

ENKAY

SERVICE & AMC

POLICY

INDEX

SERVICE

<u>SR.NO.</u>	<u>DESCRIPTION</u>
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AMC

<u>SR.NO.</u>	<u>DESCRIPTION</u>
1	AMC Scheme

Terms & Conditions of Warranty

Congratulations! You are now the proud owner of Enkay Key Telephone System / EnkayTelephone instrument brought to you by **Enkay Technologies (India) Pvt. Ltd.**

This equipment is warranted under normal usage against defects in workmanship and materials to the original purchaser for a period of 12 months from the date of installation or 15 months from date of delivery whichever is earlier.

1. This warranty is applicable for equipment purchased from and installed within India by Enkay Technologies (India) Pvt. Ltd. or their authorised dealers. Service will be provided by authorised dealers of EnkayTechnologies (India) Pvt. Ltd.
2. This warranty will cover parts, which in the assessment of Company's technical personnel have become defective due to defects in material or workmanship. The warranty does not cover replacement of plastic and metal parts. The warranty does not cover other accessories not supplied by Enkay.
3. During the period of warranty, authorised dealers will service the equipment free of charge. Replacement or repair of defective parts will be chargeable if fault is due to accident, misuse, negligence and willful damage on part of the customer.
4. This warranty is void if the product is damaged after delivery by an accident, natural calamities, mishandling and failure to follow operational instructions, repaired by unauthorized persons or improper safe keeping or any other acts of God.
5. Any parts replaced shall be of serviceable quality. All parts which have been removed shall become the property of Enkay Technologies (India) Pvt. Ltd. and it's authorised dealers/ engineers shall be entitled to remove and carry away such parts from customer's premises.
6. This warranty is void if following environmental conditions are not complied with:
 - a) Stable Power Supply
 - b) Proper Earthing
 - c) Line Protector Device should be used in areas where C/O line voltages are varying beyond normal specifications.
- 7 This warranty is void in case equipment is installed near places like photocopiers, water filters, water heaters, humidifiers, refrigerators, heat sources, ammonia fumes, dusty atmosphere, or in direct sunlight or with improper ventilation.
8. This warranty is void if the equipment is shifted from the original place of installation in the absence of company representatives or without their prior consent in writing. Enough space should be provided to allow easy access to the system.

9. The warranty is limited to replacement / repairs of defective electronic parts and shall not include any claim for any other damages, including but not limited to loss of profit or any incidental or consequential damages. The maximum liability in no case shall exceed the current suggested list price or actual price paid, regardless of the claim.

10. The attached warranty card with all required information i.e. customer name and address, date of installation, dealer's name, model and serial no. must be sent with seven days of installation to M/s. Enkay Technologies (India) Pvt. Ltd.

11. Upon expiry of this warranty period the servicing will be undertaken at the discretion of the company only as per company's then prevailing service contract charges.

12. This warranty is issued subject to the jurisdiction of civil court at Mumbai only.

13. The company reserves the right to make changes in design and specifications without notice and without any obligations to make such changes on equipment.

PRE INSTALLATION SITE SURVEY
INSTALLATION / REINSTALLATION

- **PARTY NAME** : _____
- **PARTY ADDRESS** : _____

- **CONTACT PERSON** : _____
- **TELEPHONE NOS.** : _____
- **E-MAIL** : _____
- **CABLING CONTRACTOR'S NAME & CONTACT DETAILS** : _____
- **ELECTRICIAN'S NAME & TELEPHONE NO.** : _____
- **SYSTEM** : **TX/ NICE/ NEC-M- (100/140)/
ASPILA/ TOPAZ** _____
- **MAIN EQUIPMENT SPACE DETAILS** : _____
- **ELECTRIC POINTS** : _____
- **MTNL/ SERVICE PROVIDERS LINES DETAILS** : _____
- **CABLING** : _____
WHETHER UNDERGROUND/OVERHEAD
CABLE TYPE : _____
OFC (SINGLE MODE/MULTIMODE) COPPER : _____

Date: _____

To the Officer in Charge,

PRE-SITE Requirements for installation of NEC system

The following are the pre requisites that have to be ensured by the customer before installation of Enkay system. *Your EPABX is a microprocessor based System. Please maintain the same in the environmental conditions as for any sophisticated computer system. This maximizes the system life.*

- Site should be free from humidity/moisture, away from caustic chemicals, vibrations, electro-magnetic radiation and high frequency equipment/antennas.
- Air-conditioning/Cooling and air circulation is available in EPABX Room.
- Ensure ample space is provided to mount and maintain the equipment. There should be a clearance of at least 3 feet between the top of the equipment and the ceiling.
- Proper Pit-Earthing (less than 1 Ohm.) with copper Bus-bar dedicated for communication equipment.
- Stabilized AC power supply, Dedicated 5-amps/15-amps (Model IPX) socket /switch assembly (minimum three). There should not be any other equipment connected to this power point. Never use a generator supply as a back up.
- Computer with Windows 2000/ XP O/S for system programming with serial port, CD drive floppy drive (network connection if required).
- Stand (base) for system with a minimum clearance of 1 ft. * In case of floor mounting systems. Stand for FCBC and Batteries. * Only for 2400 IPX system
- The system and Batteries should not be mounted in direct sunlight, or in areas where sulphuric gases are produced / where water is seeping.
- The field cables should not run parallel to AC, or any sources of electromagnetic interference and should run through separate conduit.
- Cables should be dedicated for each extension from MDF to the extension and avoid looping.
- Separate MDF to be provided for service provider's trunk lines with proper line protection.

Customers Signature:

Power Consumption: _____ ,

Dimensions: _____ Wx _____ Dx _____ H.

Enkay Technology (I) Pvt. Ltd.



UNIVERSAL CONVERGENCE



INSTALLATION REPORT

Customer Name : _____ Date : __/__/____

Customer Address :

Pincode
:

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Telephone# :

Fax # :

Type of System :

System Config. :

Equipment Details : Main Equipment : _____ Sr. No. _____

Deluxe :

Executive :

Standard :

DSS :

Other :

Installation done by : _____ Signature :

Customer's Signature : _____ Date of : _____
& Stamp Installation

Remarks : _____



DIGITAL CONVERGENCE



Service Report

Customer Name :

Customer Address :

Pincode
:

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Contact Person :

Telephone# :

Fax #:

Date of Call
Reported

--	--	--	--	--	--

Time :

Date of Call
Attended

--	--	--	--	--	--

Time :

Date of Call
Completed

--	--	--	--	--	--

Time :

Type of System :

Date of Installation : ____/____/____

Type of Service .

W/AMC

Name of Branch :

Name of Engineers :

System Fault : _____

Observation : _____

Action Taken : _____

Customer Sign.

Engineer sign.

Preventive Maintenance Check List / Report Sheet				
1	Checking Loose Connections			
	At ME with Power Supply			
1.1	At MDF (Each Card Connector)			
1.2	At MDF (Krone)			
1.3	At IDFC			
1.4	At Operators Inst. & Dss			
1.5	At CO lines & all KT's			
2	Cleaning Of			
2.1	ME Cards			
2.2	Power Supply			
3	A/C Voltage / Resistance	180V – 240VAC		
3.1	Voltages (Line to Neutral)			
3.2	Voltages (Line to Earth)			
3.3	Voltages (Earth to Neutral)			≤0.5V
3.4	Resistance (Earth to Neutral)			≤10 Ω
4	Room Environment (temp., Humidity)			

Main Equipment Details for Key Telephone System (TOPAZ)								
TOPAZ	PCB	P/S	308M Main	308	8	EXIFU	DSPDB	CFBI
	QTY							
ASPILA	PCB	P/S	CPU	COIU	SLIU	ESIU	DSPDB	CFBI
	QTY							
Engineer Name & No.						Date		

PROTECTION

Protection means - CO line protection, extension protection, power Protection, perfect earthing & adequate ventilation to maintain the System in proper working condition.

Earthing: Earthing is must for all system /EPABX. In absence of earthing the system performance will suffer.

Dedicated earthing is recommended for Higher End System (>150 ports).

Power: Stable power supply is must for efficient working of the System / EPABX.

Normally CVT/UPS is recommended as an input power source.

Protection: For Lightening Prone Area installation of LPU is mandatory. IPM must be installed for all Higher End System/EPABX.

If cabling is overhead or open wire carried to the extensions, then all such extensions should be provided with LPU/IPMS.

AMC SCHEMES

<i>AMC SCHEME TITLE</i>	ENKAY PREMIUM	ENKAY CLASSIC	ENKAY STANDARD
Major fault response time*	4Hrs	4 To 6 Hrs	4 to 8 hrs
Minor Fault *	8 working hours	working hours	working hours
Service day	7 Days	7 Days (Excl. National Holidays)	5 days Monday to Friday (excl. Enkay holiday)
Service Hours	24 Hrs	12 Hrs (9.0 a.m. to 9.0 p.m.)	8 Hrs. (9.30 a.m. to 5.30 p.m.)
Preventive Maintenance	4 Per Year	4 per year	2 per year
Shifting of Extension	10% of total extention at time of preventive mainenance	Chargable	chargable
Field Cable Maintenance up to system MDF	Free	free	free
Key Operator Training(Max upto)	3	2	1
User Training(Max Upto)	3	2	1
Special earth pit checking	2 Times	2 Times	1 Time
Protection check	4 Times	4 Times	2 times
Battery Check(Water Check)	4 times	4 Times	2 times

Terms & Conditions Apply

NOTE : FOR MORE INFORMATION ON OUR AMC PACKAGES, PLEASE CONTACT OUR BRANCHES TODAY !