

# MOBI-L

## COMPREHENSIVE MAINTENANCE CONTRACT

## **Welcome to RYMO !**

**We are excited to introduce our Comprehensive Maintenance Contract service to you. At RYMO, we understand the importance of keeping your equipment, systems, and machinery running smoothly, and our CMC is designed to ensure just that.**

**A comprehensive service agreement designed to offer you peace of mind while ensuring the optimal performance and longevity of your equipment.**

## What is an Comprehensive Maintenance Contract?

A Comprehensive Maintenance Contract (CMC), also known as a Comprehensive Annual Maintenance Contract (CAMC) or Comprehensive Service Agreement, is a contractual agreement between a service provider and a client, typically a business or organization. This contract outlines the terms and conditions under which the service provider will maintain and service the client's equipment, machinery, systems, or facilities over a specified period.

## The Benefits of Comprehensive Maintenance Contract

**Enhanced Patient Safety:** A CMC ensures that the Mobi-l robotic machine is regularly inspected and maintained to the highest safety standards. This minimizes the risk of accidents or malfunctions during patient treatment sessions, providing peace of mind to physiotherapists and ensuring the well-being of their patients.

**Consistent Treatment Quality:** Regular maintenance and calibration of the Mobi-l robotic machine guarantee consistent and accurate treatment delivery. This consistency is crucial for achieving optimal therapeutic outcomes and meeting patient expectations.

**Minimized Treatment Disruptions:** With a CMC, any potential issues or malfunctions with the Mobi-l machine are identified and resolved proactively during routine maintenance. This reduces treatment disruptions and ensures that physiotherapists can stick to their treatment schedules, improving patient recovery times.

**Prolonged Equipment Lifespan:** Scheduled maintenance and servicing help extend the lifespan of the Mobi-l machine, protecting the physiotherapist's investment and ensuring it remains a reliable part of their practice for years to come.

**Prompt Technical Support:** In the event of unexpected issues, a CMC provides access to quick and efficient technical support. This means that physiotherapists can count on a rapid response and resolution of any problems, minimizing downtime and patient inconvenience.

**Patient Trust and Confidence:** Patients can have greater trust and confidence in the quality of care they receive. This can lead to increased patient satisfaction and loyalty.

**Streamlined Budgeting:** With a fixed, predictable cost associated with the CMC, physiotherapists can easily budget for maintenance expenses. This allows them to allocate resources more effectively.

**Efficient Record-Keeping:** A CMC often includes detailed maintenance records and reports. These records can be essential for patient history for long term engagement and referring doctors.

# Types of CMC in RYMO & what they include

	Complete CMC Mobi-L (C-CMC)	Complete CMC MSL (M-CMC)	Electronic CMC MSL (E-CMC)	Without CMC
One complete service of Mobi-L include Calibration	✓	✓	✓	✗
Part replacement	Include all parts of <b>Mobi-L*</b>	Include all parts of <b>MSL **</b>	Include only <b>electronic</b> parts of <b>MSL***</b>	✗
On field assistance for break down	Unlimited field assistance	Limited for 4 breakdown calls	Limited for 2 breakdown calls	✗
Backup security	✓	✓	✓	✗
Online support for break down	✓	✓	✓	✓
Software Upgradation If any modification done.	✓	✓	✓	✗
Service Report Provision	✓	✓	✓	✗
PRICE Including GST	<del>INR 1,05,300/-</del> INR 63,200/- (40% Festive Discount ) Limited Period Offer	<del>INR 65,300/-</del> INR 39,200/- (40% Festive Discount ) Limited Period Offer	<del>INR 42,000/-</del> INR 25,200/- (40% Festive Discount ) Limited Period Offer	✗



# Terms & Conditions



1. No person other than authorized personnel of RYMO shall have the authority to change any item in the system or peripheral unit during the period of the contract.
2. The Agreement will cover preventive and breakdown maintenance of the device.
3. The Agreement will be considered null and void if the customer permits a third party to undertake repairs etc., or makes any modifications, change of locations, alterations of any sort without prior written consent from RYMO.
4. No replacement of parts in case of physical damage, misuse, electric fluctuation, unauthorized modification, accident.
5. Any part/parts replaced in the regular course of maintenance shall become the customer's property. Similarly, the part / parts removed shall become the property of RYMO.
6. Any additional visits made throughout the contract duration as needed, will be chargeable as per the Customer Service Charge.
7. After receiving a complaint about equipment failure, every visit by Rymo Authorized Service Technician will be conducted as soon as reasonably possible, and only during the service department's regular business hours.
8. In one complete service of Mobi-l servicing will be provided for all the parts of Mobi-l. Servicing include **Cleaning, Lubrication, Calibration, Testing, Maintenance.**
9. \*In case of **Complete CMC of Mobi-L (C-CMC)** Part replacement is available for all the parts of Mobi-L except Attachments, Tablet and Device Casing.
10. \*\*In case of **Complete CMC of MSL (M-CMC)** Part replacement is available for all the parts of **MSL** except **Attachments, Device stand, Tablet Stand, Tablet & Device Casing.**
11. \*\*\*In case of **Electronic CMC (E-CMC)** Part replacement is available only for electronic parts includes **Electronic Board, Sensors, Power Supply & Electrical Connectors/Wires.**
12. In the event of ambiguity or conflicts in interpretation of any terms of this Contract, the final decision shall rest with the Manufacturer.

# Terms & Conditions



## 13. Jurisdiction Clause

This Agreement shall be governed by and construed in accordance with the laws of India. Any disputes arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the competent courts at Mumbai, Maharashtra, India.

## 14. Dispute Resolution Mechanism

In the event of any dispute, controversy, or claim arising out of or relating to this Agreement, the Parties shall first attempt to resolve the dispute amicably through mutual discussions within 90 (ninety) Business days. If the dispute is not resolved, it shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996. The arbitration shall be conducted by a sole arbitrator appointed jointly by the Parties. The seat and venue of arbitration shall be Mumbai, Maharashtra, and the proceedings shall be conducted in English. The arbitral award shall be final and binding on the Parties.

## 15. Limitation of Liability

RYMO's liability under this Agreement shall be limited to the total contract value paid by the Customer under this CMC. In no event shall RYMO be liable for any indirect, incidental, consequential, or special damages, including but not limited to loss of business, revenue, data, or profits, even if advised of the possibility of such damages.

## 16. IT Act Acknowledgement (Digital Acceptance)

Where this Agreement is accepted digitally or electronically by the Customer (including by way of email confirmation, online click-wrap acceptance, or electronic signature), such acceptance shall be valid and binding under the provisions of the Information Technology Act, 2000 and the Indian Evidence Act, 1872. The Customer expressly acknowledges that this Agreement constitutes a legally enforceable electronic record.