

Proposal

Subject: Proposal for Comprehensive Household Maintenance Services by MACC

Dear Management Committee,

We would like to introduce MACC, a service support initiative bringing a new, structured approach to the residential service industry.

At present, flat owners contribute maintenance charges that are calculated on approximately 20–25% of the super built-up area, while the majority of day-to-day service requirements arise within the actual carpet area of each home. This creates a gap between cost and value received.

To address this, MACC proposes a carpet-area-based maintenance service model, ensuring fair pricing and more comprehensive coverage for residents.

The most common and recurring household issues include:

- Electrical repairs and maintenance
- Plumbing services
- Servicing and repair of electronic and home appliances

MACC offers a one-stop solution for all these essential services under a single, reliable system, eliminating the need for residents to coordinate with multiple vendors and ensuring consistent service quality.

Proposed Maintenance Rate:

₹2.20 per sq. ft. (calculated on carpet area)

Applicable for housing complexes with minimum 50+ flats.

Our objective is to simplify household maintenance, improve service efficiency, and provide better value to residents through transparent and area-appropriate pricing.

We would be pleased to present this proposal in detail and discuss how MACC can be tailored to suit your housing complex's specific needs.

Thank you for your time and consideration.

Yours sincerely,

SHIBABRATA LAHIRI

[Proprietor]

MACC [Modern Appliances Care Corporation]

Reach us:

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Contact us: 6290068782/8335035666

Why Choose MACC?

One-Stop Solution for All Household Issues

MACC offers a complete range of household maintenance services under one platform. From electrical and plumbing work to electronic appliance servicing, all essential needs are handled by a single, reliable service provider.

Hassle-Free Service with Spare Parts Included

We ensure a smooth and worry-free experience by managing the entire service process, including the supply of necessary spare parts. Residents do not need to coordinate with multiple vendors or arrange materials separately.

High Security and Controlled Access

With MACC as the sole authorized service provider, residents and management committees avoid the inconvenience and risk of multiple workers entering homes from different sources. This centralized system enhances safety, accountability, and peace of mind.

Energy Efficiency and Longer Machine Life

Regular professional servicing helps reduce electricity consumption by up to 15% and significantly increases the lifespan and performance of household machines and appliances, leading to long-term cost savings.

Creating Opportunities and Supporting New Talent

Our vision is to expand our client base, which directly increases the demand for skilled technicians. This growth enables us to create more job opportunities and provide structured work exposure to new and emerging technical talent. *which is most essential for present unemployed situation. unemployment Issues.*

Safety and Convenience at the Core

At MACC, safety and convenience are our primary values. Every service is designed to be secure, efficient, and resident-friendly, ensuring a better living experience for the entire community.

COMPANY SERVICE SUPPORT

ALL ELECTRICAL GADGETS

Split air conditioner, Room air conditioner, Tower Air-conditioner, inverter type air conditioner. Cassette air conditioner, Deep freeze, Refrigerator, Washing machine, Geyser, Chiller, Dispenser, Kitchen chimney, Water-purifier, Dios, Commercial refrigerator, Gas oven etc.

ALL ELECTRONICS GADGETS

Micro oven, Induction oven, Television (CRT, LCD, LED), Electric fan, Electric kettle, Toaster, Electric iron, Inverter, Voltage stabilizer, Sound system, Home theater, DVD, VCD Mixer grinder, Tea-coffee vending machine, etc.

ALL ELECTRICAL ITEM REPAIRING MAINTAINCE

Break Down calls, Necessary Repairing servicing, any types of wiring jobs, power supply HT & LT. Repairing maintenance of DG set.

ALL PLUMBING GADGETS

After site inspection we always submit estimate/quotation.

ALL TYPE OF INTERIOR

After site inspection - we always submit estimate/quotation, decoration.
ALL TYPE OF FALSE CEILING: After site inspection - we always submit estimate/quotation.

SCOPE OF WORK

1. In case the service contract is to be entered into after the expiry of warranty period of previous contract, the contract will be accepted subject to checking of the equipment by the company's representative and verifying that it is in working condition, in case the Set is found defective and any repair needs to be done, then it will be repaired first and taken into contract and the cost (labor & parts) shall be borne by the customer.
2. 3 Nos of Preventive Services & 1 No. of BDS should be given in case of Air Conditioner, Geyser, Water Purifier & Kitchen Chimney. All other gadgets – Service & Repairs as actual requires within contract period.
3. MACC will provide electrician, plumber, and home appliances technician from 10AM-7PM respectively.
4. In case of Housing Complex – if the AMC covers 100+ flats, MACC will provide 24-hour Service respectively; association will have to provide a maintenance room at their premises to get better services.
5. Uniformed Technicians & Supervisor with company ID card will have their suitable tools & equipment's at each end.
6. The customer shall register the complaint in our service department.
7. No services shall be provided without appropriate documentation/call sheet.
8. Any service/break down call will be attended within 12 hours' period & any major break down like (AC/Refrigerator compressor replacement or Gas Charging W/MC motor repairing/replacement, TV picture tube or circuit replacement etc) would be completed within 72 hours period.
9. All defective components shall be replaced with compatible working parts and defective parts shall be company's property.
10. In case of any obsolete model of any item we should replace that item in running condition to our client.
11. Any fault occurs due to any sort of natural calamities shall be covered under our contract.
12. Our AMC does not cover any leakage at concealed pipeline/wiring.
13. Main liner crack, doors, bulbs, runner pads, remote, consumables, body repairing fabrication job, painting job and any damage to the aesthetical components shall not be covered under this contract.
14. Panel board of LCD TV, LED TV & LCD Monitor, LED Monitor are not covered in our AMC. Inverter battery not covered under our AMC.
15. In case of Commercial Air Conditioner (VRF, VRV, Duct able) – Scroll Compressor are not covered.
16. Each customer has their own right to talk about their machine's condition with our Technical Head in our office within office hours.
17. The contract is not transferable in event of resale/gift to any other person and no refund shall be given.
18. The contract shall be valid for a period as mentioned in the contract form and duly signed by MACC representative.
19. Payment should be given quarterly in advance through Association against submission of our invoice (GST applicable) with written work order on Association letterhead duly signed by the President/Secretary/Authorized Signatory.
20. Payment should be made within 7-10 days from the date of invoice submission.
21. Payment should be given by Cheque/Account transfer in favor of MODERN APPLIANCES CARE CORPORATION (MACC) respectively.
22. A general meeting will be held at your complex/Site office for better communication every 3(three) months.
23. Acceptance/Renewal of Contract after expiry of the contract shall be at the discretion of the company.
24. Pricing, Terms & Conditions are subject to change as per market valuations as per mutual discussion.

MACC Additional Benefits. (AMC Holder)

1. New Appliances Sale at lowest cost (Any Brand, all appliances and electronics, plumbing goods)
2. 30% off. on Installation charges.
3. Old Appliances Sales.
4. Old Appliances/ goods purchase.
5. If Necessary, Home oriented all Technical Support (Interior job, Furniture Rep./Repl., Modular Kitchen, Fall ceiling, Painting, etc.).
6. All Brand, Any appliances, all model Repairing Servicing - All Kolkata Service.

For, Modern Appliances Care Corporation

Date:

Accepted on

By

Title



MODERN APPLIANCES CARE CORPORATION

-----An ISO 9001:2015 Certified Company-----

5/9/1, Kaikhali Ghoshpara, Airport, Kolkata-700052, Near- Telephone Exchange

Tel: 033-4600 6161 e-mail: sales.macc@gmail.com web : www.maccappliances.com

** 18% GST applicable

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NOTE

1. Our offer is valid for the entire range of electrical gadgets at your place, which are mentioned in our list.
2. We also supply new Air Conditioner & other Home Appliances of any brand at lowest price & we Undertake Air Conditioner Installation job @ 30% deduction amount from general market rate.
3. Before taking your Gadgets within our COMBO AMC we provide our technician for general check –up To keep appropriate record in office of each unit.
4. GST will be applicable @ 18 %
5. The following services will be provided under the AMC:
 - A. 3nos dry service & 1 no overhauling service.
 - B. In case any breakdown Call, our technician will be attend within **24 hours** after Receiving the complain .
 - C. In case any major breakdown call we will be taken immediate action and closed the call within **72 hours**.

Note : in case of individual selected appliances AMC charges will be increase 30% every item respectively .