

6 STEPS TO 1 IN A CARE360

ASSURANCE • REACH • EFFICIENCY

Havells service representatives adhere to the following procedures, so that you have a pleasant experience always.

HAVELLS WATER PURIFIERS

1 Greeting & introduction

- Service representative in uniform
- Shows ID Card
- Removes shoes and wear foot cover
- Seeks permission before entering the home



2 Pre-installation checks

- Identifies customer preferred location
- Checks water connection feed & drain, TDS & pressure of source water
- Checks if there is a water pipeline or electrical line behind drilling location
- Gets declaration signed by customer on product installation location



3 Preparing site for installation

- Unpacks the product, checks and explain contents available in packaging
- Places drilling template on the wall with the help of spirit level
- Places dust collecting mat below the drill area
- Uses dust collector while drilling
- Cleans the place after drilling



4 Product installation

- Uses hand sanitizer before handling product
- Uses head and hand cover
- Places product on mat
- Opens service cover, flushes filters and re-fixes it before installation
- Fixes product at the installation area
- Drains tank of water after filling it
- Checks the taste of water after filling it again



5 Product demonstration

- Switches on the product and check the functionality
- Explains function and controls of product
- Explains health benefits of pH balance & Double Purity offered by Havells Water Purifiers
- Explain importance of regular maintenance and need for AMC



6 Thanking you

- Asks feedback about the service
- Acknowledgement on job completion
- Explains about happy calling from customer care post installation
- Thanks customer before leaving



We sincerely hope that you enjoyed our CARE 360 service experience, if there is some area where you would like us to improve, please feel free to reach out to us.

Havells India Ltd.

QRG Towers, 2D, Sector-126, Expressway, Noida - 201304, U.P. (INDIA)

Customer Care No.: 08045 77 1313, E-mail : customercare@havells.com, Website : www.havells.com