

POST SALES MAINTENANCE

In order to keep your building and the systems working flawlessly round the clock, we offer a whole range of solutions on Annual Maintenance Contract. Our preventive maintenance along with trained engineers ensures that your systems operate to their maximum potential and without any interruptions. This helps in saving the cost and hassle in the long run.

Polixel Security Systems provide turnkey solutions for all kinds of Electronic Security, Life Safety and Video Surveillance & safety needs of businesses across all verticals. We have our base in Europe and Asia. All of our products are manufactured in accordance with ISO 9001 standards and fully comply with the international standards like UL, FM, CE, and VDS as applicable. We are a Microsoft certified partner and all our software, firmware and hardware are designed and manufactured in-house.

Today, we are proud to have a strong and lasting association with our clients ranging from banks, corporate houses, residences and industries like hospitality, transportation, communication and aviation to name a few.

Polixel believes that quality improvement is a journey and we 'do it right the first time' and continue to do so every time.

Technical Expertise

Polixel Security Systems employ experts to engineer and design the most complex security and safety system with latest proven technologies, based on national/ international codes, namely NFPA, EN and NBC etc. The technical team is highly skilled and well trained to deliver security & safety solutions with excellence. The entire team works in an assembly line procedure guaranteeing timely execution of projects. Our in-house inventory stock further supports our commitment towards achieving timelines. Sharing of information among various group companies helps to draw the technical expertise from different parts of the world guaranteeing the best solutions.

Our service portfolio includes:

- ***Comprehensive Services***
- ***Non-comprehensive Services***
- ***Customized Services***
- ***Warranty Support***
- ***Manpower deputation***

	Comprehensive Services	Non-Comprehensive Services	Customized Services	Warranty Support	Manpower Deputation
Regular number of visits in a year	4	4	As agreed	2	NA
Breakdown call visits in a year	Unlimited	12 p.a. and chargeable after that	As agreed	Unlimited	NA
After working hour visits	Yes*	Yes*	Yes*	Yes*	NA
Availability of resources to attend to service request	Always	Yes*	Yes-Subject to availability	Yes*	NA
Service Charges during working hours (per day)	NA	INR 2500	As agreed	NA	NA
Service charges during non-working hours^ (per day)	NA	INR 3000	As agreed	NA	NA
Dedicated e-mail service request	Yes	Yes	No	Yes	Yes
Parts replacement	Included	Excluded	Excluded	Yes*	NA
Fire drill support	Yes (Half yearly)	Subject to availability	Chargeable	Subject to availability	Yes (Half yearly)
Quarterly Qualitative MIS	Included	Excluded	Excluded	Yes*	NA
Health, Safety and Environment (HSE) Audit	Chargeable	Chargeable	Chargeable	Chargeable	Chargeable
Customer Advocacy Program	Applicable	Applicable	Applicable	Applicable	Applicable

*Terms & Conditions apply

^No working on National Holidays

COMPREHENSIVE SERVICES

Comprehensive services, as the name suggests, ensures the overall maintenance of your systems by adopting a wholesome approach to service.

In this, we provide preventive maintenance visits by our engineers (4 visits annually) to ensure that the systems are running flawlessly and are serviced from time to time to nip the problems in the bud if any. In the remote case of any breakdown, there are unlimited numbers of breakdown call visits by our technicians. Moreover, the service logging process is simple with a dedicated e-mail service request option.

This contract provides cost benefits by reducing the downtime of the equipments and gives absolute peace of mind with 24 hours availability of resources to attend to requests without any additional service charges. Parts replacement is also included in the contract without any extra cost.

The comprehensive AMC includes quarterly reports by us on the overall health and working condition of the installed systems. We also ensure our presence support during the fire drills (Twice a year), safety audits (on chargeable basis) and representation in the customer advocacy programs.

Pricing

Available on request

NON COMPREHENSIVE SERVICES

The non comprehensive AMC includes 4 number of preventive maintenance visits annually by our engineers. It includes service logging using our dedicated e-mail service request option with 12 number of free breakdown visits by our technicians each year. Any service visits over and above this is charged at Rs 2500 per day during the working days and Rs 3000 per day during non working days / odd hours.

The customer advocacy support and the fire drill support are applicable depending on availability.

CUSTOMIZED SERVICES

We understand that one size may not fit all and for that we have included Customized AMC in our portfolio. In this contract, the number of preventive service visits and the number of breakdown call visits are set as per the needs of the customer. Any visits above these agreed numbers will be charged at a pre decided rate.

WARRANTY SUPPORT

The number of regular preventive maintenance visits is capped at 2 with unlimited number of free breakdown call visits in a year. There is a dedicated e-mail service request log in option available 24 hours*. Parts replacement and quarterly MIS report highlighting the health of the system are a part of this AMC. The presence at the safety audit is chargeable but the presence at any customer advocacy program is included in the quoted amount.

MANPOWER DEPUTATION

Manpower deputation involves the stationing of a technician on the client's premises. The technician will work for a normal 8.5 hour shift and will be with the client for the duration of the contract. The minimum duration for this contract is 6 months.

The contract also includes our support during the fire drills (half yearly) and presence on behalf of the client for any customer advocacy program.