

# Mahindra & Mahindra Ltd

## Truck and Bus Division

### Onsite Support Package – Tippers and Uptime Guarantee For 28T Tippers (“Scheme”)

This Scheme is applicable on purchase of new Mahindra BLAZO X 28T Tipper Vehicle and fulfilment of the terms and conditions as specified hereunder.

The applicability, benefits & details of the Scheme are as follows:

**Applicability:** The Scheme is applicable on purchase of below AMC package:

**AMC Package\*:**

- Model – BLAZO X 28T Tipper
- AMC period – 3 Years or 6000 Hours, whichever occurs earlier.

\*Detailed terms and conditions of the AMC shall be in accordance with the agreement executed between MTBD and the customer.

**Locations:** The said Scheme will be available at:

Sr. No.	Region	Cities/Markets Covered
1.	<b>AP &amp; Telangana</b> <ul style="list-style-type: none"><li>• <b>Central Andhra</b></li></ul>	Vijayawada City + District, Krishna District
	<ul style="list-style-type: none"><li>• <b>North Andhra</b></li></ul>	Visakhapatnam City + District East Godavari District, Kakinada, Rajahmundry Srikakulam, Vizianagaram
2.	<b>Kerala</b>	All Districts
3.	<b>Madhya Pradesh</b>	Indore and Jabalpur
4.	<b>Tamilnadu</b>	Chennai, Salem & Coimbatore
5.	<b>Maharashtra</b>	Pune and Nagpur

**Benefits:**

- Maintenance know how imparted by the Technical Supervisor, deputed on site or during visit, at a nominal cost.
- 100% adherence to preventive/ routine & scheduled maintenance of the Vehicles.
- Availability of MTBD Genuine Parts.
- Help Customer to get optimal performance and increased life of the Vehicle.
- No need to bring the Vehicles to Dealers Workshop for routine maintenance & repairs thereby saving on time & Fuel.
- Increased uptime of the Vehicle thereby more productivity & revenues.
- Training of Drivers at regular interval to eliminate operational failures.

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- The onsite support will be decided based on the site study and a detailed form will be submitted by field team as per format attached as Annexure 1.
- Guaranteed average mechanical UPTIME shall be calculated in accordance with the terms mentioned in Annexure 2.

### **Customer's Responsibilities:**

- Covered & lockable space of minimum 10'x10' size at site for the storage of Parts and other consumables on free of cost.
- Arrange reasonable stay and food facility for the Supervisor deputed at site.
- Provide a Workshop of minimum 2 Nos. covered Work bays of 15'X45' size with concrete flooring, electricity, water, lighting and compressed air supply to perform daily/ routine/ periodic maintenance as illustrated in service book and minor repairs at site.
- Team of 2/4 Mechanics & 4 Helpers to execute service/ repair work - (6/8 Nos. per site for 10 vehicles lot)
- Placing Vehicles to the Workshop for Daily/ Periodic maintenance as per Schedule/owner's manual for preventive maintenance and scheduled repairs, wherein infrastructure is provided by customer.
- Customer will maintain all the vehicles as per the recommendations given by Technical Supervisor, deputed at site.
- No unauthorized modification will be carried out on the Vehicles.
- Customer will nominate one Supervisor to verify daily consumption of Parts.
- All the aggregates will be brought to Dealer/ASC Workshop for major repairs, if any on Customer's cost, where infrastructure is provided by customer.
- Arrange towing of the vehicle from breakdown location to repair location, if required.
- Maintain vehicle in accordance with the terms and conditions of the owner's manual.

### **Annexure – 1**

List of Vehicles -

SL No	Chassis No	AMC Start Date	AMC End Date	AMC Starting Hours	AMC Hours
1					
2					
3					
4					
5					
6					

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### Annexure – 2

Fleet Mechanical UPTIME Availability Guarantee Terms –

- The guaranteed Average mechanical UPTIME (annually) is calculated as below –

YEAR	% Availability
1st Year	96%
2nd Year	92%
3rd Year	88%

**UPTIME guarantee** will be calculated from the commissioning date.

Customer/Dealer will maintain a log book at site and same will be the basis of Uptime Calculation.

% Uptime/availability will be calculated as per formula given below –

**% uptime (Availability) =  $\frac{\text{Schedule Hours} - \text{Breakdown Hour}}{\text{Schedule Hours}} \times 100$**

Schedule Hours = Shift Hours – Maintenance Hours

Shift Hours = 24 Hours

Maintenance Hours = 2 Hours

Hence Schedule Hours = 22 Hours

The availability will be calculated on monthly basis and same will be shared to customer. Wheel alignment will be considered under schedule maintenance.

Guarantees are applicable on BS6 products for the time being.