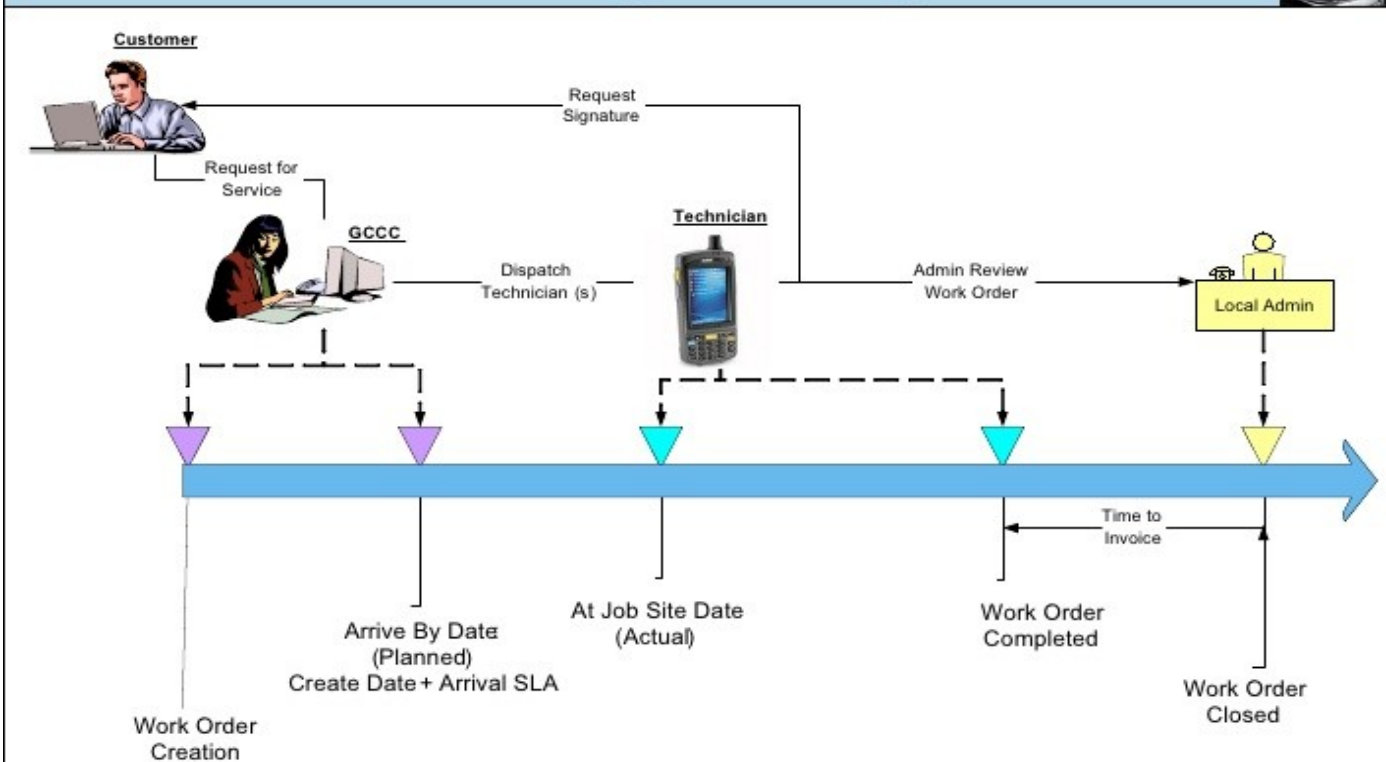


STANDARD OPERATING PROCEDURES (SOP) FOR AFTER SALE SERVICE OF EQUIPMENTS

Service Management System

after-sales service



A fool proof end to end network to be in touch with our customers

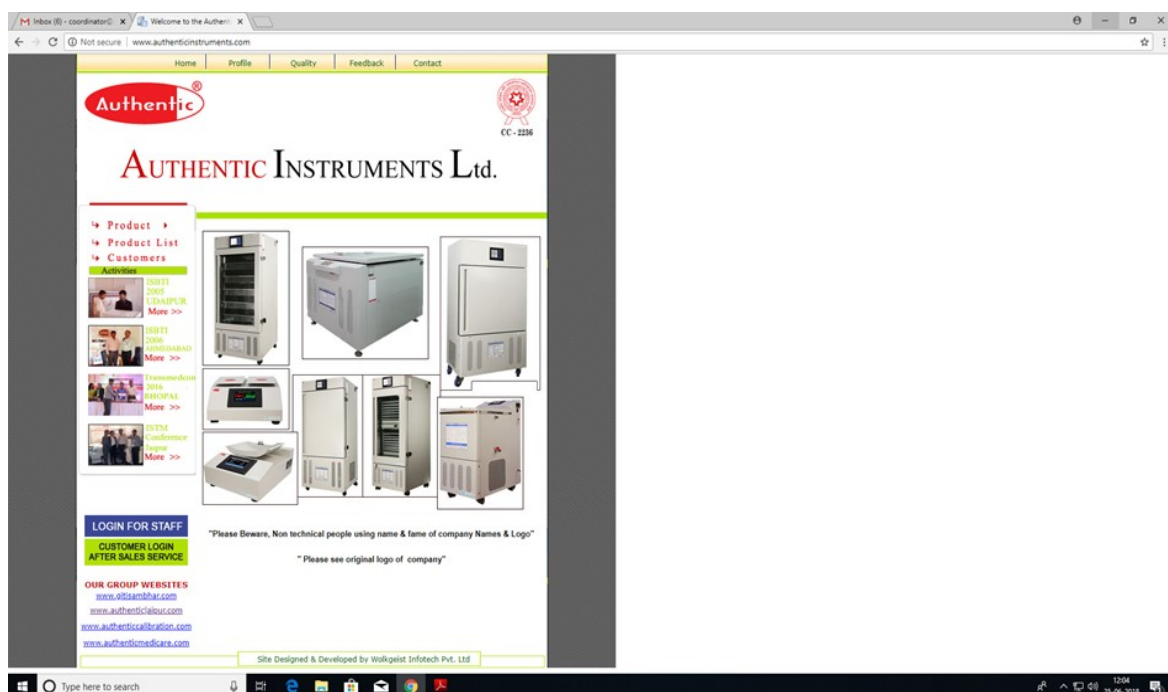
To serve you better.....

Authentic Instrument Industries Ltd.

(Formally known as Authentic Instrument & Automation Pvt. Ltd.)

Register online for service /complaint of equipment

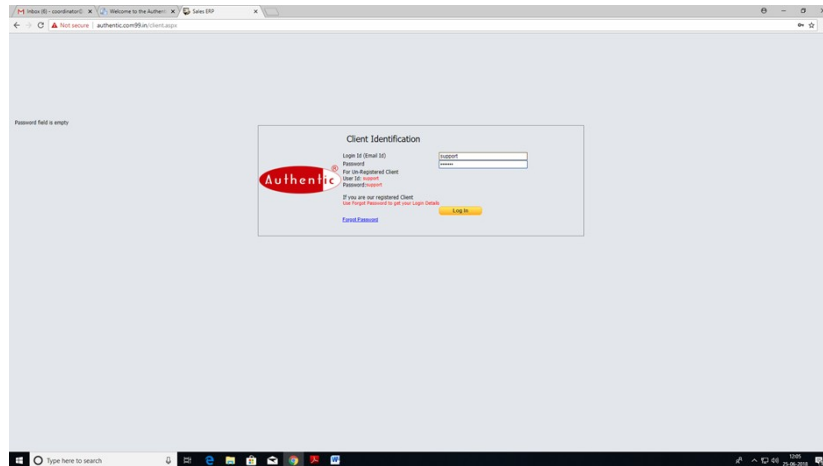
- Visit “www.authenticinstruments.com”.
- Click on “Customer Login After Sales Service” tab from the Left Pane.



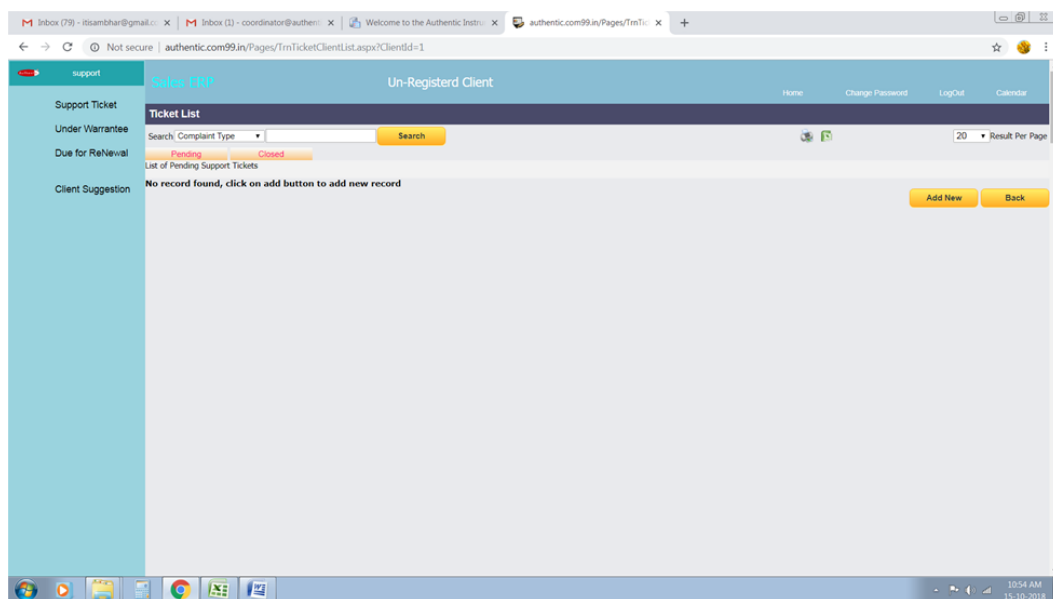
- If registered then Login with your credentials, if “unregistered client” use

Login ID : **support**

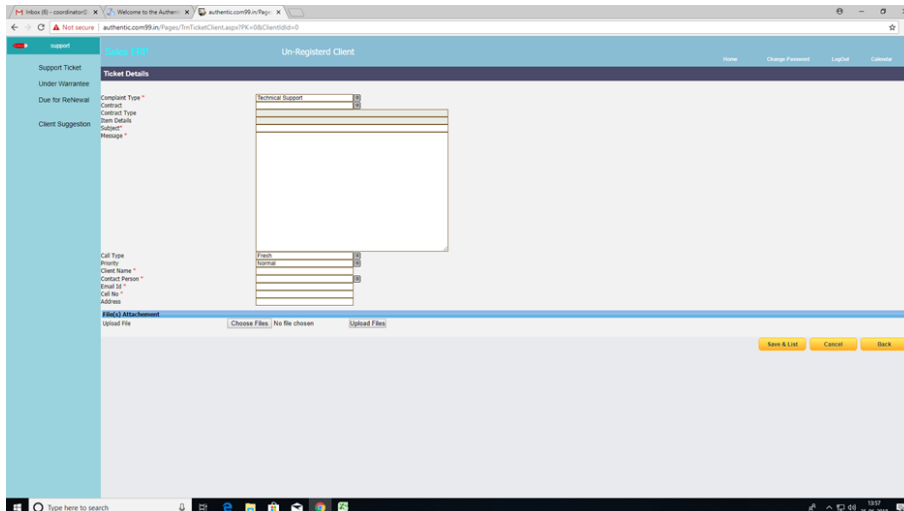
Password : **support**



Click on “Support Ticket” from Left Pane.



Click “Add New” to add new support ticket.



Fill the form and click “Save & List”.

1. After the customer presses “Save & List” a service ticket or complaint reference no will be generated
2. Once the complaint is received online at Authentic, a service engineer will call you regarding your complaint.
3. The process to resolve the complaint will be updated online for your future reference.
4. If the complaint is not resolved telephonically then a visit by the service engineer will be scheduled.

Service without AMC/CMC/ warranty

site service estimate offer approval by party

Payment by party

site visit by engineer

then give estimate for spares etc.

approval by party

Payment by party

time for planning on site service

update service register online/ manual

For Further Assistance Call or Whatsapp :

1st Stage : 9352454200

2nd Stage : 9694019100 / 9352454400

3rd Stage : 9314529100

Or Mail to : *service@authenticinstruments.com*

Service with AMC/CMC/ warranty

Essential components of AMC & CMC:

online verification

Name and address of both the parties

Details of the equipment under contract

Duration of contract

Nature of AMC (comprehensive or non-comprehensive)

Cost of the contract

Number of visits/breakdown calls by the service engineer

Payment terms

Penalty clause

Termination

Signature

Seal

site visit with all possible spares

Terms & Conditions for AMC/CMC/Warranty

- 1 Preventive maintenance will be done -twice a year
Equipment to be maintained as per CMC agreement for the period
- 2 stated therein.
Replacement of parts under the agreement shall not include the
- 3 consumables
Medical equipments will be accepted for CMC only if found in
- 4 proper working condition
The customer will give full access to equipments to provide mainte-
- 5 nance services
Availability of maintenance services will be confined to Authentic's
- 6 normal working hours. Except in exceptional cases
The customer will take care of the equipment and will house it in
- 7 suitable conditions and will follow operating instructions provided by
Authentic
The customer shall not directly or indirectly open, alter, try to tam-
- 8 per or act in any way which will affect the operations of the equip-
ment
Maintenance charges commences from the effective date and shall
- 9 be payable in advance for the said period
- 10 location visit charges will be on actuals
If customer uses consumables and accessories not approved by
- 11 Authentic then Authentic will not be responsible for any damage
caused to the equipment.



Authentic Instrument Industries Ltd.

(Formally known as Authentic Instrument & Automation Pvt. Ltd.)

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our Website