

Installation Timelines and Post-Installation Service Process

Dear Valued Partner,

We aim to ensure a seamless experience with your product installation and post-installation service. Please find the detailed guidelines below:

1. Installation Timelines from Date of Delivery

- **Product Delivery:** A scheduling call for installation will be arranged within 24–48 hours from the official delivery date at your location.
- **Standard Installation Process:**
 - Submit installation requests through the official WhatsApp group. Once submitted, a scheduling call will be arranged within 24–48 hours.
 - The installation call will occur within 24–48 hours after delivery, depending on the complexity and requirements.
- **Alternative Option:** Installation requests can also be raised via the Distributor Back Office on the TML Website by raising a ticket. (This feature is expected to go live by the end of the month.)
- **Delays:** Any delays beyond the specified timeline will be promptly communicated, along with an updated schedule.

2. Post-Installation Service

- **Initial Walkthrough:** Our technical team will perform a detailed system walkthrough upon installation to ensure it meets required specifications.
- **Training/Support:** Training on operation and maintenance will be provided if required. Resources such as manuals, FAQs, and troubleshooting guides will be shared.
- **Warranty and Service Support:**
 - **Warranty Period:** One-year warranty post-installation, covering parts and labor for any product malfunctions.
 - **Scheduled Service:** Regular maintenance will be arranged every six months.
 - **On-Demand Service:** Additional support is available anytime during the warranty period by contacting customer service. Non-warranty service is also offered at an additional fee.

3. Client Responsibilities

- **Access to Installation Site:** Ensure the site is ready with necessary utilities and clear access for the installation team.
 1. **Water Supply:** ½" water line with pressure between 0.5–2 kg/cm². A Pressure Reducing Valve (PRV) will be used if the pressure exceeds 2 kg/cm².
 2. **Electrical Supply:** 230V AC ± 10%, 16 AMP socket with secure earthing.
 3. **Dimensions for Installation:**
 - HydroACE TT Unit: H = 430mm, W = 240mm, D = 275mm
 - HydroACE Pre-Filter: H = 300mm, W = 100mm
- **Cooperation:** Prompt communication and cooperation with the installation team are essential for timely completion.

4. Contact Information for Support

For any queries, concerns, or service requests post-installation, please reach out to us:

- **Contact Center:** 02227881234
- **Escalation Number:** 8591069759
- **Email:** Contactus@themodernliving.com
- **Website:** <https://themodernliving.com/contact>

We appreciate your cooperation and look forward to providing you with exceptional service.

Best regards,
The Modern Living Team

