

Equipment Installation, Testing & Commissioning Scope of Works and After-Sales Services

Scope of Works

This document outlines the scope of supply, installation, testing, and commissioning of commercial laundry, housekeeping, kitchen, and bar equipment. The goal is to ensure the equipment is installed, tested, and commissioned in full compliance with manufacturer specifications and site requirements.

Once the equipment is purchased, the following scope of work will be provided free of charge (FOC) — terms and conditions apply:

1. Site Visit and Drawings

1.1. Equipment Layout & MEP Requirements

- Provision of equipment layout and MEP requirement drawings prior to installation
- Coordination with customer's MEP contractors based on layout and service requirements
- Clear guidelines will be given to assist in preparing site utilities (electrical, water, drainage, gas, ventilation)

1.2. Pre-Installation Site Visit

- Site visit(s) will be conducted to verify installation readiness
- Ensure all required MEP connections and physical clearances are in place
- Site visits beyond Yangon will incur travel, accommodation, and meal charges per trip

2. Installation

2.1. Installation Scope

- Positioning and leveling of equipment at the designated location
- Assembly of components if required
- Connection to existing MEP points already prepared by the customer
- Final setup check to ensure equipment is secure and properly aligned

2.2. Installation Excludes

The following materials are excluded from installation unless provided as part of the manufacturer's standard accessories:

- Electrical cables, conduits, circuit breakers
- Water supply hoses, drain hoses, valves
- Gas hoses, gas regulators, valves
- Exhaust ducting, ventilation pipes or hoods

3. Testing

- Power-on checks and diagnostics
- Functional testing of major components and safety features
- Verification of operational performance based on specifications
- Adjustment and calibration for optimal results

4. Commissioning

- Equipment start-up and trial operation in the presence of the user
- Testing under working conditions (where applicable)
- Basic user training on operation, daily maintenance, and troubleshooting

5. Customer Responsibilities

The customer is responsible for the following prior to installation:

- Ensuring site accessibility and readiness
- Completing all MEP works based on the provided layout drawings and technical requirements
- Supplying proper utilities (power, water, gas, drainage, ventilation)
- Providing access and support for technician site visits
- Assigning personnel for equipment training
- Additional charges may apply in case of delays or incomplete site preparation

6. Additional Charges for Locations Beyond Yangon

- Installation beyond Yangon will incur charges for technician travel, accommodation, and meals
- Site visits beyond Yangon will be charged per trip and must be pre-approved by the customer

7. After-Sales Services

7.1. Warranty

Refer to the official Warranty Policy for complete details on warranty coverage, terms, and exclusions.

7.2. Preventive Maintenance (Optional / Upon Request)

- Periodic inspection and performance check-ups
- Scheduled maintenance services
- Maintenance reporting and part recommendations

7.3. Spare Parts Support

- Genuine spare parts availability
- Quotes and lead time provided upon request
- Assistance in identifying required parts

7.4. Service Call Response

- Yangon Area: 24~48-hour response time
- Outside Yangon: Subject to technician availability and logistics
 - Travel and related costs borne by customer

7.5. Tabletop Equipment & Small Portable Items

- Tabletop equipment and small portable items (e.g., blenders, mixers, hair dryers, kettles) must be returned to the Yangon service center.
- On-site service is not applicable for such items

7.6. Training & Technical Support

- Basic operation and maintenance training during commissioning
- Refresher or advanced training available upon request
- Ongoing support via phone, email, or scheduled visit

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