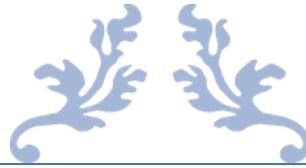


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SERVICE LEVEL AGREEMENT



Service Level Agreements



Prepared By	Checked By	Approved By
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1. Purpose

The purpose of an SLA is to define specific measurable metrics that GTIPL must meet and to establish the responsibilities of both GTIPL & Client in the provision of services.

2. Scope

SLA is applicable for following products and service provided by GTIPL to client

Products	Servo Voltage Stabilizer / UPS/ Inverter/ APC/ AWLC/ AVS / LT Panels/ Motor Starter / APFC Panel / Solar DB's/ Earthing Electrode / Lightning Arrester
Services	Repair, Maintenance of Products supplied by GTIPL

3. Definitions and Abbreviations

3.1 Definition

Definition	Description
SLA	Service Level Agreement (SLA) is a contractual agreement between a GTIPL and customer that outlines the level of service that GTIPL is expected to deliver.
Repair	Action on a non-conforming product or service to make it acceptable for the intended use(see ISO 9000:2016)
Rework	Action on a non-conforming product or service to make it conform to the requirements (seeISO 9000:2016)
Replacement	Changing the affected components by new one and return the faulty components back to GTIPL
New Supply	Product that are produced newly, tested and certified by GTIPL
Warranty	Repair, replace of the product against manufacturing defects for the period mentioned in the P.O / Invoice subjected to Installation & Maintenance of GTIPL product as per User Manual (or) Guidelines
Arbitrators	Arbitrators are individuals chosen by GTIPL or appointed through an arbitration organization. They are typically experts in the relevant legal or technical fields related to the dispute. The number of arbitrators can vary, but most commonly, there is a single arbitrator or a panel of three arbitrators.
CAMC	Comprehensive Annual Maintenance Contract which covers Major components (as per Cl.no-7.4) for repair / replacement in the event of failure during AMC period with free service
N-CAMC	Non-Comprehensive Annual Maintenance Contract which covers frequent failure consumables (as per Cl.no-7.4) for repair / replacement in the event of failure during AMC period with free service
Installation	Physical fitment / installation of product as per User Manual
Commissioning	Configuration / settings in order to energize or operational of products

3.2 Abbreviations

Abbreviations	Description
SLA	Service Level Agreement
GTIPL	GEESYS Technologies India Pvt Ltd
C	Client / Customer
AVS	Automatic Voltage Stabilizer
APC	Automatic Phase Changeover
APFC	Automatic Power Factor Correction
AWLC	Automatic Water Level Controller

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UPS	Uninterrupted Power Supply
LT	Low Tension / Voltage (Up to 800 VAC)
DB	Distribution Board
AMC	Annual Maintenance Contract
CAMC	Comprehensive AMC
N-CAMC	Non-Comprehensive AMC
P. O	Purchase Order
SPD	Surge Protection Device
BBT	Series Transformer (Buck Boost Transformer)
RC	Resistance Capacitor Network
MD	Managing Director
OEM	Original Equipment Manufacturer

4. References

GT-SRD-AG-002

AMC CONTRACT

GBXXX/FFFF

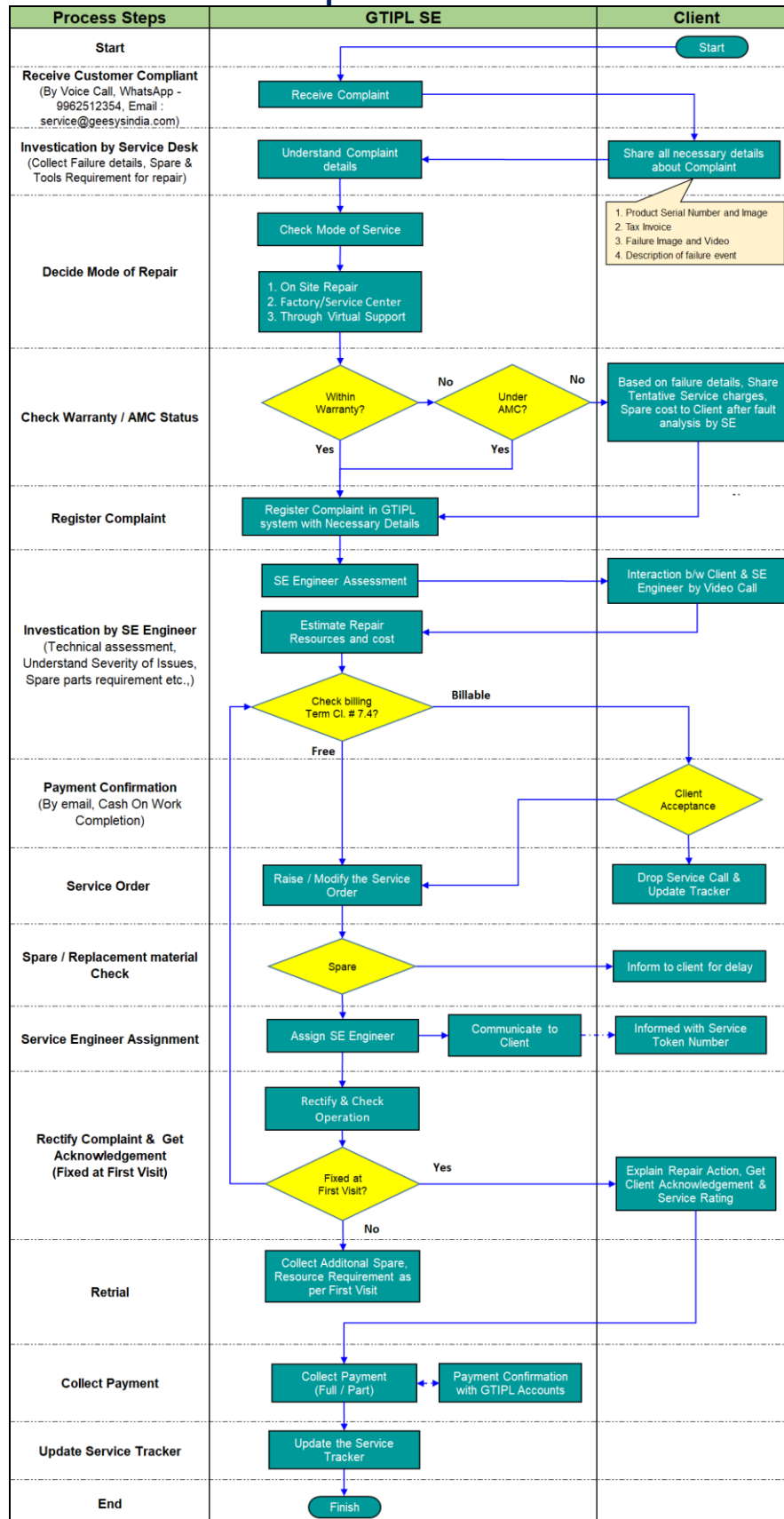
INVOICE

SOXXX/FFFF

SALE ORDER



5. Process for "Customer Service Complaint and Its Resolution"



6. Responsibilities

Roles	Who	Responsibility
Supplier / Service Provider	GTIPL	Manufacturer and Service provider of products as per above scope in this document
Buyer	C	Party who is purchasing the product (or) Availing service from GTIPL
Detector / Reporter	C	Client who is communicating the queries related to product after supply (or) who communicates service complaint to GTIPL service team with all necessary details
Service Co-ordinator	GTIPL	Who is responsible for (i) Receiving Customer complaint through Telephone, WhatsApp, email etc., and register into GTIPL system. (ii) Gather information related to complaint related to product and service (iii) Assign service engineer to client premises based on information from client
Service Engineer	GTIPL	Engineer who is responsible (i) Visiting client site for Troubleshooting, Repair and resolve the customer complaints. (ii) Complete Service Report & get sign off from client (iii) Virtual support to find resolutions
Service Manager	GTIPL	Who is responsible for overall service business and on time resolution to client

7. Service Level Agreement After Sale

7.1 Response Time

GEESYS commits to resolving issues within the following timeframes:

Severity Level	Description	Target Response
1 (Critical)	System Down / Complete failure / Frequent Down/ Burning, Complaint from Hospital & Schools	within 6 hours
2 (Major)	Potential for performance impact	within 8 hours
3 (Minor)	End user impact initiated (Starting Point), Issue addressed but potentially impactful in the future	within 24 hours.
4 (Informational)	Inquiry about service complaint / Lack of technical awareness of client / GTIPL Guidelines required	within 24 hours. (Virtual support)

7.2 Service Availability

GEESYS agrees to respond to service requests based on priority levels:

N ^o	Service Metrics	Within Chennai	Other State
1	On Site Support	9:00 A.M. to 6:00 P.M, Monday to Saturday (09 HRS)	9:00 A.M. to 6:00 P.M, Monday to Friday (09 HRS)
2	Phone Support		
3	Email Support		

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7.3 Warranty Period

GEESYS provides warranty and support for its electrical products for as per below table under this agreement. After the warranty period, extended support services may be provided under a separate contract or service agreement.

Product	Product Warranty	Service Warranty
Solar DB	1 Year	2 Years
Solar Pump Controller	1 Year	-
Servo Stabilizer	1 Year	-
UPS	1 Year	-
Inverter	1 Year	-
APC	1 Year	-
AVS	1 Year	2 years
EB Metering Panel	1 Year	-
AWLC	1 Year	1 year
APFC Panel	1 Year	-
Earthing Materials (Electrode / Compound)	1 Year	-
Lighting Arrester	1 Year	-
Panel Board / LT Panels	1 Year	-
Transformer	1 Year	-
Motor Starter	1 Year	-

and as per P. O / Invoice

7.4 Defect and Return Policy

7.4.1 Defective Products

In the event that a product is defective upon arrival, GEESYS agrees to:

- Provide a replacement or repair free of charge.
- Arrange for the return shipping of defective products, with no additional cost to the customer.
- Process replacement within **6 business days** of receiving the defective product.

7.4.2 Return Process

- The customer must notify GEESYS within **15 days** of discovering a defect.
- Products must be returned in their original packaging, along with all included components and documentation.
- GEESYS will provide a return authorization and coordinate the logistics of the return.

7.4.3 Return Penalties

If GEESYS delivers defective products or fails to meet quality standards:

- **First Instance:** GEESYS will repair or replace the product at no cost.
- **Repeated Defects:** If more than **5%** of the products in a batch are found defective, GEESYS will offer a **10% credit** on the total order value or an equivalent discount on future orders.

7.5 Billing Terms and Conditions of “After Sale Service / AMC”

Warranty Type	Cause of problem	Charges on Spare*	Mode of Service
Under Warranty	Customer problem	Billable	Free
Under Warranty	Product Defect	Free ¹	Free
Out of Warranty	Customer problem	Billable	Billable
Out of Warranty	Product Defect	Billable	Billable
C-AMC	Customer problem	Billable ²	Free
N-CAMC	Product Defect	Billable ³	Free

¹ Excluding components protection element Fuses link, SPD

² All components included in AMC are free of charges except BBT & Variac

³ excluding BBT, Variac, Contactor, SPD, Fuse, Circuit breaker, Gear wheel, RC, Motor, and Switches

*Charge – Component price excluding GST

Note: No Replacement for Burnt product. But if it is understood and agreed that failure/burnt happened due to assembly issues (Tightness, wrong connection, under capacity/rated RM used), company will provide failed component replacement during warranty period.

7.6 Installation & Commissioning Support

Products	Installation Support	Commissioning Support	Virtual Support (Email, Telephone, Whatsup)
Servo Voltage Stabilizer	X	√	\$
UPS / Inverter	X	X	\$
Auto Phase Changer	X	X	\$
AWLC	X	X	\$
AVS	X	X	\$
LT Panel Boards	X	X	\$
Transformer	X	X	\$
Motor Starter	X	X	\$
APFC Panel	X	√	\$
Solar DB's	X	X	\$
Solar Pump Controller	X	X	\$
Earthing Electrodes	X	X	\$
Lighting Electrodes	X	X	\$
Busduct	√	√	\$
Automation Panels	X	√	\$

√ - Yes; X – No and Installation to be done by client based on User Manual guidelines

\$ - GTIPL will extend virtual support only when client is not succeeds with help of User Manual guidelines

7.7 Type of Service Support

Products	Virtual Support (Email, Telephone, Whatsup)	Repair @ Factory / SC*	Replacement #	Onsite	OEM Support
Servo Voltage Stabilizer	√	√	X	√€	X
UPS / Inverter	√	√	√	X	NA
Auto Phase Changer	√	√	X	X	X
AWLC	√	√	√	X	NA
APC	√	√	√	X	NA
EB Metering panel	√	√	√	X	NA
AVS	√	√	√	X	NA
LT Panel Boards	√	√	NA	√€	√
Transformer	√	√	X	√€	NA
Motor Starter	√	√	√	X	X
APFC Panel	√	√	√	X	NA
Solar DB's	√	√	√	X	X
Solar Pump Controller	√	√	X	X	X
Earthing Electrodes	√	√	√	√€	NA
Lighting Electrodes	√	√	√	√€	NA

* Logistic cost of defective material sending from site to GTIPL (vice versa) shall be on client's scope

After repair, the faulty parts should be returned back to GTIPL

€ Boarding & Lodging for this site visit shall be chargeable

√ – Yes ; X – No ; NA - Not Applicable

7.8 Response & Lead Time for Repair

Time to fix the service issue is categorized based on territory as follows,

Territory	Definition
Tier-1 Circle (T1)	Only Chennai having distance 15km radius from city center. Where distance exceeds, will be considered as T2
Tier-2 Circle (T2)	Bangalore, Coimbatore, Hyderabad, Kochin, Trichy and Madurai having distance within 15km Radius from city center. Where distance exceeds, will be considered as T3
Tier-3 Circle (T3)	Municipal town / District head quatres having distance within 15km Radius from city center. Where distance exceeds, will be considered as T4
Tier-4 Circle (T4)	Rural / Other than T1, T2 & T3

Products	On Site Repair* / Repair @ Factory / Authorized Service Center				Virtual Support (Email, Telephone, Whatsup)
	T1 (days)	T2 (days)	T3 (days)	T4 (days)	T1 to T4
Servo Voltage Stabilizer	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
UPS / Inverter	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
Auto Phase Changer	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
AWLC	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week

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AVS	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
LT Panel Boards	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
Transformer	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
Motor Starter	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
APFC Panel	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
Solar DB's	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
Solar Pump Controller	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
Earthing Electrodes	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week
Lighting Electrodes	1-2	3-4	5-6	10-12	9 Hours x 6 Days/week

*Based on severity of the issue / Client request

7.9 Communication / Escalation Matrix

Nº	GTIPL Responsible	Role	Trigger When
1	Bhuvana +91-9962512354	Service Co-Ordinator	<ul style="list-style-type: none"> - Reporting of issues - Understand and decide mode/type of the service - Arrange for Service Engineer - Delay in Service / Repair - Misbehavior by Service Engineer - Service not satisfactory
2	Keerthivasan +91-9087112354	Service Engineer	<ul style="list-style-type: none"> - To know Type / Mode of service to be executed as per GTIPL process - Status of Service - Training / Awareness about product
3	Ramesh +91-9962312354	Manager - Operations	<ul style="list-style-type: none"> - Response of (I) & (II) not ok or unable to reach out
4	Bharatiraja +91-9710412354	MD	<ul style="list-style-type: none"> - Response of (I) , (II) & (III) not ok or unable to reach out

7.10 Penalties for Non-Compliance

In the event that GEESYS fails to meet the agreed-upon service levels, the following penalties will apply:

GEESYS is fails to provide service within above declared service timeline, customer can return the product and claim the refund of the paid cost for the product.

7.10.1 Conditions and Limitations of Penalties

If GEESYS fails to meet the agreed-upon service levels or quality standards, the following penalties will apply:

- **Quality Non-Compliance:** If products fail to meet agreed-upon quality standards (defect rate exceeds 1%), GEESYS will provide a **5% reduction** in the total cost of the order.
- **Late Delivery:** For each day beyond the committed delivery date, a **1% reduction** in product cost, capped at **10%**.
- **Failure to Resolve Warranty Claims:** If warranty claims are not resolved within the agreed timeframe, GEESYS will provide **free extended warranty** for an additional **6 months** for all affected products.

Cap on Penalties: The maximum penalty credit per month will not exceed 25% of the taxable value

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of product's purchase cost or 25% monthly service fee.

Penalties will not apply in cases where the failure is caused by factors beyond GEESYS's control, such as:

- Force majeure events (e.g., natural disasters, strikes).
- Customer negligence or misuse of the product.
- Third-party interference or external factors not related to the manufacturing or service provided by GEESYS.

7.11 Exclusions

This SLA does not cover:

- Damage caused by customer misuse or unauthorized alterations.
- Issues arising from external factors such as power surges or natural disasters.
- Products that are outside of the warranty period without a service contract.

7.12 Reporting and Communication

On Site / Service Centre Repairs: Upon completion of the service, Service engineer from GTIPL / authorized service centre submit the service report with all necessary details as per "GT-SRD-FR-001". Customer satisfaction level also requested in the same form.

Factory Service / Repair: GTIPL Quality will certify the repaired product and Service manager shall share the same to client. Customer satisfaction shall be requested by Service manager and to be documented as per "GT-SLD-FR-008.R00 _Customer Satisfaction Survey"

7.13 Terms and Conditions

- i. Any additional works to be carried out by GTIPL based on client request after office hours, then client shall pay additional manhour cost to GTIPL irrespective of Warranty terms.

7.14 Confidentiality

Neither Party will use, copy, adapt, alter or part with possession of any information of the other which is disclosed or otherwise comes into its possession under or in relation to this Agreement and which is of a confidential nature. This obligation will not apply to information which the recipient can prove was in its possession at the date it was received or obtained or which the recipient obtains from some other person with good legal title to it or which is in or comes into the public domain otherwise than through the default or negligence of the recipient or which is independently developed by or for the recipient.

7.15 Notices

Any notice which may be given by a Party under this Agreement shall be deemed to have been duly delivered if delivered by hand, registered post, facsimile transmission or electronic mail to the address of the other Party as specified in this Agreement or any other address notified in writing to the other Party. Subject to any applicable local law provisions to the contrary, any such communication shall be deemed to have been made to the other Party, if delivered by:

- Registered Post, 2 days from the date of posting.
- hand or by facsimile transmission, on the date of such delivery or transmission; and
- Electronic mail, when the Party sending such communication receives confirmation of such delivery by electronic mail.

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7.16 Termination

This agreement can be terminated by either party with 30 days' notice, subject to the following conditions:

- In the case of non-compliance or breach of contract by either party.
- If GEESYS fails to meet the agreed service levels for 12/year/product.

7.17 Monitoring and Reporting

- GEESYS will provide regular **performance reports** to the customer, including details on product quality, delivery timelines, and warranty claims.
- The performance reports will be submitted on a **quarterly** basis to review adherence to this SLA.

7.18 Review and Renewal

This SLA will be reviewed annually, with provisions for updates based on customer feedback and service improvements.

7.19 Governing Law and Jurisdiction

If a dispute arises between the Parties regarding the application, interpretation, enforceability, validity or performance of this Contract or matters arising therefrom or relating thereto, whether sounding in contract, tort, unfair competition, law, equity or any other legal form (a "Dispute"), then either Party may require that such Dispute be submitted to, and be determined exclusively by, Indian Council of Arbitration in accordance with its rules. The substantive law governing arbitration shall be the Arbitration and Conciliation Act, 1996, as amended.

The arbitral tribunal shall consist of three arbitrators, with each Party appointing its nominee arbitrator and both the arbitrators appointing the third and presiding arbitrator. The Language of the arbitration proceedings shall be in English. The venue of the arbitration shall be in Chennai, on a mutually agreeable basis.

It is expressly agreed herein that all the cost and expense of arbitration shall be borne equally by the Parties unless finally decided otherwise in the final arbitration award. Performance of the Contract shall continue during arbitration proceedings by the parties unless the arbitral tribunal grants a Party a relief of temporary suspension of performance under the Contract. In all events, the arbitral tribunal shall be free to award such costs as may be deemed fit by the arbitral tribunal

7.20 Miscellaneous

- The failure of either party to enforce its rights under this Agreement at any time for any period shall not be construed as a waiver of such rights.
- If any part, term or provision of this Agreement is held to be illegal or unenforceable neither the validity or enforceability of the remainder of this Agreement shall be affected.
- Neither Party shall assign or transfer all or any part of its rights under this Agreement without the consent of the other Party.
- This Agreement may not be amended for any other reason without the prior written agreement of both Parties.
- This Agreement constitutes the entire understanding between the Parties relating to the subject matter hereof unless any representation or warranty made about this Agreement was made fraudulently and, save as may be expressly referred to or referenced herein, supersedes all prior representations, writings, negotiations or understandings with respect hereto.
- Neither Party shall be liable for failure to perform or delay in performing any obligation under this Agreement if the failure or delay is caused by any circumstances beyond its reasonable control,



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including but not limited to acts of god, war, civil commotion or industrial dispute.

- If such delay or failure continues for at least 30 days, the Party not affected by such delay or failure shall be entitled to terminate this Agreement by notice in writing to the other.

Revision History:

Version	Date	Description of Change / Update
00	04-05-2022	Initial Release
01	25-09-2024	Amendment in Billing Terms and Conditions and added confidentiality, notices

