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THYSSON KRUP
01.11.2021 - 21
(Two year)

Gold Maintenance Agreement (Contract number C-S-2-13-21-S1972)

TK Elevator India Private Limited (Formerly known as thyssenkrupp Elevator India Private Limited) agrees to maintain Purchaser's equipment as outlined in this contract. We will endeavour to provide a comprehensive maintenance program to maximize the performance, safety, and life span of your equipment.

Purchaser: Kendriya Vihar-II
Apartment Owners Associations
Secto-82
Noida, UP-20306
Hereafter referred to as "Purchaser"

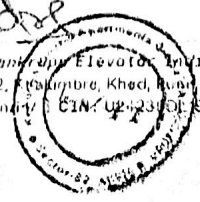
Location: Kendriya Vihar-II
Apartment Owners Associations
Secto-82
Noida, UP-20306
Hereafter referred to as "Purchaser"

By: TK Elevator India Pvt Ltd
D-23, Ground Floor
Sector-63, Noida UP-201301
Telephone: 0120-4801600
Fax:
Hereafter referred to as "TK Elevator India Private Limited"

Units to be maintained - Hereafter referred to as "Equipment"

LM NO.	Unit Quantity	Manufacturer	Type of Unit	Location	Number of Floors
1972-98	27	TKE	Elevator	Noida	5/6

Nagendra



2/2



1. Systematic Maintenance and Annual Inspection Service

TK Elevator India Private Limited will provide trained and qualified employees to provide routine maintenance, examination, and lubrication on service according to the TK Elevator India Private Limited Maintenance system for purchaser's equipment 12 times a year, during normal business hours, Monday through Saturday, 9.00 am to 5.30 pm (except scheduled holidays). We will furnish the necessary lubricants and cleaning materials, including the replacement of hydraulic fluid and machine gear oil.

TK Elevator India Private Limited will annually test all safety devices in accordance with relevant safety standards with the exception of full load testing which shall be at additional cost. If during safety test TK Elevator India Private Limited finds a non-conformity which makes the equipment unsafe to use as per TK Elevator India Private Limited Government safety Norms, then, TK Elevator India Private Limited reserves the right to shut down the equipment until this non conformity is rectified. In case the non-conformity is found to be due to components which are not covered in the contract, TK Elevator India Private Limited will charge for these components. Customer agrees to replace these at additional cost. In case the customer does not replace these components within time frame recommended by TK Elevator India Private Limited, then TK Elevator India Private Limited reserves the right to shut down the Equipment.

In addition, TK Elevator India Private Limited will attend to Premises to assist with the annual government inspection. All associated costs for such inspections will be borne by Purchaser. At the request of the Purchaser, TK Elevator India Private Limited will arrange access for other trades to the lift wells, the lift pits, and machinery rooms. No additional charge will be made for this service if it is provided during the time TK Elevator India Private Limited is in attendance at the Premises for routine maintenance services. This agreement does not include for any additional maintenance service or standby coverage above and beyond those stipulated without additional cost to purchaser.

2. Stoppage, Malfunction, Special Service Requests

TK Elevator India Private Limited shall attend to stoppages and malfunctions, during normal working hours on normal working days, and holidays which jeopardize passenger safety as reported by or for the purchaser to our Call Centre at no additional charge to the owner. Service requests rendered outside of stated business hours shall be chargeable. Should attendance be required outside during normal business hours, only such adjustments and minor temporary repairs will be effected as then can be carried out by the attending employee. All other work will be carried out during normal business hours.

When the reported nature of a malfunction is not detrimental to the safety of persons, nor of significant effect on the service provided by the Equipment, then attendance to the same shall be carried out during TK Elevator India Private Limited's next visit to the Premises pursuant to routine maintenance.

In the event attendance to stoppages or malfunctions is required as a direct result of misuse, vandalism or causes outside the reasonable control of TK Elevator India Private Limited, this shall constitute "Additional Service". Purchaser agrees to pay the costs for any necessary replacement parts, as well as the applicable regular time and/or overtime rates for labour, as determined by TK Elevator India Private Limited's response during or outside of normal business hours. Chargeable labour rates are assessed for travel time, travel expenses, and time spent on the job.

3. Component Replacement

Throughout the duration of this Agreement, TK Elevator India Private Limited shall replace or repair, free of charge, a limited range of components for reasons related to normal wear and tear. Components will be furnished by the TK Elevator India Private Limited on exchange basis under which the replaced components become the property of the TK Elevator India Private Limited.

Parts eligible for replacement shall be exclusive of machines hoist ropes, and inverter/drive systems, LCD & VFD displays, door operator, and car / counter weight frame, car safety mechanism and platform.

Repair or replacement of printed circuit boards, machine replacement is excluded however repair is included and sub components inclusive of rollers, bearings, solenoids, coils, brake shoes, liners, contactors, contacts, relays, push buttons, indicators, controller chocks, magnets and magnetic switches, door operator motor, door operator drive, car door safety device, limit switches, governor, interlocks on hoist way doors and other minor mechanical parts shall be included except as excluded elsewhere.

Whole escalator, moving walks, or other passenger conveyance equipment, machine, inverter, handrails bolt, steps, and step chains, balustrades trim moldings (skirting), lightings, power lines to equipment, deck covers, trusses, step demarcation lighting, balustrade lighting, soffit lighting in truss, shall be excluded from repair or replacement coverage.

Repair or replacement of printed circuit boards, steps rollers, handrail bearings, brake solenoids, coils, brake shoes, contactors, contacts, relays, coils, indicators, controller chocks, magnetic switches, safety switches, limit switches, and other minor mechanical parts shall be included except as excluded elsewhere.

4. Product Information

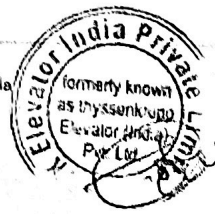
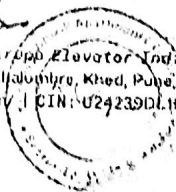
Purchaser agrees to provide to TK Elevator India Private Limited with current wiring diagrams that reflect all changes, parts catalogs, diagnostic passwords, and maintenance instructions for the equipment covered by this Agreement (we will supply all of the above for all TK Elevator India Private Limited at no additional cost). Purchaser agrees to authorize TK Elevator India Private Limited to produce single copies of any programmable device(s) used in the equipment for the purpose of archival back-up of the software embedded therein. These items will remain Purchaser's property.

5. Equipment Access

Purchaser shall permit TK Elevator India Private Limited, its employees and contractors, access to the equipment and the landings, lobbies and machine rooms associated with covered equipment to ensure fulfillment of all obligations hereunder. TK Elevator India Private Limited staff shall comply with any reasonable directions of purchaser or designated officer related to access to the premises, or to any part thereof.

Purchaser agrees not to permit others to make alterations, additions, adjustments, or repairs or replace any component or part of the equipment during the term of this Agreement. Purchaser shall endeavour to protect the equipment and the necessary facilities, and not allow any other person to enter the machine rooms and shaft. If manual rescue operation is performed in emergency situations, Purchaser shall ensure it is performed by trained persons. You agree to provide a suitable machine room including secured doors, waterproofing, lighting, ventilation and heat to maintain the room within the manufacturers recommended range. You also agree to maintain the elevator pit, shaft, and machine

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room in a dry and clean condition at all times. Should water or other liquids become present, you will contract with others for removal and the proper handling of such liquids prior to TK Elevator India Private Limited taking corrective action.

6. Price

The net price for the services will be as stated in Annexure I of this Agreement and taxes will be charged extra (i.e. as applicable at the time of invoicing). The price will be annually adjusted in accordance under Clause 12 of this Agreement. Sum shall be exclusive of all taxes. Equal instalments shall be payable by Purchaser. Quarterly in advance upon submission of tax invoice by TK Elevator India Private Limited. Tax rates stated in Annexure I have been considered at the GST rates available in Public domain as on date of submission of our price Offer, with the assumption that GST would be implemented from 1 July 2017. In case of change in the appointed date and/or such rates, the revised taxes would apply. Further, if there is any amendment or variation in the rates or methodology for charging indirect tax on sale of goods and/or services/ Work Contract, and / or should any new levies be imposed in respect of the activities or events under this Offer then the same shall be payable by the Client, as applicable and in addition to the Contract Value as stated herein. The commensurate input cost reduction in the price of goods and/or services due to reduction in rate of tax on supply of goods and/or services and/or the benefit of input tax credit has been considered in the price stated in Annexure I.

7. Overdue Invoices

TK Elevator India Private Limited reserves the right to assess a service charge of 1% per month, or the highest legal rate, whichever is less, to all overdue invoices. If you do not pay any sum within fifteen (15) days from the billing date, we may also choose to do one of the following: 1) suspend all service until all amounts due have been paid in full, or 2) declare all sums for the unexpired term of this agreement due immediately and terminate this Agreement. If TK Elevator India Private Limited elects to suspend service, we shall not be responsible for damages or injuries to persons or property from the lack of service. Upon resumption of service, Purchaser will be responsible for payment to TK Elevator India Private Limited of any costs incurred as a result of the suspension of service. Time is of the essence.

8. Term

This Agreement for outlined equipment is effective for 02 year(s) starting November 1, 2021 and is non-cancellable, except with ninety (90) days written notice for reasons of non-performance. "Non-performance" is defined as our inability to remedy any deficiencies within forty-five (45) days after receiving written notification from Purchaser.

9. Continuity of Service

To ensure continuous service to Purchaser's Equipment, it is highly recommended that purchaser renews the contract at least 30 days prior to the end of service period stated in Clause 8.

10. Safety

Purchaser agrees to provide our personnel a safe place in which to work. TK Elevator India Private Limited reserve the right to discontinue work in the building whenever, in our sole opinion, our personnel do not have a safe place in which to work.

Purchaser agrees to accept our sole and reasonable judgment as to the means and methods to be employed for any corrective work under this Agreement. If TK Elevator India Private Limited's inspection of a piece of equipment serviced under this Agreement reveals an operational

problem which jeopardizes the safety of the riding public, TK Elevator India Private Limited may shut down the equipment until such time as the operational problem is resolved.

Purchaser agrees to instruct or warn passengers in the proper use of the equipment and to keep the equipment under continued surveillance by competent personnel to detect irregularities between equipment examinations. Any safety condition that may indicate the need for overhauling before the next regular examination must be reported with diligence by Purchaser. Purchaser agrees to shut down the equipment immediately upon manifestation of any irregularities in operation, notify us at once, keep the equipment shut down and display the shutdown status conspicuously until the completion of any repairs. You agree to give us verbal notice immediately and written notice within ten (10) days after any occurrence or accident in or about the elevator.

11. Coverage Limitations

TK Elevator India Private Limited shall not be obligated to service or make renewals or repairs without additional charge upon the equipment by reason of misuse of the equipment, another's negligence, loss of power, blown fuse(s), tripped stop switches, theft, vandalism, explosion, fire, power failure, water damage, storm, lightning, nuisance calls, acts of civil or military authorities, strikes, lockouts, force majeure, or any other reason or cause beyond our control.

In the event any component of the equipment becomes obsolete, outmoded, or is no longer manufactured by the original manufacturer or available in the open market, or in TK Elevator India Private Limited's opinion cannot be repaired, replacement of such upgraded components shall be at Purchaser's expense.

The scope of this Agreement does not provide coverage for inspection of cosmetic, construction, or ancillary components of the equipment system, including the finishing, repairing, or replacement of the cab enclosure, ceiling frames, panels, and/or fixtures, Travelling Cable, hoist way door panels, door frames, sills, car flooring, floor covering, lighting fixtures, ceiling light bulbs and tubes, main line power switches, breakers, feeders to controller, hoist way wiring, travelling cable, hydraulic elevator jack outer casing, buried piping, alignment of elevator guide rails, smoke and fire sensors, communication devices, security systems, UPS, access control or monitoring systems, or batteries air conditioners, heaters, ventilation fans, Voice annunciator intercom and all other items as set forth and excluded in this Agreement.

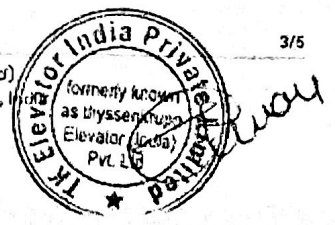
12. Economic Adjustments

The price as stated in this Agreement shall be adjusted annually, to accommodate increase in overall service costs. Notwithstanding the cause necessitating the change, the pricing may also increase or decrease in the event the equipment is modified from its present state.

13. Other

TK Elevator India Private Limited shall not be liable for any loss, damage or delay caused by acts of government, labor, troubles, strikes, lockouts, fire, explosions, theft, riot, civil commotion, war, malicious mischief, acts of God, or any cause beyond its control, and in no event shall TK Elevator India Private Limited be liable for any damages, nor any consequential, special, or indirect damages. TK Elevator India Private Limited shall be liable for any direct damage caused by its employees to the equipment while under the Company's care and control except under those conditions as noted above. During the duration of this Agreement, we will not be obligated to install new attachments or parts upon the equipment as recommended or directed by insurance companies, any

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governmental agency or authority, or any third party, nor shall we be required to make any changes to the existing design or function of the unit(s).

In light of the comprehensive nature of this Agreement, throughout said term, in the event that the Agreement is terminated for any reason other than non-performance on behalf of TK Elevator India Private Limited prior to completion of the full term, TK Elevator India Private Limited shall be entitled collect costs incurred for any major repair or component replacement works on a pro-rata basis of the full term of the Agreement. In the event of the sale, lease, or other transfer of the equipment(s) described herein, or the premises in which they are located, Purchaser agrees to see that such successor is made aware of this Agreement and assumes and agrees to be bound by the terms hereof for the balance of the Agreement, and subject to termination as herein provided, or otherwise be liable for the full unpaid balance due for the full unexpired term of the Agreement.

14. Dispute Resolution

This Agreement shall be governed by and construed in all respects in accordance with the laws of India and the parties hereby submit to the jurisdiction of the courts of New Delhi in all matters relating thereto.

Both parties will attempt to resolve amicably any dispute, controversy or claim arising out of or in connection with this Agreement, including any question regarding its existence, validity, interpretation, breach or termination (a "Dispute"). Either party may give written notice (a "Dispute Notice") to the other party.

Any Dispute Notice that has not been resolved amicably within sixty (60) days from the date of such Notice (or such other longer period as agreed in writing by the parties) shall be submitted to the jurisdictional court for arbitration, which shall be conducted in accordance with the Arbitration Rules in effect at the time of applying for arbitration. The place of arbitration shall be in New Delhi and the language of the arbitration shall

be English. Any arbitral award shall be final and binding on the parties, from the day it is made, and the Parties waive any right to refer any question of law and any right of appeal on the law and/or merits to any court.

15. Special conditions

Any and all special or premium options or altered conditions to be included to this Agreement shall be noted in Annex 1. Such annex shall be executed by both parties and govern in the event of any contradiction to this Agreement.

16. Acceptance

Your acceptance of this Agreement and its approval by an authorized manager of TK Elevator India Private Limited will constitute exclusively and entirely the agreement for the services herein described. All other prior representations or agreements, whether written or verbal, will be deemed to be merged herein and no other changes in or additions to this Agreement will be recognized unless included under an attached Annex 1 that is duly executed by both parties. Should Purchaser acceptance be in the form of a purchase order or other similar document, the provisions of this Agreement and any Annex 1 will govern in the event of a conflict. This proposal together with any Annex 1 is hereby accepted in its entirety and shall constitute the entire Agreement as contemplated by TK Elevator India Private Limited and Purchaser. No agent or employee shall have the authority to waive or modify any of the terms of this Agreement without the written approval of an authorized TK Elevator India Private Limited manager.

In the event any portion of this Agreement is deemed invalid or unenforceable by a court of law, public policy or statute, such finding shall not affect the validity or enforceability of any other portion of this Agreement.

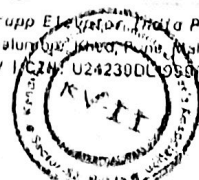
Annexure I

1. Worn- out Components

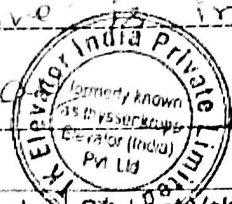
2. Components / equipment's to be replace in mention schedule

The components /equipment's listed above show considerable wear and tear and will have to be replaced in the near future. However, in order to provide the Purchaser with maximum utility from these items the TK Elevator India Private Limited accepts these components in their present condition with the clear understanding that the purchaser agrees to replace the mat his cost whenever called up to do so. The "TK Elevator India Private Limited" reserves the right to terminate the agreement if such replacements are not carried out within the time stipulated by the company.

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3. Special Terms & Conditions, if any:
as a special case, Main drive is included in
this contract



4. Price Scheduling and Taxes -

Year	Start Date	End Date	Adjustment Percentage	Contract Value (net of tax)
2021-22	01-11-2021	31-10-2022	3%	INR 11,67,167/-
2022-23	01-11-2022	31-10-2023	3%	INR 12,02,182/-

Sr. No.	Description	GST Rates (%)
1	CGST	9 %
2	S / UT GST	9 %
3	IGST	



TK Elevator India Private Limited Service Representative	Purchaser Title
(Signature of Authorized Individual)	(Signature of Authorized Individual)
Name <u>CHAMAN SINGH</u>	Name <u>NAGENDRA SINGH.</u>
Date	Date <u>15.11.2021</u>

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TKE Elevator India Private Limited (formerly known as thyssenkrupp Elevator (India) Private Limited), North Region Office | 429 Functional Industrial Estate | Patparganj, New Delhi-110092 | Delhi | India

Sachin Chawla
P | 91 120-480 1601
Sachin.chawla@tkelevator.com

10 November 2021

To,
The President,
Kendriya Vihar -II,
Apartment Owner's Association
Community Centre -I, Kendriya Vihar -II, Plot No-3,
Sector-82, Noida - 201304
U.P.

Subject: Up gradation of old controller to new TKE make microprocessor based latest controller with new features.

Dear Sir,

It is to bring into your knowledge that Electronics Circuitry used in driving the Elevator in your premises has become obsolete due to which it is getting very difficult to arrange the spares. It may lead to pro-long shut down during the time of Call back and finally result in customer dis-satisfaction. Also the lifts are not equipped with full safety devices like Overload unit, Automatic Rescue Device, Automatic Doors (In some of the lifts doors are manual). Considering the requirements of the residential building we strongly recommend for the replacement of the existing system with the new latest controllers in phase-I by which the life of the lift electronics circuitry will gets stabilized by 8-10 years. In Phase -II, the lifts doors need to be replaced.

The advanced features of this new control systems which shall be provided in Phase -I shall be:

- 1- Replacement of old controller assembly with the latest microprocessor-based system having multi-layered boards & SMD technology.
- 2- New 24 pair travelling cable replacing the old multiple groups of wire mesh.
- 3- New attractive scrolling type display replacing the old seven segment type display in landing operating panel.
- 4- New attractive Scrolling type display replacing the old seven segment display in car operating panel.
- 5- Multi beam infrared door sensor for automatic door opening system replacing the beam sensors.
- 6- Automatic Door drive system for reducing high power as consumed in old lifts having drive less doors system. (New VVVF system for eco-friendly and smooth riding)
- 7- Automatic rescue device used for rescuing the entrapped person during the time of power failure.
- 8- New Shaft switches for better landing accuracy & precision.





- 9- Collective Selective System for registering the calls in much efficient way.
- 10- Replacement of old single core wiring system to multi core cable type wiring for improved performance.
- 11- Replacement of existing Landing operating call buttons with the attractive slim wall mounted complete set.
- 12- Enabling the lift with a feature of Overload Device.
- 13- Enabling the lift for call cancelation via double clicking the COP call buttons thus enabling the nuisance activity in lift for false call cancelation.

We hope the above latest features are fulfilling the requirements as required in your building & ensure for trouble free & smooth operation of elevator/elevators.

Any incident or accident that may happen due to non-availability of above mentioned safety items, TKE shall not be responsible for the same.

NOTE: We shall not replace any mechanical item other than the parts as mentioned above in Phase I. The Main Machine, Rope, Sheave, Cabin & Doors replacement will be intimated as per the needs & requirement, the cost of which is not included in this package.

Best Regards



TK Elevator India Pvt Limited,
D-23, Ground Floor,
Sector-63,
Noida - 201301

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Blk, 1 May 70

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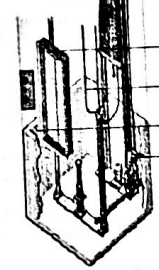


Penalty claim for delay in attending complaint more than 7 days to be included in the Terms & Condition.

25% to be deducted

- Safety certificates for 93 lifts.

- Machine Room
- Controller/s
- Machine
- Governor
- Ropes
- Door Operator
- Car Equipment
- Hoistway Equipment
- Hall Fixture
- Locks
- Entrance
- Fireman Switch
- Pit Equipment



C.R.P.C. Card defect 10 up shutdown.

Examiner / Service Engineer

Customer / Representative

T. No. / C. R. No. _____

Customer's remarks (if any): _____

SPEED • EXPERTISE • CONCERN

Otis the world's word for safety

P.T.C



SPEED ● EXPERTISE ● CONCERN

Otis Elevator Company (India) Limited, (Registered Office)
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Telephone : (91-22) 6679 5151/28449700, Fax : (91-22) 2844 9791/9793, www.otis.com