



Backed 24x7



support@venceip.com - with Auto Tracking




0777-343-532 - 24 x 7 Help Line



011-77-VENCE - #2(Support Queue) CALL CENTER 9.00am - 5.00pm Week Days



We offer a range of services to ensure that our customers receive the best possible attention. We are completely focused on ensuring that our clients' needs are met both before and after purchasing our products. Vence (  ) is rated one of the best and longest serving after sales service units in the UPS industry with over 20 years of experience.



## Complaint Logging

In case of a break down/problem, complaints should be logged with our service department in following manner:

Fastest Method with Auto Tracking:

Send your complaint to [support@venceip.com](mailto:support@venceip.com)

You will be notified within a few seconds with a tracking number and you may use the same to refer until the job is resolved satisfactorily. This is then channeled to our auto tracking server and the job is automatically followed up and required parties notified. YOUR JOB will get our HIGHEST PRIORITY. Please refer to the mail account you 1st logged complaint for latest updates.

24 x 7 Help Line:

Call 0777-343-532 and log your complaint. One of our engineers will call you back and provide on-line support or organize Field Service Division to report to site.

CALL CENTER 9am-5pm on Week Days:

Call 011-77-VENCE (83623) and enter 2 for SERVICE QUEUE. Call center operator will take your complaint and provide online support or release a JOB number and organize a site visit.

## Service Options

Service	Cover Includes	Cover Excludes	Rate
Product Warranty	Maintenance Service, Defects within Operating limits	Natural Disasters, Lightning strikes that exceed limits	0%
24x7 Remote Support	Over the phone, by Email or Fax		0%
24x7 Field Support	2 Hour response, Backup solution up to 7 days	Unlimited backup solution in case non-repaible products	5%
Maintenance Service	Up to 2 maintenance services per annum	Providing backup solutions, Cost of spares	3%
Free Spares	Cost of spares for defects within operating limits	Natural Disasters, Replacements due to expiration of product life	5%
Service Charge	Checking of Fault	Repair	0.5 - 1%
Transport Charge	Colombo city limits no charge	Beyond Colombo city limits irrespective of any above cover	Rs.40.00/km
Visit spot Charge	When not covered by 24x7 field support	Minimum charge Rs.500/Vist to be paid prior to work	2%
Backup Rental	Minimum per day, Daily rate	To be prepaid minimum per 7 days	2%
Installation	1 Site visit, 1 Installation, In/Out cables up to 3M	Transport	5%
Expert hour	Hours on the job		Rs.250.00
Power Cabling	Per meter labour charge	Material	Rs.250.00
Network Cabling	Per meter labour charge	Material	Rs.250.00