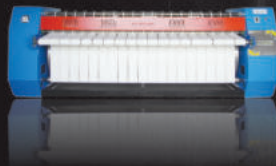




**N A G A R J U N**  
INTERNATIONAL TRADING COMPANY

*We Grow Together...*

**18**  
YEARS



AN ISO 9001 : 2015 CERTIFIED COMPANY

2023

INDUSTRIAL WASHING, FINISHING EQUIPMENTS & POWER LAUNDRY MACHINERIES



*we grow together*



**STARFISH INDIA**  
LAUNDRY MACHINES PRIVATE LIMITED



**NAGARJUN**  
INTERNATIONAL TRADING COMPANY

*We Grow Together...*

# From the CEO'S desk

STARFISH is more than just a laundry equipment manufacturer. It is a community of people who share a common vision: "We Grow Together". We believe in creating value for our customers, our company and our society as a whole.

We are passionate about understanding our customers and their needs. We work closely with them to analyze their market potential and provide them with the best solutions for their laundry business. We don't just sell machines, we build relationships.

We are proud of our high-quality products, which are designed to meet the highest standards of reliability and performance. We follow strict ISO protocols and constantly innovate to improve our machines and services. We know how important it is for our customers to offer uninterrupted laundry service to their clients, and we want to help them achieve that.

That's why we offer service plans and on-site services along with AMC. We want to ensure that our customers can run their business smoothly and hassle-free. We want to see them grow and succeed with STARFISH.

STARFISH is not just a brand, it is a family. Join us today and discover the difference.



*we grow together*

**SARAVANAKUMAR MARIMUTHU**

FOUNDER AND CEO,



**STARFISH INDIA**  
LAUNDRY MACHINES PRIVATE LIMITED



**NAGARJUN**  
INTERNATIONAL TRADING COMPANY

*We Grow Together...*

# After Sales SERVICE PLAN

We Have Three Type Of Service Plan To Suit Your Budget & Full Fill Your Service Needs



## After sales service plan

After-sales support is crucial for any business, especially in the laundry industry, where it can make or break the success of a laundry business. Recognizing this challenge, STARFISH introduced its after-sales service support plan system in 2018. We are proud to be the first and only laundry machine manufacturing company to offer such a valuable service to our clients based on their technical skills and experience, all at an affordable cost.

Our goal is to reduce the initial investment cost of our customers while ensuring they can utilize their skills and knowledge to the fullest. Our service plans have created a service awareness revolution in the industry, offering three types of service plans to suit your budget and fulfil all your service needs. You can purchase your required product at a competitive price, with the assurance that STARFISH will support you every step of the way.

## Service Support

Once a customer purchases a laundry machine, they require practical support from the company. To address this need, STARFISH has introduced various service plans to support customers in the after-sales stage. These plans are based on the customer's experience and technical skills in the industry.

STARFISH values the customer's expertise, and the service plans encourage online support services to resolve problems quickly and reduce breakdown durations. The company understands that providing practical support to customers is crucial, and it strives to offer comprehensive service plans that cater to the varying needs of its customers. STARFISH's service plans are as follows,

### BABY CARE PLAN:

The Premium service plan we offer to new entrepreneurs and those starting a laundry business in our accessible service locations is our top priority. This plan is called "**BABY CARE**" which emphasizes the importance of providing exceptional support for the machinery, just as a mother would care for her new-born baby. We understand that new laundry units, in-house laundries and those from other business fields starting in this industry require extra attention and support.

By selecting this plan, customers can be confident they will receive the best possible service for the plan's duration. Our service-oriented approach starts from the moment of purchase. It continues throughout the entire service support system, allowing customers to focus on their business operations without worrying about breakdowns or other issues. This plan provides excellent value for the amount paid and reflects our commitment to providing the highest quality service to our customers.

### CHILD CARE PLAN:




We offer a priority service plan for existing and experienced entrepreneurs starting new laundry businesses throughout India. This service plan is called "**CHILD CARE**," which means that we support the machines like a mother caring for her grown child. This plan offers a reasonable duration of support as per the service plan.

If customers have moderate knowledge and are experienced employees in the laundry business, we suggest purchasing machines under this plan. Utilizing their expertise will allow them to reduce initial costs and breakdown time. With this plan, customers can also benefit from online service support from STARFISH's experts to address and resolve any complaints.

### ADULT CARE PLAN:

Here is our service plan for established laundry business owners and suppliers of laundry machines across India. In this plan, we offer "**ADULT CARE**", which means we provide the necessary support for our customers, like how a mother takes care of her adult children. This includes major requirements based on the service plan. Suppose a customer is already an expert in the laundry business or supplies machines to their clients and has a service team. In that case, we recommend purchasing the machinery under this plan.

By doing so, they can run their business without any minor or major dependencies towards the manufacturer, which reduces their initial investment cost. You can utilize your experience and knowledge to operate the machines. If you need any support, we will stand by you and offer the necessary assistance according to the service plan. When you choose STARFISH machines, we've got your back when it comes to support.

Supported By	 Baby Care	 Child Care	 Adult Care
Installation	Free*	Free*	Chargeable
Phone Call	Free For 9 Months	Free For 6 Months	Free For 3 Months
Video Call	Free For 9 Months	Free For 6 Months	Free For 3 Months
Onsite Service	Free For 9 Months	Free For 6 Months	Chargeable
Conveyance & Accommodation	Free For 9 Months	Chargeable	Chargeable
Electrical Spare Warranty	9 Months	6 Months	3 Months
Man Day Charges	Free For 9 Months*	Free For 6 Months*	Chargeable
Maximum Resolving Time	1 To 2 Working Days*	1 To 3 Working Days*	2 To 4 Working Days*
Manufacturing Defects	24 Months	24 Months	12 Months
Transit insurance	Free	Free	Chargeable

\* Conditions Apply

Note : For more details please refer the complete detail service plan sheet | Motor and heater will not be cover under warranty

With our service plans, we go above and beyond to exceed your expectations. And don't worry if you're currently using achines from another brand, our STARFISH AMC PLANS have got you covered with customized support based on your selected plan.

## “Prevention is better than cure...”

**AMC:** The **Annual Maintenance Contract**, the yearly fee for repairs, is crucial in smoothly operating any technology-dependent business. A minor disruption can trigger a chain reaction, impacting the entire system. Rather than reacting to issues after they arise, consider entering into an annual maintenance contract with your machine supplier. This enables customers to benefit from a comprehensive maintenance program, including access to emergency breakdown support and repairs. Here are several reasons why an AMC for your machine is essential:



- One common misconception about AMCs is their perceived costliness. However, an AMC proves to be a prudent investment when considering the expenses associated with breakdown repairs and the subsequent production losses. Businesses can achieve greater returns on their investments by significantly reducing machine downtime.

- Machines represent substantial capital investments, and naturally, businesses expect optimal performance and longevity from their equipment. Through an AMC, your machine will undergo thorough reviews, enabling the identification and resolution of critical issues before they escalate into major problems. Consequently, you can have peace of mind knowing that your operations will continue at their peak efficiency.

- Juggling numerous tasks and responsibilities can be challenging, especially when finding reliable partners to assist you. With an AMC, you can have a dedicated service partner who deeply understands your processes and systems. This proximity ensures prompt resolution of any issues, helping you maintain uninterrupted production.

- In an unexpected breakdown, your AMC partner will swiftly respond with top-notch support. A proactive damage control team will spring into action, facilitating a speedy recovery and minimising the impact on your operations.

- Technicians deployed to your shop floor or machine will stay up-to-date with the intricacies of your processes, supported by relevant data. Consequently, you won't need to allocate valuable work hours for technician orientation, preventing disruptions to your maintenance processes. With an AMC in place, you can expect your production facility to operate smoothly, with maintenance activities conducted concurrently.

- Beyond the scope of routine maintenance, an expert team of engineers can provide valuable insights to enhance your production goals. These experts can use their knowledge of common issues in your facility, backed by data and industry experience, to equip you with the critical information necessary to achieve your machines' production targets.

# STARFISH MAINTENANCE CONTRACT PROGRAMME

In business, nothing is more important than having a good reputation. Laundromat dry cleaners must ensure that they serve their customers without any interruptions and deliver their client's laundries on time to hold on to their good reputation in business. This is the reason why to have machines with no interruption, whatsoever. Starfish offer SMCP to help out.

## Why You Should Buy Preventive Maintenance Spares?

Preventive maintenance spares are essential parts that can help you avoid major breakdowns and reduce downtime. They are specially designed for each of our machineries and can be used to fix minor issues quickly and easily. By buying these spares along with your machineries, you can enjoy the following benefits.

### Save time, money and reputation:

You can use the preventive maintenance spares to restore your machineries to normal operation in a matter of minutes, without waiting for external service or support. This can help you to meet your deadlines and deliver your clothes on time, satisfying your clients and maintaining your reputation.

### Get discounts:

You can get discounts on the spare cost when you buy them through the SMCP. This is a special offer that we provide to our customers who want to ensure the optimal performance of their machineries. The preventive maintenance spares may cost around 2-3% of the machine value, but they can save you a lot of money in the long run.

### Get support:

You can also get access to our phone or video support, where our experts can guide you through the troubleshooting process and resolve your issues. This is a convenient and reliable way to get assistance whenever you need it.

## How to Choose the Right Annual Maintenance Contract

Once your dedicated service plan (Baby Care, Child Care, or Adult Care) expires, you can still avail our services through our Annual Maintenance Contracts (SMCP). We have three types of SMCP plans to suit your needs and budget:

**General:** This is the basic plan that works on a per call basis. Whenever you have a complaint, you can call our service team and avail the services at flat rates. This plan is suitable for customers who have occasional or minor issues with their machineries.

**Recharge:** This plan has a validity of 6 months. You can avail 10% discount on spares and 60 minutes response time benefit. This plan is suitable for customers who need part-time support on a half-year basis.

**Annual:** This is the advanced plan that has a validity of 12 Months. You can avail 10% discount on spares and free phone and video support during working hours. You also get unlimited call validity and 60 minutes response time benefit. This plan is suitable for customers who need regular support on an annual basis.

Plan	General	3000 Recharge	12000 Annual
Charges	Per Call	₹3000	₹12000
Validity	Nil	6 Months	12 Months
Calling Time	09.30 AM - 07.00 PM   07.30 PM - 10.00 PM	9.30 AM - 07.00 PM   07.30 PM - 10.00 PM	9.30 AM - 07.00 PM   07.30 PM - 10.00 PM
Phone Call	₹300   ₹500	₹200   ₹300	Free   ₹300
Video Call	₹600   ₹1000	₹400   ₹600	Free   ₹600
Call Validity	24 Hours	24 Hours	Unlimited
Direct Visit / Manday Charges (6-8 Hours)	₹3500   ₹5000	₹2500   ₹4000	₹2500   ₹4000
Spares Discount	Nil	10%	10%
Travel Food & Accomodation	Chargeable	Chargeable	Chargeable
Phone Call/Video Call Response Time	120 Min	60 Min	60 Min
Direct Visit Response Time	48 - 96 Hours	48 - 72 Hours	48 - 72 Hours



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**Head Office :**

3/869-A, Ground Floor, Moolakadai,  
Nochipalayam Pirivu, Palladam Main Road,  
Veerapandi (Post), TIRUPUR - 641605,  
TAMILNADU, INDIA  
Ph: +91-421- 4333009, 4330009, 4333678

**Corporate Office :**

Ground Floor, #13, K.V.R. Arcade, 2<sup>nd</sup> Main Road,  
3<sup>rd</sup> Block, Behind Gokuldas Images,  
Goraguntepalya, BENGALURU - 560022,  
KARNATAKA, INDIA  
Ph: +91 080 41507898



+91 934 57 57 898



sales@nagarjun-itc.com



www.starfishindia.com