

# Service Level Agreement (SLA)

**Effective Date:** 01-08-2025

**Company:** Gravity Power Solution

📍 No. 78, 4th Main Road, Chamrajpet, Bengaluru – 560018

✉ info@gravityups.in | ☎ +91 9071615552 /080 3572 4073

🌐 <https://gravitypowersolution.com>

This Service Level Agreement (SLA) outlines the support, uptime, and response commitments provided to all clients using Gravity Power Solution's **UPS and Inverter Rental Services**.

---

## 🔧 1. Support Scope

We provide technical support and maintenance for the following:

- Inverter/UPS equipment functionality
- Battery performance and health
- Auto-debit billing queries
- Rental agreement clarifications
- KYC and eMandate issues

---

## 🕒 2. Service Response & Resolution Times

Service Type	Response Time	Resolution Time
Initial Technical Response	Within 1, to 2 hours	—
On-site Visit (If Required)	Within 24 hours	As per availability
Faulty UPS/Battery Replacement	—	<b>Within 48 working hours</b>

---

## ☎ 3. Support Availability

- 📞 **Phone Support:** 24×7
- 📺 **Video Call Support (Remote Diagnostics):** 24×7
- ✉ **Email Support:** responses within 3–4 hours on business days
- 📍 **On-site Support:** Available in Bangalore, Chennai, Hyderabad & Noida

---

## 🔄 4. Preventive Maintenance

- Preventive AMC Checks will be scheduled as per your contract (AMC clients only).
  - Notifications for upcoming PM visits will be sent via WhatsApp/SMS.
- 

## ! 5. Exclusions

This SLA does not apply to:

- Delays due to site inaccessibility or lack of power infrastructure
  - Equipment damage due to mishandling or external electrical faults
  - Force Majeure (natural disasters, strikes, etc.)
- 

## 📌 6. Customer Responsibilities

To maintain SLA timelines, the client must:

- Ensure site access for support teams
  - Notify any change in address/contact details
  - Inform billing-related changes before the due date
- 

## 📌 7. Important Notice:

UPS and inverter batteries supplied by **Gravity Power Solution** under rental contracts are **non-transferable, non-resellable, and non-fraudable**. These assets remain the **exclusive property of Gravity Power Solution** and must not be:

- Resold or offered for resale
- Moved to a different location without written consent
- Tampered with, dismantled, or misused

Any such actions will be treated as **fraudulent activity** and may lead to **legal action**, equipment recovery, and blacklisting from future services.

## ☑ Acknowledgement

By subscribing to Gravity Power Solution's rental services, the client agrees to this SLA.

---

**Signed:**

Gravity Power Solution

✉ info@gravityups.in | 📞 +91 9071615552 /080 3572 4073

🌐 <https://gravitypowersolution.com>