn't take place, it will be credited to the successive year's contract . Date of visit will however have to be planned in advance

C. The Customised Service Contract :

- Combination of any or all the above benefits and any others specific to the requirements of the customer
- Stocking of Essential Spares valued upto Rs. 25000/- required by the customer at short notice. Spares List to be decided in consultation with Manufacturer and Customer

Please email our After Sales Support Division in Mumbai (mumbai@eastern-engineering.com) to know more on how we can participate in optimizing the performance of equipment sourced thru' us.