

*Cruise*

# SERVICES CUSTOMER RATE CARD 2025

**INSTALLATION & OUT-OF-WARRANTY  
SERVICE CHARGES**



Invest in Complete Peace of Mind.  
**Invest in Yourself.**

Dear Preferred Customer,

We are proud to welcome you to the Cruise family of globally acclaimed products, and we wish you many happy & comfortable years of ownership! Please find our standard pricelist for air-conditioning services (within India).

wef 01st Feb 2025

STANDARD INSTALLATION CHARGES		
S. No.	Product	Price
1	Window AC or Portable AC	600
2	Split AC	1499
3	Cassette AC/ Floor Standing AC upto 5TR	4500
4	Additional Refrigerant Piping with Insulation per RFT (Upto 2 ton)	260
5	Additional Wiring Extension (4 core) per RFT for upto 2TR	60
6	Additional Drain Extension (PVC pipe) per RFT	50
7	Fixing Outdoor Unit Bracket (Labour Only)	250
8	Outdoor Unit Bracket (Stand) (L Type)	750
9	Dismantling the Unit	700
10	Re-installation charges including gas top off	1499

OUT-OF-WARRANTY SERVICE CHARGES		
1	Breakdown Call Visit Charges /PM Service – Split/ Window/ Portable AC	600
2	Breakdown Call Visit Charges /PM Service – Cassette/ Floor-Standing AC upto 2TR	800
3	Breakdown Call Visit Charges /PM Service – Cassette/ Floor-Standing AC above 2TR	1200
4	Gas Charging for Window AC or Portable AC	2600
5	Gas Charging for Split (Fixed & Inverter) AC R22 /R410A / R32 / Cassette AC upto 2TR	3000
6	Gas Charging for Cassette AC / Floor Standing AC / Mega Split AC above 2TR	3800

#### TERMS & CONDITIONS

- All rates are in INR (Rs.). GST is extra as applicable.
- Unit handling charges extra. Civil, electrical and welding work charges extra for AC installation.
- Within municipal limits, gas charging rates are inclusive of transportation charges of unit from the customer place to the ASP workshop and back or inclusive of transportation charges of gas charging kit from the ASP workshop to the customer place and back.
- Beyond municipal limits, machine transportation charges (to & fro) will be applicable as per actuals.
- Civil work / welding will be charged extra.
- Onsite warranty for Portable AC not applicable; available on chargeable basis at Authorized Service Provider's workshop.
- ASP – Authorized Service Provider, RFT – Running Feet.
- Pumpdown Service – Remove gas in order to disconnect unit for service or repair procedure.
- Upcountry – Areas which are more than 25km away from the Authorized Service Provider / Sales and Service Dealer.
- Standard installation charges are for the AC and accessories supplied with the unit. Any additional accessories / parts required like stands, extra piping, cables will be charged extra.
- No service charge is applicable if call is repeated within 3 months of 1st repair.
- Cruise Appliances Pvt Ltd reserves the right to review the rates and its service policy for constant improvement in customer satisfaction.

FOR YOUR SERVICE SUPPORT OR FEEDBACK NEEDS

Cruise Customer Care (Mon - Sat | 8am to 8pm): 829-123-8800

E-mail: support@cruiseac.com