

Service & Maintenance Scope

The Service Provider shall carry out routine **service and maintenance of AC units** to ensure continuous, efficient, and reliable cooling performance. The scope shall include the following:

1. General Inspection

- Check the overall condition and operational status of the AC unit.
- Check cooling performance, airflow, abnormal noise, vibration, and water leakage.
- Check thermostat and remote-control operation.

2. Indoor Unit Servicing

- Cleaning/washing of air filters.
- Cleaning of evaporator coil.
- Cleaning of blower/fan assembly.
- Cleaning of drain tray and drain line.
- Removal of accumulated dust and dirt.

3. Outdoor Unit Servicing

- Cleaning of condenser coil and fins.
- Cleaning of condenser fan and surrounding area.
- Checking compressor and condenser fan operation.
- Checking mounting, supports, and vibration.

4. Electrical Checking

- Check operating voltage and current.
- Check electrical wiring and terminals.
- Tighten loose connections.
- Check capacitor, contactor, relay, overload, MCB/isolator, and control components.

5. Refrigeration & Cooling System

- Check refrigerant pressure.
- Check cooling performance and temperature differential.
- Check for signs of refrigerant leakage.
- Refrigerant top-up/charging, if required and approved separately.

6. Drainage System

- Clean and flush condensate drain pipe.
- Check drain tray for blockage.
- Check and rectify minor water leakage/drainage issues.

7. Testing After Service

- Run the AC unit after servicing.
- Verify proper cooling and airflow.
- Check supply/return air temperature.
- Ensure the unit operates smoothly without abnormal noise, vibration, or leakage.

Service Report: Service report shall be submitted after each maintenance visit, mentioning the AC unit number/location, service date, work performed, defects observed, & recommendations.