

## ADDENDUM

Service provider shall be responsible for all the 24 hours on all days of the year. However their service engineers will be physically present in the site for the equipment and peripherals listed in the schedule from 9.00 A.M. to 5.30 P.M. Monday to Friday to keep the equipment in perfect working order. The service consists of preventive and corrective maintenance and includes carrying out of the necessary repairs and fitting of replacement parts. Replaced parts except **HDD** become the property of service provider. Components / spare part consumed by service provider from SOI stock of spares would be reimbursed to SOI by service provider. The Maintenance service does not include:

- (a) Electrical work external to the equipment or maintenance of electrical wiring not forming the part of equipment. Service provider ensures timely notice to SOI for change of external connection and rectification of malfunction devices.
- (b) Repair of damage resulting from accidents, transportation, neglect or misuse attributed to electrical power, air conditioning or humidity control beyond specified norms or causes other than ordinary use.
- (c) Furnishing plates, supplies or accessories, painting or refinishing the machines or furnishing material thereof, making unauthorized specification changes or performing service connected with relocation equipment or adding or removing accessories, attachment of other devices.
- (d) Such service which is impractical for service provider representative to tender because of alterations unauthorized by Main the equipment of then connections by Mechanical or electrical means to another of device.
- (e) Magnetic media like magnetic disk packs, cartridges, floppy diskettes, magnetic tapes, tape cartridges and cassettes, CDRom's.
- (f) Accessories like spools , take-up reels containers , straps, write protect rings etc.
- (g) Stationary items including carbon papers and paper tapes.
- (h) Consumables like print heads, ribbons, daisy wheels, ribbon cartridges, ink, electronic print heads, scanners, (Print head), lenses (glass) fusers, plotter pens, printer head unit, picture tubes , and transparency films.
- (i) Non-functional parts like covers, casters, stand etc.