

# Mahindra & Mahindra Ltd

## Truck and Bus Division

### Onsite Support Package – Tippers and Uptime Guarantee For 25T Tippers (“Scheme”)

This Scheme is applicable on purchase of new Mahindra BLAZO X 25T 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 25T 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><li>• <b>North Andhra</b></li></ul>	Vijayawada City + District, Krishna District 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) =  $\frac{\text{Schedule Hours} - \text{Breakdown Hour} \times 100}{\text{Schedule Hours}}$**

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.