



BLUE STAR



**BLUE STAR GOLD STANDARD SERVICE
FOR HVAC SYSTEMS.**

The Expert care that your air conditioning system needs.



BLUE STAR BUILT ON TRUST

Blue Star is India's leading HVAC Company, with a wide range of air conditioning and refrigeration solutions, from room ACs, packaged air conditioners, VRFs, and chillers, to cold rooms, deep freezers, water coolers and purifiers, to suit every need, both commercial and residential. It's a Company built on the trust of its customers, over nearly eight decades; the kind that it always strives to live up to, in every offering, at every stage.

Operating through 6000 stores with 1060 service associates reaching out to customers in over 900 towns, Blue Star's integrated business model of a manufacturer, contractor and after-sales service provider enables it to offer an end-to-end solutions to its customers, a fact that has made it a Superbrand for many years in a row.

Blue Star has world-class R&D and constantly innovates, designs and engineers new products using the latest technologies, making them more energy-efficient, eco-friendly and sustainable to meet the needs of tomorrow, today. The Company's ultra-modern manufacturing facilities use state-of-the-art machines and processes to produce high quality and reliable equipment that offer long and trouble-free operation.

The Company also offers expertise in MEP and allied contracting activities such as electrical, plumbing, fire-fighting and industrial projects, in order to offer turnkey solutions, apart from executing specialised industrial projects.

BLUE STAR GOLD STANDARD SERVICE

Blue Star is not just an innovative designer, manufacturer and supplier of HVAC products. Their innovative spirit is seen in the area of Service too, offering various well thought-out after-sales solutions that reduce downtime, help improve the functioning of installed systems, enhance air quality within air conditioned spaces, and update systems through retrofit and revamp processes so that existing HVAC systems take advantage of the emergence of modern technologies.

Blue Star maintains one of the country's largest Service and Maintenance teams under the umbrella of the Customer Service Group (CSG) to ensure that all Blue Star installations, and of other brands too, continue to run efficiently and at peak performance all through the life of the equipment.

Today, Blue Star prides itself in offering Gold Standard service with a focus on customer delight through faster response, efficient repairs, and lower downtimes, which have made the Company's service processes a benchmark for the entire industry.



THE NEED FOR SERVICE

Air conditioning and refrigeration systems, like all mechanical equipment, are subject to wear and tear. They lose efficiency and consume more power over time, unless you monitor and maintain them regularly. Studies reveal that with regular tune-ups, a system can continue to deliver up to 95% of its original efficiency. This helps reduce operating and revamp costs, and also helps you save on power consumption.

SERVICE BY EXPERTS!

Calling any local technician to repair your costly HVAC equipment can be injurious to the health of the machines! Most of them lack in-depth understanding of the complex designs and circuitry that make up the innards of modern-day systems. Further, they are ill informed when it comes to indoor air quality, airside management and energy efficiency. Blue Star guarantees the knowledge, skill, training and use of genuine spares to make sure that costly equipment is handled only by experts and maintained and improved, not damaged!

THE BLUE STAR ADVANTAGE

Environment Health & Safety:

Blue Star has the ISO 45001:2018 Occupational Health & Management System certification which showcases the Company's commitment towards Occupational Health & Safety. While the technical teams are trained in EHS (Environment Health & Safety) measures in maintenance and operation activities with a special focus on LOTO (Lock Out Tag Out), gas cylinder safety management, and in the use of PPEs, the organisation strictly adheres to environmental protection measures including the recycling of e-waste that is generated from AMC and retrofit/revamp activities through SPCB/CPCB-approved recyclers.

Wide network:

Through its network of 32 offices, 1060 service providers and over 8000 technicians, Blue Star's service network covers all Tier 1 to Tier 5 cities and towns with uniformly excellent service support. Besides, using its app and 24x7 call centre, even customers in remote locations can easily get in touch with the Company for service requirements.

Quick and easy access:

Blue Star's Customer Service Group (CSG) leverages technology to make service processes easy, fast, efficient and accountable. Customers can raise complaints through dedicated apps in just three clicks, or call or email a 24x7 helpdesk. The complaints go straight to the device of the concerned service providers without any delay; Also, the systems allow for easy monitoring by our senior management, for quick closure and to the complete satisfaction of customers.

Vast experience:

Blue Star's CSG manages over 2 lakh customers and over 25 lakh tons of air conditioning under various types of annual maintenance contracts across the country.



Trained personnel:

Blue Star's engineers and technicians undergo intensive training at training centres set up at every major location, to handle expensive, sophisticated air conditioning and refrigeration equipment.

Priority service:

Customers signing up under any annual service contract receive priority service. Which means that your calls get attended to on an urgent basis, reducing turnaround time.

Preventive checks:

Under all service contracts, Blue Star offers preventive maintenance checks which help in identifying problems early, avoiding costly downtime.

Specialist team for complex tasks:

Blue Star maintains a special group, the Service Specialists Group (SSG), to handle complex technical problems in the field. The team is well equipped with various advanced measuring, data logging and diagnostic tools.

Service crew van:

Blue Star's CSG maintains mobile service vans that deliver spares and bring a service crew right to your doorstep, in case of an emergency, thus speeding up service response and reducing turnaround time.

Genuine spares:

Blue Star always uses only genuine tried-and-tested spares for use during repairs and replacements. This ensures excellent service and assured performance after replacement of parts, besides offering parts guarantees.

Parts availability:

To ensure the availability of in-demand spares at all times, Blue Star has set up a hub-and-spoke model warehouse system whereby a National Parts Centre stocks all spares and feeds as many as 28 Regional Parts Centres across the country to ensure local availability of spare parts for faster reach to sites.

Process excellence:

Blue Star has ensured effective management of its entire service operation through a process approach: well-defined L1 to L4 level processes for service call management; improvement of Channel Partners' service infrastructure; skill enhancement of the service workforce; service sales management; spares sales management; spares parts management; product field quality improvement; service workforce learning and development; customer engagement processes; safety management; and many more.

Best practices:

Blue Star benchmarks industry practices and implements best practices for a better customer experience at all levels.

Process automation:

A complete digital transformation has allowed CSG to manage ten lakh service tickets each year for preventive and breakdown services with real-time reports to customers, and handling support systems such as customer rating management, OTP and Google location verification, etc. Other key initiatives include the creation of a real-time customer registration process, maintenance of a dealer scorecard, etc. So much so, Blue Star's CSG automation systems are CII-certified as a matured digital process for service.



Quality transformation:

Blue Star's CSG has driven a quality transformation culture through a TQM approach in its service operations, with 500+ Kaizens, 20+ Six Sigma/QCC projects, and a dedicated Customer Service Quality Assurance team (CSQA) to drive quality programmes. Blue Star has been recognised by the CII for the best Kaizen in the industry.

Gold Standard Customer Service:

The quality transformation drive has brought about the desired results, with Blue Star achieving a Gold Standard in its customer service programme by expanding its service network, improving service providers' service capabilities and workforce skills, offering "service on wheels" and "HiFi" tool kits, etc.

Quality assurance:

Blue Star's service division has achieved the ISO 9001:2015 certification with accreditation from TUV India for its service operations. More specifically, a Service Quality Assurance (SQA) group is in place for benchmarking the best practices in other service industries, and developing and implementing service delivery standards in conformity with the same.

Standards compliance:

Blue Star's service operation has been ISO9001-certified by TUV for its Quality Management System. Other major accreditations include NEBB certification, IAQA membership, and NADCA certification, besides maintaining teams of ISHRAE ICP AP, AEE-certified CMVP, and AEE-certified Energy Auditors.

COVID-19 protocol:

In the new normal of the COVID-19 pandemic, Blue Star's CSG has risen to the occasion and quickly put in place various processes to ensure reduced personal contact, sanitised operation and strict compliance with government regulations to ensure smooth service operations without fear of spread of the virus.



A WIDE RANGE OF SERVICES

Blue Star's service division offers a wide range of services to cater to all possible requirements of HVAC installations at any stage in the equipment's life. Broadly, the services can be categorised under the following heads:

-  **MAINTENANCE SERVICES**
-  **MULTI-BRAND CHILLER SERVICES**
-  **VALUE-ADDED SERVICES**
-  **REMOTE MONITORING SERVICES**
-  **ENERGY MANAGEMENT SERVICES**
-  **GREEN BUILDINGS SERVICES**
-  **TESTING ADJUSTING AND BALANCING SERVICES**
-  **INDOOR AIR QUALITY AUDIT SERVICES**
-  **REVAMP AND RETROFIT SERVICES**
-  **ENGINEERING FACILITY MANAGEMENT SERVICES**



MAINTENANCE SERVICES

Blue Star offers a wide spectrum of Annual Maintenance Contracts (AMCs) to meet all possible field requirements, for repair, service and maintenance requirements.

RISK PROTECTION CONTRACT (RPC):

Also called the Comprehensive Annual Maintenance Contract (CAMC), this contract covers all costs - labour, spares and consumables - for the maintenance of the covered equipment. Based on the equipment covered under an RPC, Blue Star plans parts procurement and stocking in parts centres across India. The scope of work in RPCs also covers: preventive maintenance service for all the equipment, every three months or at an increased frequency wherever necessary, based on the site conditions and based on the application; attending to all breakdown calls logged in at the call centre; and replacement of parts as required.

COMPRESSOR EXCLUDED CONTRACT (CEC):

This contract is similar to the RPC in terms of scope except that the compressor is not covered. In case of compressor failure, it can be procured against a separate purchase order.

LABOUR MAINTENANCE CONTRACT (LBR):

Under this contract, only the labour towards maintenance services is provided by Blue Star. The scope of work covers preventive maintenance service for all the equipment, every three months or at an increased frequency wherever necessary, based on the site conditions and based on the application, and attending to all breakdown calls logged in at the call centre. In case any parts need replacement, they are supplied by Blue Star against separate purchase orders.

OPERATING CONTRACT (OPR):

This is a pure manpower contract wherein Blue Star provides trained operators to be stationed at the site for single, double or round-the-clock shifts as per customer requirement, for operating the equipment. The operators also monitor the operating status and parameters of the equipment.





Some of Blue Star's prestigious customers for maintenance services over many years:

Customer Name	Segment
Axis Bank	Banking/Insurance
Bank Of Baroda	Banking/Insurance
HDFC Ltd	Banking/Insurance
IDBI Bank Ltd	Banking/Insurance
Kotak Mahindra Bank Ltd	Banking/Insurance
Life Insurance Corporation Of India	Banking/Insurance
NABARD	Banking/Insurance
Reserve Bank of India	Banking/Insurance
Standard Chartered Bank	Banking/Insurance
State Bank of India	Banking/Insurance
Yes Bank	Banking/Insurance
Avenue Supermarts Ltd	Commercial Buildings
Bajaj Electricals Ltd	Commercial Buildings
DLF Place Saket Mall	Commercial Buildings
Emami Limited	Commercial Buildings
K Sera Sera Miniplex Ltd	Commercial Buildings
Kalyan Jewellers India Ltd	Commercial Buildings
PVR Ltd	Commercial Buildings
Reliance Retail Ltd	Commercial Buildings
Shoppers Stop Ltd	Commercial Buildings
Srijan Realty Private Ltd	Commercial Buildings
Tangent Infocom Pvt Ltd	Commercial Buildings
The Phoenix Mall	Commercial Buildings
Bharat Petroleum Corporation Ltd	Govt. Buildings
Coal India Ltd	Govt. Buildings

Customer Name	Segment
Indian Association for the Cultivation of Science	Govt. Buildings
Indian Statistical Institute	Govt. Buildings
Municipal Corporation of Greater Mumbai	Govt. Buildings
Oil And Natural Gas Commission	Govt. Buildings
Parliament House	Govt. Buildings
Prime Minister's Office	Govt. Buildings
Prime Minister's Residence	Govt. Buildings
Rashtriya Chemicals And Fertilizers	Govt. Buildings
Supreme Court	Govt. Buildings
The New India Assurance Company Ltd	Govt. Buildings
All India Institute of Medical Science	Healthcare
AMRI Hospitals Ltd	Healthcare
Apollo Gleneagles Hospitals Ltd	Healthcare
Apollo Hospital Enterprises	Healthcare
Delhi State Cancer Institute	Healthcare
Iris Health Services Ltd	Healthcare
Jaslok Hospital and Research Centre	Healthcare
Kokilaben Dhirubhai Ambani Hospital	Healthcare
National Cancer Institute, AIIMS	Healthcare
North Eastern Indra Gandhi Regional Medical Research	Healthcare
RGS Healthcare	Healthcare
SRM Institute of Medical Sciences	Healthcare
Wipro GE Healthcare Pvt Ltd	Healthcare
Accord Hospitality & Services	Hospitality
Barbeque Nation Hospitality Ltd	Hospitality

Customer Name	Segment
Dishi Resorts Pvt Ltd	Hospitality
DLF Clubs	Hospitality
Hotel Celebrations	Hospitality
Hotel Mehfil Inn Pvt Ltd	Hospitality
Hotel Shakti Continental	Hospitality
Kohinoor Elite Hotel	Hospitality
Nehru Place Hotels	Hospitality
Regenta LP Vilas	Hospitality
Sun-n-Sand Hotel Pvt Ltd	Hospitality
Tata Starbucks Pvt Ltd	Hospitality
The Shalimar Hotels Pvt Ltd	Hospitality
Ankur Seeds Pvt Ltd	Industrial/ Manufacturing
Bharat Electronics Ltd	Industrial/ Manufacturing
Bharti Airtel	Industrial/ Manufacturing
Continental Tyres Ltd	Industrial/ Manufacturing
Damodar Valley Corporation	Industrial/ Manufacturing
Gharda Chemical Ltd	Industrial/ Manufacturing
Godrej Industries Ltd	Industrial/ Manufacturing
Grasim Industries Ltd	Industrial/ Manufacturing
Greenply Industries	Industrial/ Manufacturing
Havells India Ltd	Industrial/ Manufacturing
Hindustan Unilever Ltd	Industrial/ Manufacturing
ITC Ltd	Industrial/ Manufacturing
Jindal Steel & Power Ltd	Industrial/ Manufacturing

Customer Name	Segment
Maruti Suzuki India	Industrial/ Manufacturing
Schneider Electric	Industrial/ Manufacturing
Sterlite Technologies Ltd	Industrial/ Manufacturing
Aligarh Muslim University	Institutional
Anjuman I Islam	Institutional
GZSAC (Jammu University)	Institutional
Indian Institute of Management, Lucknow	Institutional
Indian institute of Technology, Delhi	Institutional
Jawaharlal Nehru University	Institutional
Lovely International Trust	Institutional
Shiv Nadar University	Institutional
Shri Ramdeobaba College	Institutional
Tata Institute of Social Sciences	Institutional
Xavier University	Institutional
Accenture Solutions Pvt Ltd	IT/ITES/Data centre
Cognizant Technology Solutions	IT/ITES/Data centre
HCL Technologies	IT/ITES/Data centre
Hewlett Packard Enterprise India	IT/ITES/Data centre
IBM India Ltd	IT/ITES/Data centre
Netmagic IT Services Pvt Ltd	IT/ITES/Data centre
Oracle Financial Services	IT/ITES/Data centre
Sify Technologies Ltd	IT/ITES/Data centre
Sutherland Global Services Pvt Ltd	IT/ITES/Data centre
Tata Consultancy Services Ltd	IT/ITES/Data centre
Tech Mahindra Ltd	IT/ITES/Data centre
Wipro Ltd	IT/ITES/Data centre



MULTI-BRAND CHILLER SERVICES

Blue Star's Customer Service Group (CSG) not only maintains its own brand of reciprocating, scroll, screw, oil-free magnetic bearing centrifugal, and conventional centrifugal chillers, but also maintains a wide range of chillers of other makes such as YORK, Carrier, Trane, Daikin, Dunham Bush, Hitachi, Kirloskar, and Voltas. These chillers, that can range in capacity from 10TR scrolls to 1000TR centrifugals, are also maintained under Blue Star's various AMCs.

Not only Blue Star CSG's Service Delivery Engineers but all members of the Service Specialist Groups maintained both centrally and in the regions are trained and certified to attend to any kind of electrical or refrigeration malfunctions in the chillers of other makes as well.

What's more, Blue Star's National Parts Centre located in Bhiwandi, Maharashtra, and the Regional Parts Centres across the country maintain stocks of essential spares required for the maintenance of the chillers of other brands as well. To ensure that the spares are readily available and are genuine, Blue Star maintains rate contracts with all part-suppliers of multi-brand chillers, such as Carel, MCS, Danfoss, etc. This ensures quick availability of all parts of the chillers of other makes too, from controllers to compressors and VFDs.

To make sure that field engineers can monitor and troubleshoot multi-brand chillers, Blue Star CSG possesses and uses advanced, calibrated tools such as WiFi-enabled Fluke Clamp Meters for measuring and recording electrical parameters, the Vuzix Video Eyewear for live checking of running chillers, the Neutronics Refrigerant Quality Analyzer to check the quality of various refrigerants, etc. This is of course over and above the regular testing and measuring instruments and tools being used for regular field work.

Some of Blue Star's prestigious customers for our multi-brand chiller services:

Customer Name	Segment	Make
DLF	Infra	Carrier
Galaxy	Infra	Carrier
Amazon Development Centre India Pvt Ltd	Infra	Carrier
DMRC	Metro Railways	Carrier
RMZ Infotech Pvt Ltd	IT	Carrier
Tech Mahindra Limited-HT	IT	Carrier
Manyata-Bangalore STPI Fidelity	IT	Carrier
AIIMs	Hospital	Carrier
Aravind Eye Hospital	Hospital	Carrier
Hospital Engineer RAC	Hospital	Carrier
Good Host, Manipal University	Education	Carrier
Thapar University	Education	Carrier

Customer Name	Segment	Make
Millenia Realtors Pvt Ltd	Hotel	Carrier
Euroamer Garuda Resorts India Pvt Ltd	Hotel	Carrier
Hindustan Petroleum Corporation Ltd	Manufacturing	Carrier
Currency Note Press (A unit of Security Printing & Minting Corp. of India Ltd)	Manufacturing	Carrier
NTPC Tamilnadu Energy Company Ltd	Manufacturing	Carrier
Infosys Ltd	IT	YORK
Tech Mahindra Ltd	IT	YORK
Hexaware Technologies Ltd	IT	YORK
DMRC	Metro Railways	YORK
DLF	Infra	YORK
Embassy Office Ventures Pvt Ltd	Infra	YORK
Megamall Management Services Pvt Ltd	Infra	YORK
Sahara Hospital	Hospital	YORK
AIIMS	Hospital	YORK
Amri Hospitals Ltd	Hospital	YORK
Dr.Reddys Lab	Pharma	YORK
Dr.Oetker, Bhiwari	Manufacturing	YORK
Gharda Chemical Ltd	Manufacturing	YORK
Salcomp Manufacturing India Pvt Ltd	Manufacturing	YORK
Daspalla Hotels	Hotel	YORK
Associated Hotels Pvt Ltd	Hotel	YORK
Regent Resorts & Properties Pvt Ltd	Hotel	YORK
Supreme Court	Infra	Daikin
Mindtree Ltd	IT	Daikin
New Civil Hospital	Hospital	Daikin
CBRE South Asia Pvt Ltd	Infra	DunhamBush
Vydehi Institute Of Medical Sciences Hospital	Hospital	DunhamBush
Hilton Garden Inn	Hotel	Hitachi
The Mathrubhumi Printing And Publishing Co Ltd	Manufacturing	Hitachi
Vikram Sarabhai Space Centre	Infra	Kirloskar
Apex Laboratories Pvt Ltd	Manufacturing	Kirloskar
DMRC	Metro Railways	Trane
Ohm Sakthi Hotels And Conventional Center	Hotel	Trane
TDI Centre	Infra	Voltas
Tata Motors	Manufacturing	Voltas
Sagardighi Thermal Power Project	Manufacturing	Zhejiang Shanfe



VALUE-ADDED SERVICES

Besides the service, repair and maintenance of HVAC systems in the field, Blue Star's service division also offers a bouquet of value-added services that improve the performance of systems, enhance air quality and extend the life of equipment.

DUCT CLEANING SERVICES:

The COVID-19 pandemic has increased general awareness of indoor air quality and the need to improve the same. It has brought into focus the spread of virus, bacteria and other pathogens in living and working spaces and the risks they pose to employees, workers, residents and consumers. In this situation, the importance of cleaning the ducts of air conditioning systems cannot be stressed enough.

ULTRAVIOLET GERMICIDAL IRRADIATION (UVGI):

infected people coughing or sneezing thrive for longer in cooler spaces and in lower humidities. This is because droplets can stay afloat longer in a dry and cool atmosphere thus increasing the chance of others inhaling the same and spreading the infection.

Ultraviolet Germicidal Irradiation (UVGI) treatment is proven technology to disinfect air. UVC light of wavelength 253.7 nm is used to deactivate the nucleic acid of microorganisms including viruses.

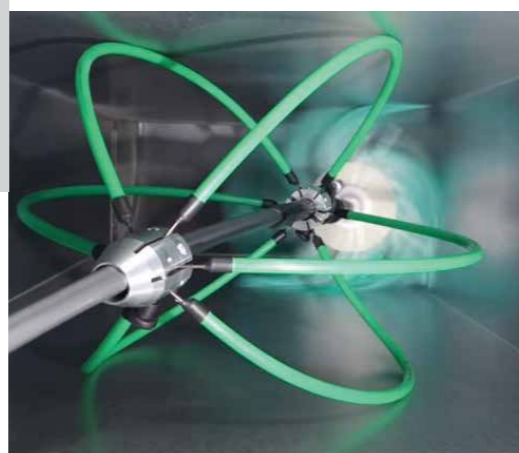
Blue Star's UV Duct System helps prevent the spread of infectious microbes including the dreaded COVID-19 virus even while maintaining comfortable conditions inside the conditioned space. It is ready-to-fit and easy to install in any ducted air conditioner.

SPECIAL DEACTIVATION FILTER:

Cooled air can be purified and rid of any microbes, including the COVID-19 virus, by passing it through specially treated filters before sending it into the air conditioned space.

Blue Star's new special filtration ducted system with VDT comes pre-fitted with the special Livinguard Filters. These filters are made of a unique fabric that is treated with powerful antimicrobial coating with a high concentration of opposite charges which effectively neutralise the novel coronavirus and other harmful bacteria.

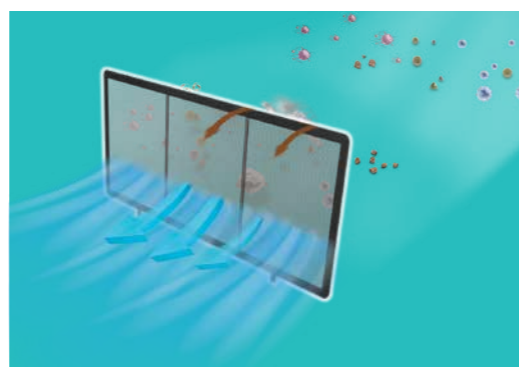
This makes the cooled air pure and virus-free.



Duct cleaning



Portable UV



Special Deactivation Filter

Below are some of the customers we have served in the last few years.

Customer Name	Product	Segment
Standard Chartered Bank	Duct Cleaning	Banking/Insurance
NTPC	Duct Cleaning	Govt. Buildings
CPWD (Safdarjung Hospital)	Duct Cleaning	Healthcare
PGIMER	Duct Cleaning	Healthcare
Indian Institute of Technology	Duct Cleaning	Institutional
Mindtree	Duct Cleaning	IT/ITES/Data centre
Epsilon	Duct Cleaning	IT/ITES/Data centre
Hexaware Technologies Ltd	Duct Cleaning	IT/ITES/Data centre
Tata Consultancy Services Ltd	Duct Cleaning	IT/ITES/Data centre
ICICI Bank Ltd	Duct Cleaning & Disinfection	Banking/Insurance
Axis Bank Ltd	Duct Cleaning & Disinfection	Banking/Insurance
Reserve Bank of India	Duct Cleaning & Disinfection	Govt. Buildings
HPCL	Duct Cleaning & Disinfection	Govt. Buildings
Ecole Mondiale	Duct Cleaning & Disinfection	Institutional
ICICI Bank Ltd	UVGI Solution	Banking/Insurance
HDFC Ltd	UVGI Solution	Banking/Insurance
Bajaj Finance	UVGI Solution	Banking/Insurance
Jubilant	UVGI Solution	Commercial Buildings
Coromandel	UVGI Solution	Commercial Buildings
Hindustan Unilever	UVGI Solution	Commercial Buildings
Bharat Petroleum Corporation Ltd	UVGI Solution	Govt. Buildings
Airport Authority of India	UVGI Solution	Govt. Buildings
Tata Steel	UVGI Solution	Govt. Buildings
Oberoi Mall	UVGI Solution	Hospitality
Mercedes-Benz Research & Development India Private Ltd	UVGI Solution	Industrial/Manufacturing
SAP Concur	UVGI Solution	IT/ITES/Data centre
Cadence	UVGI Solution	IT/ITES/Data centre



REMOTE MONITORING SERVICES



As the world adjusts to the new normal that dictates minimum face-to-face exposure, the need for reduced touch points in building-service processes has become even important than ever before.

Being able to effectively manage and maintain your building systems – now from afar – has become a critical requirement to providing your employees, customers and visitors the level of comfort necessary to return to the working space.

Blue Star’s revolutionary rView Remote Monitoring System achieves just that. It offers reduced-contact HVAC maintenance and management with built-in self-diagnostic monitoring.

With the introduction of the rView Remote Monitoring System, Blue Star’s onsite service delivery model has transformed into a hybrid model, comprising both onsite and remote service delivery, in keeping with the needs of the present scenario.

The GPRS-based information transmission technology embedded in rView enables Blue Star to remotely monitor your HVAC equipment, thus ensuring faster response time in case of failures and higher uptime overall.

Once rView is installed at any premises, the Blue Star Remote Service Specialists team can, from their remote service location, constantly monitor the HVAC system at the site by using the system’s On Time System Health Check Up feature.

This state-of-the-art system continuously monitors and displays (chilled water) temperature, status of compressor, on/off condition and fault indications. It also monitors run hours of compressors and keeps a track of faults and errors.

Proactive diagnostics also help in reducing response time and travel costs during site visits when required, and increases uptime through effective service operations.

This continuous monitoring without the need to visit the premises ensures that the service team keeps an eye on the operational parameters of the system even while keeping a safe distance as demanded these days due to the pandemic.

Features and benefits:

- Helps detect upcoming faults on a proactive basis
- Helps keep equipment running at peak performance
- Lowers repair costs by identifying problems early
- Monitors HVAC system 24x7
- Reduces operating costs
- Optimises efficiency

Other advantages:

- Assures that, when on-site service is needed, the field team comes prepared with the right tools and parts to complete the necessary service in one trip, reducing time spent at the site
- Helps in providing tips to improve the functioning of the equipment
- Stores valuable operational data about the system to assist in future servicing and trend reporting
- Creates monthly reports on the status of the equipment to aid in decision-making.

Some of Blue Star’s prestigious customers using the Remote Monitoring Services:

Segments	List of Customers				
Financial Services	SBI, Bhubaneswar	HDFC House, Mumbai	ICICI, Delhi	Karnataka Bank, Bangalore	IDBI Bank, Pune
Manufacturing	SSF Plastics, Bengaluru	MRF Ltd, Secunderabad	Grasim, Gujarat	Godrej Industries, Gujarat	Crompton Greaves, Pune
Hospitality	ITC Ltd, Secunderabad	Sun N Sand, Mumbai	Hotel Palm Court, Ludhiana	Hotel Lemon Tree, Gujarat	The Ashok, Bengaluru
Pharma	Cipla, Goa	Aumgene Pharma, Gujarat	Himalaya Drugs, Bengaluru	Wockhardt Biotech Park, Pune	
Entertainment	PVR Ltd, Delhi	Nehru Center, Mumbai	Inox City, Jaipur	Royal Opera House, Mumbai	Melody Theatre, Secunderabad
Education	IIT Library, Delhi	Vibgyor School, Bengaluru	Vellamal Medical College, Chennai	Lucknow Medical College, Lucknow	Vibgyor School, Pune
Healthcare	Fortis Health, Chennai	Apollo Hospital, Nagpur	KEM Hospital, Mumbai	Piramal Healthcare, Secunderabad	SRCC Hospital, Mumbai
Govt Sector	Hyderabad House, Delhi	Chennai Trade Centre, Chennai	Science City, Kolkata	Southern Railway, Chennai	
Malls/Shopping Complex	Forum Mall, Kolkata	Shoppers Stop, Secunderabad	Oberon Mall, Kochi	Hypercity Mall, Mumbai	Town Hall, Kolkata
Automotive & Allied	Maruti Suzuki, Delhi	Hyundai Motors, Chennai	Magneti Marelli System Ltd, Gujarat	Motherson Automotive Tech, Chennai	MRF Ltd, Secunderabad



ENERGY MANAGEMENT SERVICES

With over seven decades of project management experience, Blue Star offers expert energy management solutions to the corporate and commercial sectors.

SERVICES OFFERED:

1. Walk-through and Detailed Energy Audit

Preliminary energy usage analysis for suggesting low-cost/no-cost measures and potential capital improvements, entailing energy calculations and financial analysis of proposed energy efficiency measures.

2. Power Quality Audit

Power quality audits which entail determining any power quality problems that may exist in the facility and providing solutions to mitigate the same.

3. Power Plant Energy Audit

- a. Performance assessment of Boilers (Packaged, Travelling grade, AFBC, CFBC, Pulverised fuel firing) and their accessories.
- b. Performance assessment of steam turbines and their accessories.

4. Compressed Air System Audit

Compressed air is an expensive utility due to the high electricity cost. Blue Star focuses on optimisation of air consumption in a plant since that can have a significant impact on the energy consumption of a plant.



GREEN BUILDINGS SERVICES



Blue Star is a founding member of the Indian Green Building Congress (IGBC). As such, Blue Star is deeply invested in making buildings green and sustainable, and in helping owners achieve their LEED certification goals.

Certified professionals in Blue Star enable building owners of new as well as existing buildings to apply for and obtain IGBC and LEED Certification.

SERVICES OFFERED:

1. Feasibility study
2. Commissioning services
3. Energy modelling
4. Complete handholding throughout the certification process



INDOOR AIR QUALITY AUDIT SERVICES



TESTING ADJUSTING AND BALANCING (TAB) SERVICES

Worldwide, 'Indoor Air Quality' or IAQ in any air conditioned space is a matter of interest and concern since close to 80% of a person's day is spent indoors.

Sick Building Syndrome (SBS), an outcome of poor IAQ, is the condition of a building in which more than 20% of the occupants suffer from adverse effects, but with no clinically diagnosable disease present.

Blue Star performs Indoor Air Quality audits under the observation of Certified Indoor Air Quality Managers (CIAQM) who are certified by the American Council for Accredited Certification (ACAC), USA, to ensure maintenance and improvement of air quality within air conditioned spaces.

Blue Star is also a member of Indoor Air Quality Association (IAQA), USA.

Blue Star's IAQ Audits are conducted using the state-of-the-art Advanced Sense Pro from Gray Wolf. This is a cutting edge tool that can measure up to 32 parameters in the air, using advanced sensors.

Some of the parameters measured include:

- Temperature & Humidity (RH %)
- Carbon Dioxide (CO₂ PPM)
- Oxygen (O₂ PPM)
- Carbon Monoxide (CO PPM)
- Ozone (O₃ PPM)
- Hydrogen Sulphide (H₂S PPM)
- Sulphur Dioxide (SO₂ PPM)
- Nitrogen Dioxide (NO₂ PPM)
- Ammonia (NH₃ PPM)
- Total Volatile Organic Compound (TVOC)
- Suspended particulate matter
- Formaldehyde



Testing, Adjusting and Balancing (TAB) are the three major steps used to achieve proper operation of HVAC (Heating, Ventilation, and Air Conditioning) systems.

TAB specialists from Blue Star perform air and hydronic measurements on HVAC systems in the field and adjust flows as required to achieve optimum performance of the building's HVAC equipment. The balancing is usually based upon the design flow values required by the engineer for the project.

Blue Star's TAB services are performed under the observation of professionals certified by the National Environmental Balancing Bureau (NEBB), USA.

TAB services are carried out by Blue Star with the help of state-of-the-art instruments such as air capture hood, pitot tube and velocity matrix, vane anemometer, clamp meter and ultrasonic flow meter.

Services include:

1. Air Balancing: Balancing the air pressure inside various spaces of the air conditioned complex, to ensure air flow from positive pressure areas to negative pressure areas.
2. Water Balancing: Optimising the distribution of water in a building's hydronic heating and cooling system by equalising the system pressure so it provides the intended indoor climate at optimum energy efficiency and minimal operating cost.

Some of Blue Star's prestigious TAB customers:

Customer Name	Services	Segment
HSBC	Energy Audit	Banking/Insurance
Times of India	Energy Audit	Commercial Buildings
National Centre for Cell Science	Energy Audit	Govt. Buildings
Hotel Palladium	Energy Audit	Hospitality
Dalmia Cements	Energy Audit	Industrial/Manufacturing
Danfoss	Energy Audit	Industrial/Manufacturing
HSBC	Green Building Certification	Commercial Buildings
Vodafone India Ltd	Green Building Certification	Commercial Buildings
HPCL	Green Building Certification	Commercial Buildings
Paharpur Business Center	Green Building Certification	Commercial Buildings
Indian Bank	Green Building Certification	Commercial Buildings



ENGINEERING FACILITY MANAGEMENT SERVICES

Customer Name	Services	Segment
ICICI Bank Ltd	IAQ Audit	Banking/Insurance
IDBI Tower	IAQ Audit	Banking/Insurance
Target Corporation India Pvt Ltd	IAQ Audit	Commercial Buildings
Cisco Systems (India) Pvt Ltd	IAQ Audit	IT/ITES/Data centre
HCL Technologies	Performance Testing	Commercial Buildings
Godrej One	Performance Testing	Commercial Buildings
MRF	Performance Testing	Industrial/Manufacturing
Westend Mall	TAB work	Commercial Buildings
Hindan Air Force Station Ghaziabad	TAB work	Govt. Buildings
Sahara Hospital	TAB work	Healthcare
Fairfield By Marriot Hotel	TAB work	Hospitality
Hindustan Unilever	TAB work	Industrial/Manufacturing
HCL Technologies	TAB work	IT/ITES/Data centre



Engineering Facility Management (EFM) is a holistic combination of services that maintains all the engineering aspects of your facility to ensure smooth and efficient operation.

It brings together various disciplines such as electrical, HVAC, plumbing, and fire-fighting, under one roof and achieves synergistic efficiencies by bringing in the right manpower, technology and domain expertise to maintain them all uniformly and in sync with varied requirements.

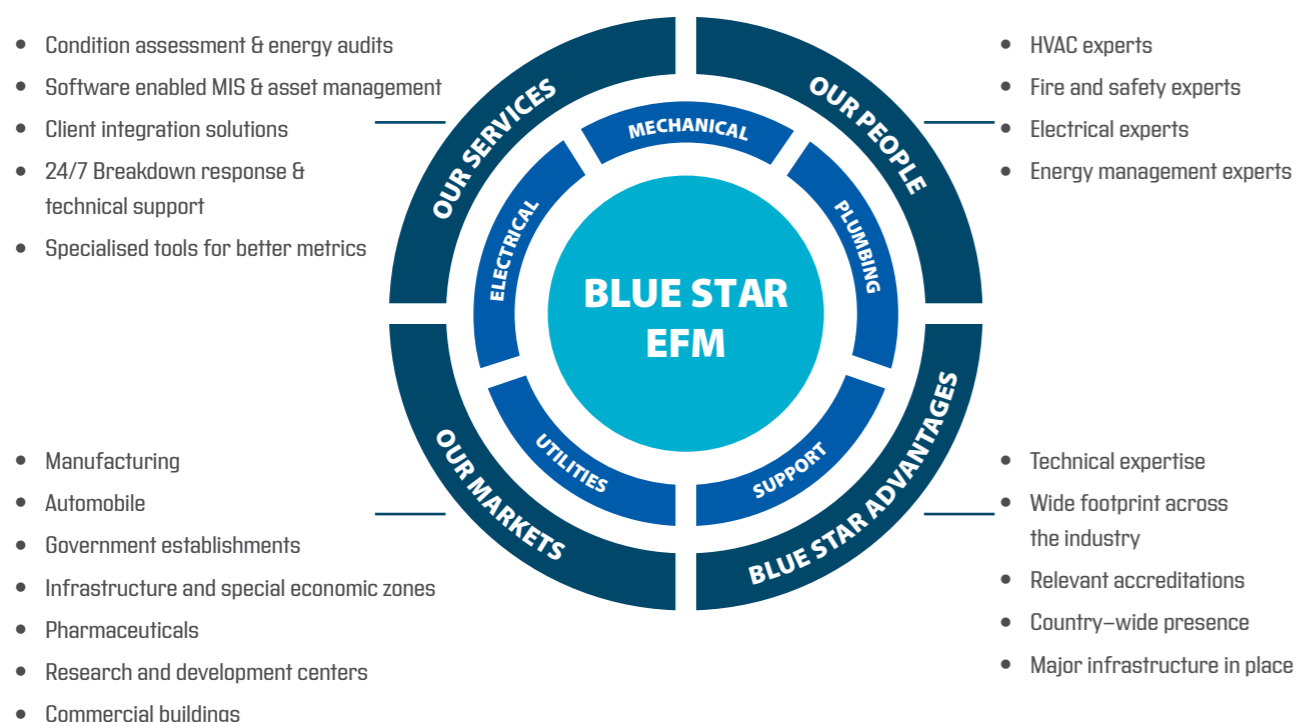
With its project management and EMPG expertise, Blue Star understands the intricacies of operations and maintenance of various engineering equipment. It provides exceptional engineering facility management and offers a one-stop solution for all the operational and maintenance needs of all the engineering equipment in your facility.

EFM Service Offerings

Blue Star's integrated MEP/E&M capabilities serve customers not just during the project planning and execution phase but after the project is commissioned too. That's because every completed facility also needs efficient operation, maintenance and management thereafter. Just as a single-window approach works best during the creation of a facility, so does a single-vendor approach help in streamlined and cost-effective operation and maintenance of the facility.

Blue Star builds on its in-house expertise of integrated solutions for electrical, mechanical, plumbing, fire-fighting and HVAC systems. The Company offers customised service packages for the post commissioning phase. Engineering Facility Management (EFM) services are mix-and-match solutions that are tailor-made to suit the operational requirements of each facility to ensure highly efficient and seamless operation as well as maintenance. Simply put, entrusting EFM to Blue Star ensures that a facility runs as smoothly and effectively as it is designed to.

While handling an EFM contract, Blue Star uses state-of-the-art tools and software for heat-load estimation, equipment sizing and air & water balancing to suggest improvements in systems, based on the actual usage of the facility. Optimal performance can then be achieved through value-added services such as energy management, air management, water management, product upgrades and enhancements, revamping and retrofitting solutions, all of which are extended by the Company's Specialist Service Quality Assurance Group.



TYPES OF EFM SERVICES:

Blue Star renders the following EFM services at the customer's premises:

■ Electrical O&M services

Blue Star has the best of electrical experts to understand the electrical system on-site. The experts understand the site requirements, monitor the electrical systems and ensure that the systems deliver at their efficient best. Lighting (internal & external), HT & LT switchgear, transformers, generators and UPS systems are some of the electrical equipment and peripherals that the Company operates and maintains.

■ Fire-fighting O&M services

Blue Star understands the importance of fire-fighting both in industrial applications as well as in commercial buildings. Blue Star's team is therefore well-trained to handle the maintenance of fire hydrants, sprinklers, jockeys, diesel engine operated systems, as well as any type of fire extinguishers installed at the site. Blue Star can also maintain equipment-based fire-fighting systems such as CO₂ flooding systems for electrical panels, inert gas suppression systems, and FM 200 (HFC) for high value assets and equipment.

■ Low Voltage System O&M services

The systems that control and monitor the operating equipment in the premises need maintenance too. Blue Star studies the operating conditions of each equipment, maintains their connections and ensures that the equipment runs optimally. The Company takes care of end-to-end maintenance of Building Management Systems (BMS), fire detection systems comprising fire alarms, smoke detectors, CCTV and access control systems.

■ Mechanical O&M services

Blue Star's team is trained to handle any problem that might occur in the mechanical equipment installed on-site and to resolve them at the earliest so that the customer does not face any difficulties. The Company efficiently maintains air conditioners, chillers, cooling towers, boilers, extraction systems, ventilation systems, pumps and air-compressors at the customer's premises.

■ Plumbing O&M services

Blue Star understands the importance of the right quality and amount of water that is to flow in the facility both for machines and people. The team from Blue Star ensures that the water quality is constantly maintained, while treating effluents and disposing them efficiently.



THE BLUE STAR EFM ADVANTAGE

■ Energy efficiency:

Blue Star's BEE-certified managers and energy auditors have hands-on experience in auditing more than 150 facilities across diverse industries. This vast experience helps in formulating the best practices in day-to-day operations and maintenance, and for design changes, if required. With regular monitoring and application of the expert recommendations, up to 10% of savings in the costs of running the premises can be achieved.

■ Uptime guarantee:

Blue Star delivers up to 98% uptime for all utilities. By using various best practices such as 52-week planned preventive maintenance, why-why analysis, root cause analysis and CAPA for major failure, the Mean Time Between Failure (MTBF) can be increased, resulting in improved uptime..

■ Comprehensive solution:

Blue Star offers a comprehensive one-stop solution that covers all operations and maintenance related services. It includes high-end electrical maintenance, mechanical equipment maintenance, energy auditing and indoor air quality study.

■ Quality management:

Blue Star is an ISO certified company for all the processes it has in place. The Service Quality Assurance team audits the sites to ensure that the processes are adhered to and brings in the industry benchmarked practices as part of the Company's continuous improvement in services.

■ Service Specialists Group:

This team consisting of technical specialists, equipped with the right qualifications, tools and years of experience in the relevant products and technologies, and they support the field teams in resolving complex problems.

■ Sustainability:

Blue Star's expert team of BEE-certified auditors and LEED-certified Green Building facilitators (LEED-AP) ensures continuous monitoring of and improvement in the efficiency of the facility.

SAFETY:



Blue Star, by virtue of its motto of 'safety-first', has earned many laurels at various sites, for the excellent safety record it maintains. All personnel working at sites are trained to follow safety measures and use personal protective equipment extensively.

Other benefits:

- Single-point contact and operation
- Cohesive action
- Cost optimisation
- Manpower optimisation
- Streamlined maintenance
- Certified professionals
- Member of International Facility Management Association (IFMA), India Chapter
- Dedicated team of certified Energy Managers and Energy Auditors from the Bureau of Energy Efficiency (BEE)
- Accredited professionals from the Leadership in Energy Environment Design (LEED-AP) for Green Building Facilitation
- Grade 1 ESCO on the list published by BEE



Some of Blue Star's prestigious customers for EFM Services:

Customer Name	Scope
Cipla Ltd	HT/LT Electrical Distribution, HVAC, Boilers, Compressors, Fire Fighting, WTP, Plumbing
Bosch Ltd	132 kV Switchyard, HT/LT Electrical Distribution, HVAC, Process Chillers, Compressors, WTP, STP
ISRO	HVAC systems – Chillers, Package/Ducted Units
HAL Nasik	Electrical systems, Ventilation systems, Compressors, EPABX
Engineers India Ltd	Electrical, HVAC, Fire Fighting/Alarm, UPS, BMS, STP, WTP
Bangalore International Airport Ltd	HVAC system – Central plant, Chillers, PACs
UIDAI – Tech Centre	Electrical, HVAC, Fire Fighting/Alarm, UPS, BMS, CCTV, AV system, Access Control, STP, WTP, Lifts
Chennai Metro Rail Ltd	HVAC, Electrical, Fire system, ETP, Plumbing
Apollo Hospitals	HVAC, Electrical, Plumbing
ESIC – Hospital, Medical College, Medical Centres	Electrical Distributions systems
VR Mall (Sugam Vanijya)	HVAC, Electrical, Plumbing, Fire Fighting
Kochi Metro Rail Ltd	HVAC, Electrical, Fire system, Plumbing
Vizag Port Trust	11 kV Distribution Network & Substations
Airport Authority of India	Electrical Substations, Solar, Split AC & VRFs
Adani Airport Intl Ltd	Electrical Power systems (Substation, SCADA, UPS) & Airfield lighting systems
NHAI	Electrical system, HVAC, Fire systems, WTP
UIDAI – Tech Centre	Electrical, HVAC, Fire Fighting/Alarm, UPS, BMS, CCTV, AV system, Access Control, STP, WTP, Lifts
Banaras Hindu University	33/11 kV Packaged Substations
Dr. Oetker India Pvt Ltd	HVAC, Electrical, Fire Fighting, Plumbing
ST Microelectronics	Electrical System, WTP, STP, Plumbing
Madhepura Electric Locomotive Pvt Ltd (Alstom)	Electrical, HVAC, Fire Fighting, WTP, STP, Plumbing
GIFT City	66 kV Switchyard, 33/11 kV Distribution network, Emergency power systems – HT DG sets, SCADA
Airport Authority of India	Electrical Substations & Distribution, Ground lighting systems



REVAMP AND RETROFIT SERVICES



As technology develops and the market sees newer HVAC systems that are more efficient and offer more by way of intelligent features, it sometimes makes economic sense to consider replacing existing systems or portions of the same with new ones. And in some cases, changes in heat load may require a redesign of HVAC systems or ducting.

Blue Star's Revamp and Retrofit services are tailored for such requirements. When systems age, they consume more power and get costlier to maintain. Blue Star's engineers can do a cost-benefit analysis for you at any point of time to see if any retrofits or replacements can save on energy, improve performance and add to your bottom line. Similarly, to cater to any revised heat load, ducting can be modified, capacities can be changed, or chillers replaced to solve issues.

System performance may also be enhanced by the replacement of condensing units, upgrade to new and energy-efficient compressors, use of eco-friendly refrigerant, replacement of old electro-mechanical controls with microprocessor-based controls, etc. Thus taking advantage of state-of-the-art systems without having to invest in a completely new system.

Revamp/Retrofit services can be applied not only to Blue Star's systems but to systems of other makes too, and include not just replacement but modification, repair, shifting of existing units, addition of new equipment to meet enhanced loads, etc. Revamp services could also be used to upgrade existing systems to newer technologies.



The following equipment are offered under revamp and retrofit services:

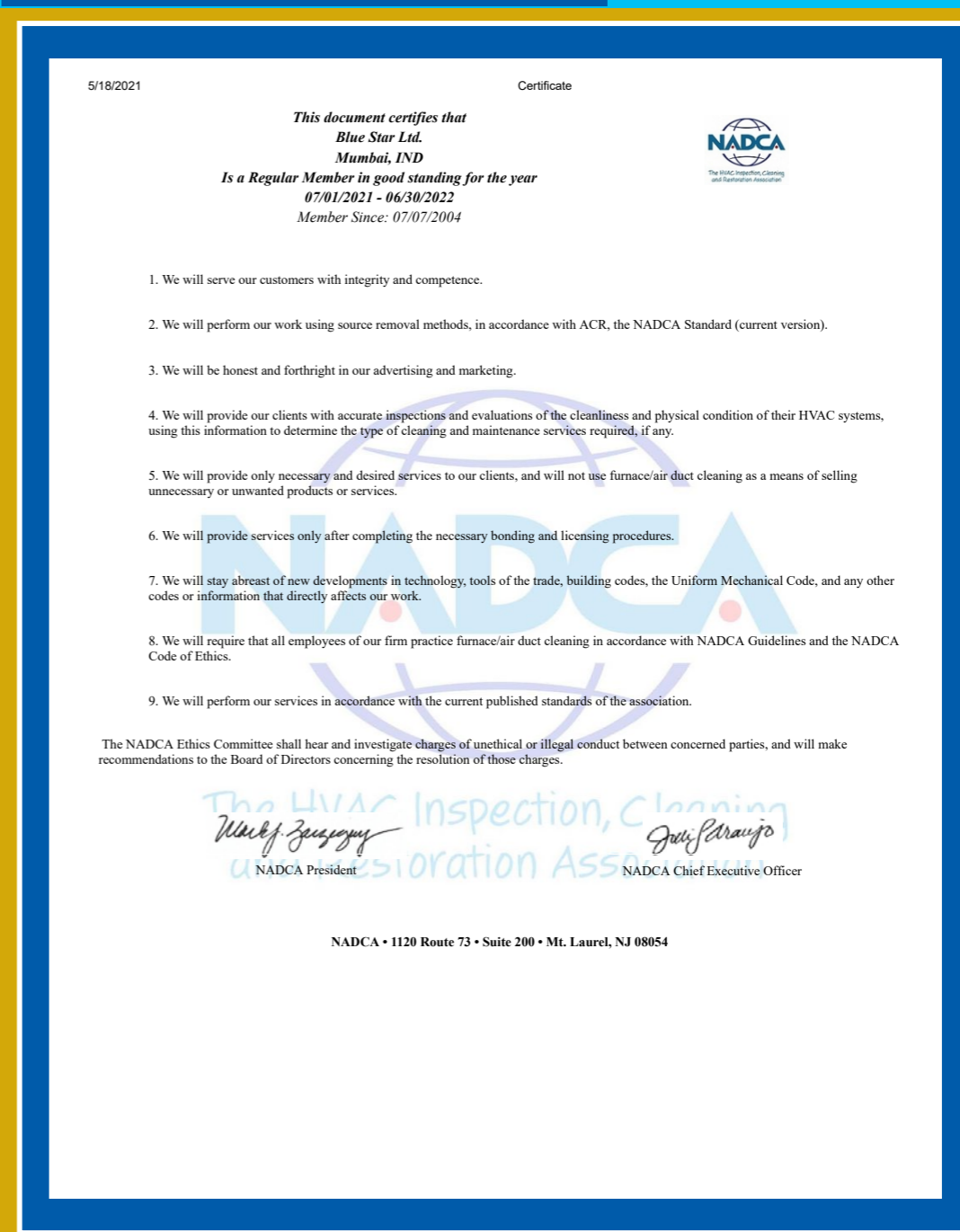
- Chiller
- Ducted system
- AHU
- Cooling tower
- Chilled water/condenser water pipeline
- Redoing of air distribution system
- VRF
- Split AC
- Ventilation system
- Pump
- Electrical systems
- Special Filter and EC Fan

Some of Blue Star's prestigious customers who have availed of the revamp services:

Customer Name	Product	Segment
HDFC Bank Ltd	SITC of Dx & HWM Split ACs	Banking/Insurance
ICICI Bank Ltd	AHU Refurbishment work	Banking/Insurance
GP Parsik Bank HO	VRF	Banking/Insurance
Ambica Empire	FCU replacment	Commercial Buildings
Focus Mall	Water cooled VFD Screw Chiller	Commercial Buildings
Paliwal Overseas Pvt Ltd	SITC of 9 Scroll Chillers	Commercial Buildings
Young Brand Apparel	Chiller, AHU and lowside work	Commercial Buildings
Bharat Electronics Ltd , C/O Air Force Station	Chiller, AHU, HWG & its auxiliary items	Govt. Buildings
Bharat Petroleum Corporation Ltd	Chemical Media	Govt. Buildings
Mahanagar Telephone Nigam Limited (MTNL)	Ducted package	Govt. Buildings
PWD, Govt of West Bengal, Judicial Academy	SITC of Screw Chiller	Govt. Buildings
Manipal Hospital	AHU replacment and lowside work	Healthcare
Post Graduate Institute of Medical Education & Research (PGIMER)	Chiller, AHU, HWG & its auxiliary items	Healthcare
Wipro GE	Process Chiller and lowside work	Healthcare
Avenue Supermarts Limited (D Mart)	SITC of IDUs	Hospitality
Ashok Leyland	Chiller, AHU and lowside work	Industrial/Manufacturing
Indian Oil Corporation Limited, Panipat Refinery	Chiller & Piping & its auxiliary items	Industrial/Manufacturing
IOCL, Barauni	SITC of VAM	Industrial/Manufacturing
Mother Dairy Fruits and Vegetables	Ducted package	Industrial/Manufacturing
Parkson Packaging	AHU + DX	Industrial/Manufacturing
Tata Power Ltd	VRF with ductable units	Industrial/Manufacturing
The Himalaya Drug Company	SITC Turbocore chiller and lowside	Industrial/Manufacturing
Gyan Dham School, Vapi	AHU + DX	Institutional
Hindustan Unilever Ltd	VRF with ductable units	Commercial Buildings
Platinum Holdings-Ozone	Chiller coil replacment	IT/ITES/Data centre
Vertiv Energy Pvt Ltd	Ductable + Hiwall unit	IT/ITES/Data centre

CERTIFICATIONS

(Facsimiles of Certifications)







CUSTOMER TESTIMONIALS

(Facsimiles of testimonial letters)





BANKING

HDFC
HOUSING DEVELOPMENT FINANCE CORPORATION LIMITED
www.hdfc.com

Date : 31.12.2019

"To Whom It May Concern"

We glad to inform you that the services rendered by "Maharashtra Sales & Services" on behalf of "M/s Blue Star Ltd" for "120.5 TR of air conditioning including " Chillers, Inverter Packaged ACs, Ducted split ACs, Split ACs and AHUs" installed at "HDFC Ltd, Sahajisagar, Pune" under AMC are excellent. The quality of service provided is satisfactory and their response & turnaround time is quite good. We are highly satisfied with the service offered by Blue Star Team.

We wish the Blue Star service team a good endeavor in future.

All the best.

For "HDFC Ltd"

Authorized Signatory Sign & Stamp

भारतीय रिज़र्व बैंक
Reserve Bank of India

31 December 2018

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s Blue Star Limited Indore (M.P.) continue to providing us the services for HVAC plant of 500TR Screw chillers at Reserve Bank of India Bhopal.

We are pleased to announce that during the contract period 2018-19 we found M/s Blue Star Limited performance is satisfactory and all calls are attended on time.

AGM (Estate)
Reserve Bank of India
Bhopal

ICICI Bank

Date :- 28/12/2020

To Whom So Ever It May Concern

This is to certify that, we are happy with the standard of maintenance provided by **M/s. Blue Star Ltd** for our **ICICI Bank Heritage Chambers Tower** for our Ac system 162 TR VRF, Split Ac, Ductable unit. The positive attitude, dedication, promptness in service calls and professionalism of staff employed is commendable.

M/s. Blue Star Ltd. should continue to maintain the spirit of maintaining the quality of the service and high standards for the trust people have in them.

Yours truly,
For

348445

ICICI Bank Limited
10th Floor, JMC House,
Opp. Festival Garden,
Ambawadi, Ahmedabad,
Gujarat 380006.

Website www.icicibank.com

Repd. Office : "Landmark", Race Course Circle,
Vadodra 390007,
Corp. Office : ICICI Bank Towers, Bandra-Kurla
Complex, Mumbai 400051, India



COMMERCIAL

ABP NEWS NETWORK
Completion Certificate

This is to certify that M/S Blue Star Limited, Plot No 8 , First Floor Elegance Tower , Jasola District Center , New Delhi-110025 has successfully completed different value addition works in our premises at ABP News Network Pvt. Ltd ,A-37, Sector 60 ,201307 NOIDA, Uttar Pradesh, detailed list of works performed in the FY 2017-2018 are as under.

We thanks to Mr. Shubham Srivastava & his senior team for their prompt support all the time. Wishes them all the best for their future endeavors.

List of projects carried out at ABP News Network Pvt Ltd at Noida location by his team.

PO Number	PO Value	PO Date	Value of Actual Work Done	Description of Work
3300002019	251600	01.08.2017	241050	Dismantling , Re Installation , Testing and Commissioning of 2 Nos x11 TR Package type Air-Conditioners
3300002114	222075	14.09.2017	212075	Dismantling ,Re Installation , Testing and Commissioning of 2 Nos x11 TR Package type Air-Conditioners
3100000486	138390	25.10.2017	137730	Dismantling ,Supply , Installation , Testing and Commissioning of 2 Nos x 3 TR Mega Split Air Conditioners.
3300002086	57200	01.09.2017	57200	Supply of Evaporator coil of 11 TR Package Unit
3100000593	243200	28.02.2018	228050	Dismantling ,Supply , Installation , Testing and Commissioning of 2 Nos x11 TR Package type Air-Conditioners
3100000581	148500	27.02.2018	148500	Supply of 3 TR Mega High Split Unit.
3100000590	51460	28.02.2018	33900	Installation, Testing - Commissioning of 3 TR Mega High Split Unit.
3100000592	301000	28.02.2018	301000	Supply of 11 TR Package Air Conditioners.
Total	1413425			

BHUPESH KUMAR
ABP NEWS NETWORK
ABP News Network Pvt. Ltd. CIN No : U52132MH2002PTC136072
A-37 Sector 60 Noida U.P. 201 307 India T: +91 120 407 0000 F: +91 120 407 0211 W: www.abplive.in

Date: 25/12/2019

BIG BAZAAR

TO WHOM EVER IT MAY CONCERN

This is to inform that we have installed 38100 CFM air handling unit system at our premises. These machines are in AMC.

We are pleased to inform that the machines are working satisfactorily & service provided by M/s Maharashtra Sales & Services on behalf of M/s Blue Star Ltd are excellent.

We hope the similar type of support from Blue Star in future also.

Thanking You,
For Future Recall LTD,
Big Bazaar Kurlad.

Seal & Sign
Customer Representative Name
Customer Representative Designation

- Krishna prasad
store manager

Sun-n-Sand
Shirdi

Date:- 19/03/2019

"TO WHOM IT MAY CONCERN"

This is to inform you that we have installed below "Blue Star" make chiller at our premises. This machine is under AMC.

Product ID	Product Sub Family	Capacity (TR)
LCWT1-150EEF	WATERCOOLED TURBOCOR 150TR-LCW1-150EEF	150

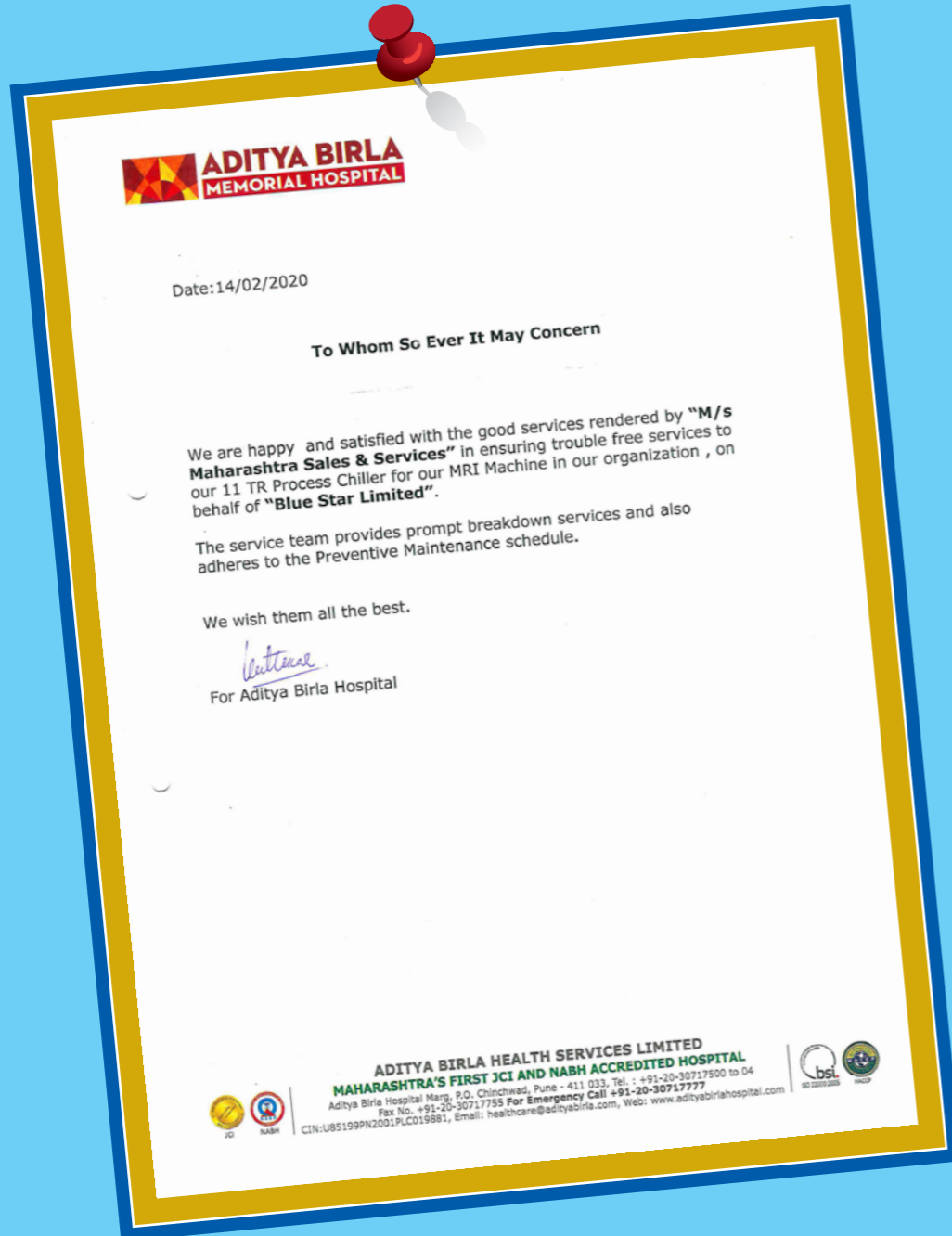
We are pleased to put on record that the machines are working satisfactory & services provided by "Blue Star" are prompt and excellent.

We hope the similar service support from "Blue Star" in future also.

Thanking you,
[Signature]
Sun-N-Sand Hotels Pvt Ltd, CHIEF ENGINEER
Shiv Road G NO 109/P, HOTEL SUN N SAND
Nighoj Village, SHIRDI
Shirdi-423109



HEALTHCARE





INSTITUTIONAL

 **DELHI PUBLIC SCHOOL - KADI, MEHSANA**
Under The Aegis of DELHI PUBLIC SCHOOL SOCIETY, New Delhi.

Date: 12.11.2018

To Whom So Ever It May Concern

This is to certify that, we are happy with the standard of maintenance provided by M/s. Blue Star Ltd. for our Delhi Public School @Nandasan ,Mehsana to give good services for 198 HP VRF AC System under AMC.


The positive attitude, dedication, promptness in service calls and professionalism of staff employed is commendable.

M/s. Blue Star Ltd. should continue to maintain the spirit of maintaining the quality of service and high standards for the trust people have in them.

Yours truly,
For Delhi Public School



Kherpur-Rajpur Road, Nr. Panjarapor, Rajpur, Taluka: Kadi, Dist: Mehsana [382715]
Mob.: 89800 34173 | 89800 34182
Email : info@dpsmehsana.in | Website : www.dpsmehsana.in

 **Birla Institute of Technology & Science, Pilani**
K K Birla Goa Campus

Date: - 22/06/2018

"TO WHOM IT MAY CONCERN"

This is to inform you that we have 270TR X 1 no. (LCW2-270X05X056767) Water Cooled Screw Chiller of Blue Star make and 190TR X 2 nos (30HXC190A) Water Cooled Screw Chiller of Carrier make installed at our premises. The machines are under warranty/AMC.

We are pleased to inform that the machines are working satisfactorily & services provided by "Blue Star" are prompt and good.

We hope the similar service support from "Blue Star" in future also.

Thanking you,

For BITS Pilani K K Birla Goa Campus

Handwritten signature: Chand P.S.
A. K. Patil
Estate Officer
BITS, Pilani - K. K. Birla Goa Campus

Birla Institute of Technology & Science, Pilani
K. K. Birla Goa Campus, Near IIT, Square Road
Warangal-502015, Goa, India
Tel: +91 9822 230088
Fax: +91 9822 230055
Email: birla@bits-pilani.ac.in

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली
(मानव संसाधन विकास मंत्रालय का एक स्वायत्त संस्थान, भारत सरकार के अधीन)
कैम्पस-81, नॉलेज सिटी, पी.ओ. मनोली, एच.ए.एस. नगर, मोहाली। पिन-140305
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH MOHALI
(Estd. By Ministry of Human Resource Development, Govt. of India)
Sector - 81, Knowledge City, P.O. Manohli, S.A.S. Nagar, Mohali, Punjab -140 305

Executive Engineer cum Estate Officer
ISER/18-19/EE-EO/ 492

Telefax No. : 0172-2240110
Date: 22.03.2019

To whom so ever it may concern

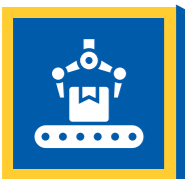
This is certify that following equipment's have been installed by M/s Blue Star through M/s BSNL in ISER Mohali.

1. Screw Water cooled chiller - 460 TR. (02 Nos. Chillers)

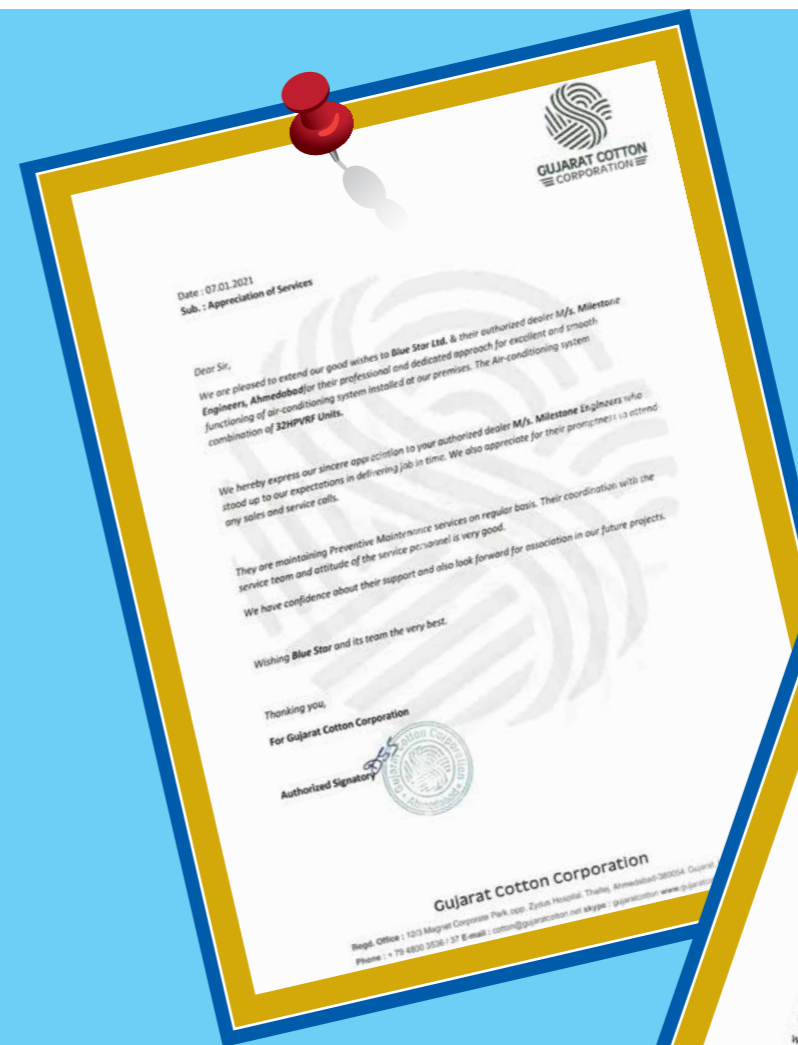
For maintenance, we wish to place on record our appreciation for service rendered by M/s Blue Star team in carrying out the maintainable service and attending the breakdown calls at our premises. The team has been proactive in taking up all periodic maintenance as per parameters laid down by OEM. The team has always strived to render speedy service support. The coordination of M/S. Blue Star team with ISER is also appreciable.

We wish you success in all your future endeavors.

Handwritten signature: A.K. Patil
EXECUTIVE ENGINEER
CUM ESTATE OFFICER
ISER, MOHALI

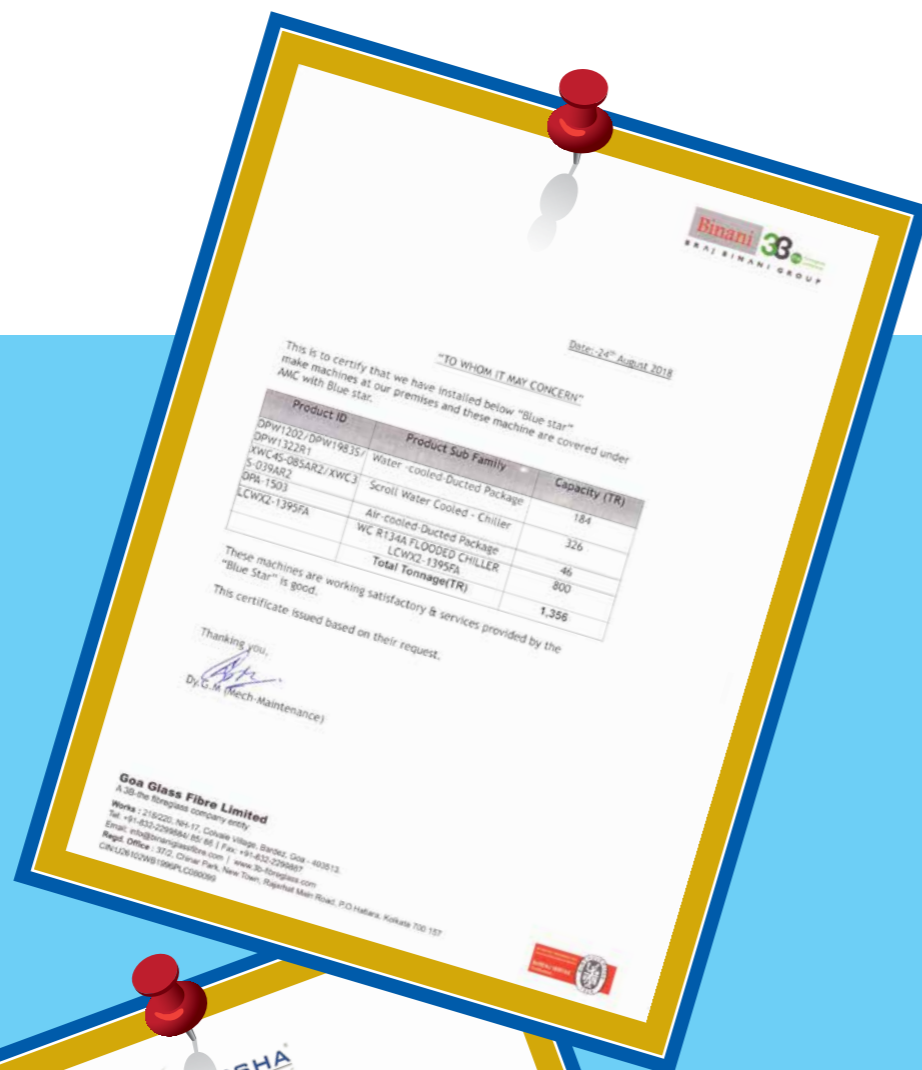


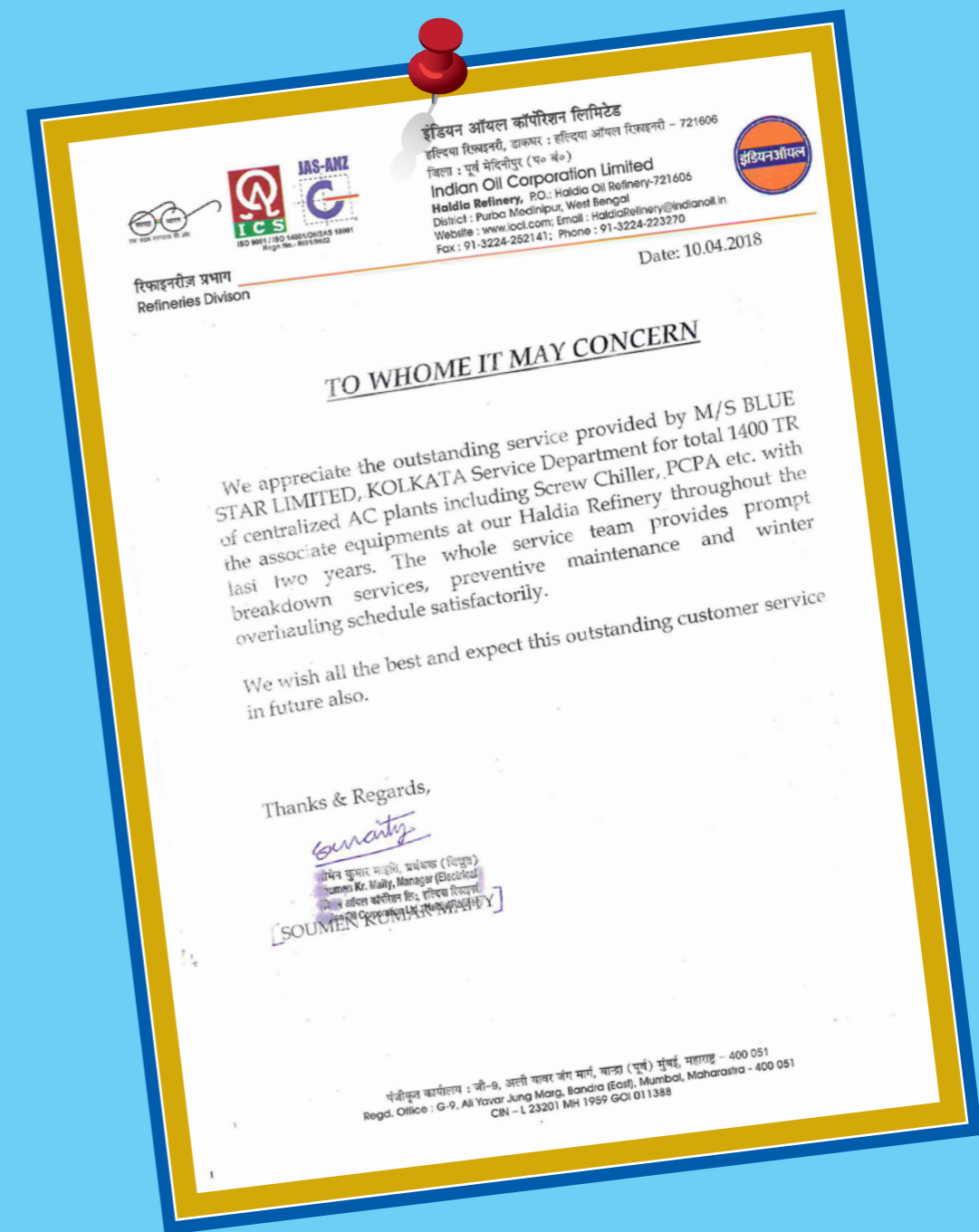
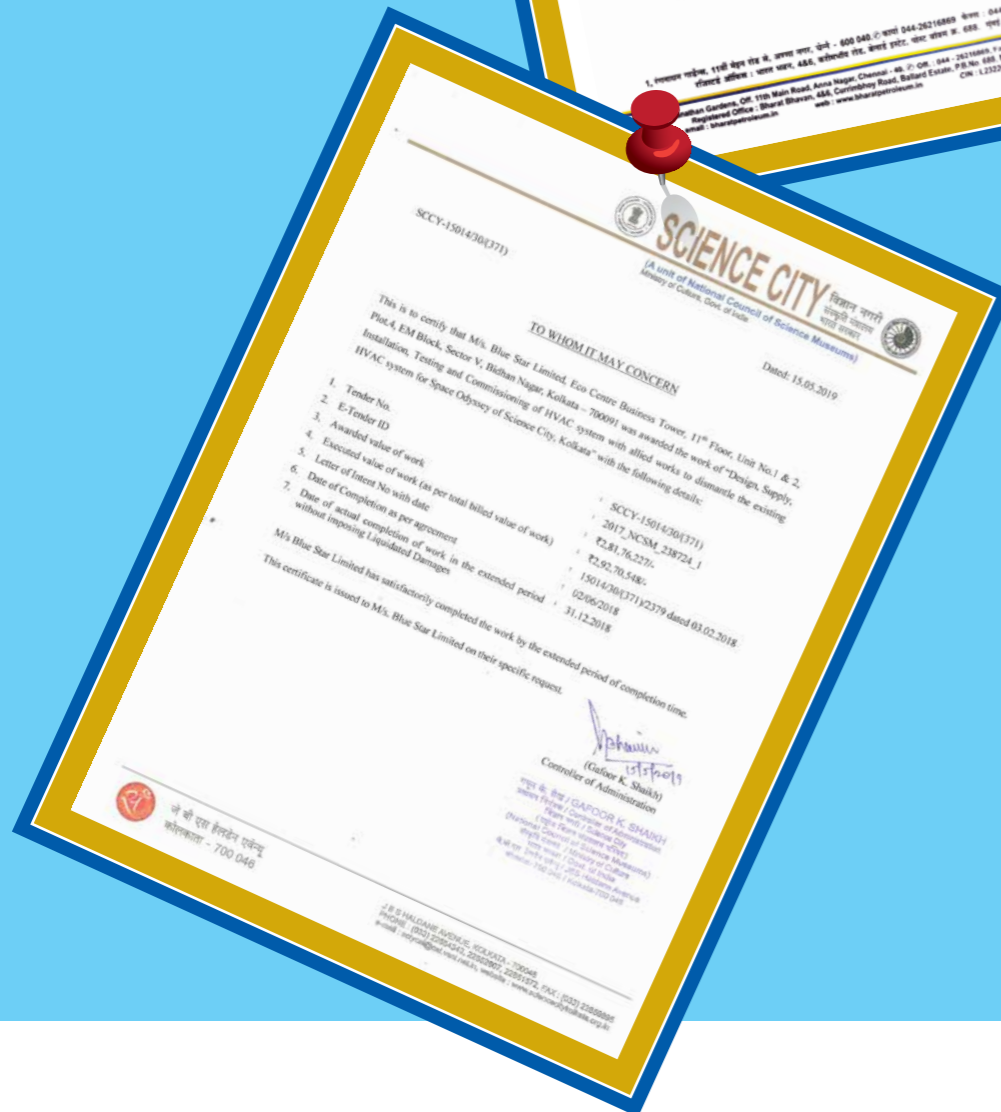
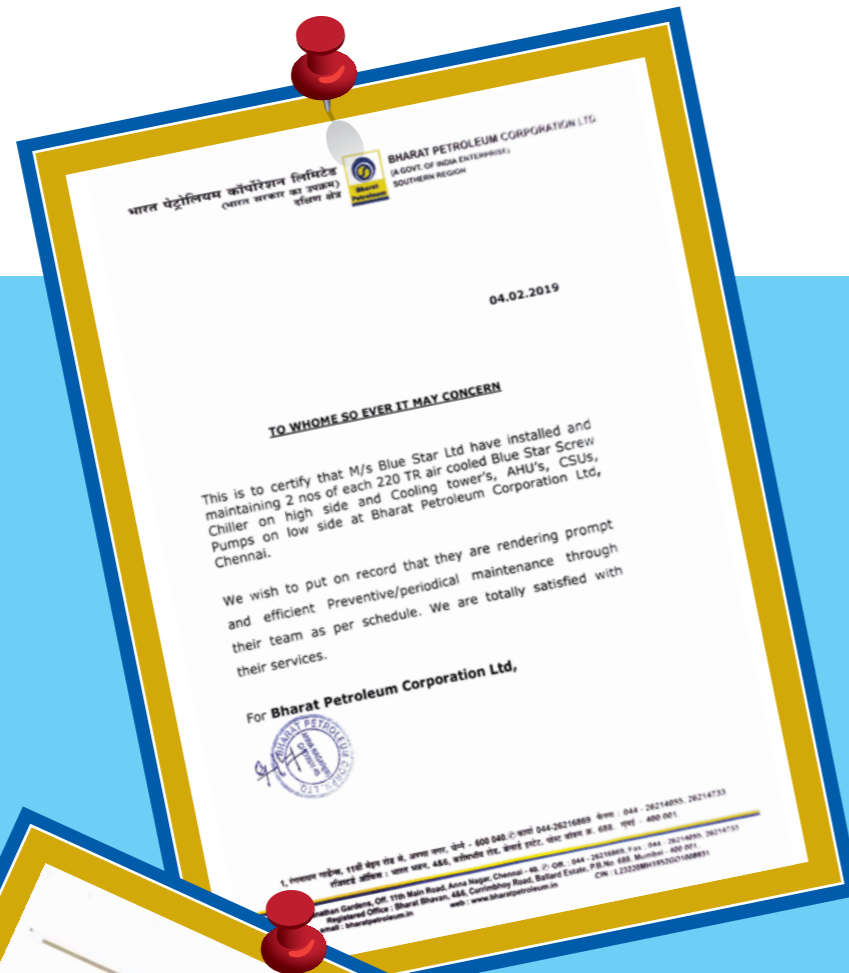
MANUFACTURING





PUBLIC SECTOR







COMMISSIONING AND SERVICE VANS



COMMISSIONING VAN



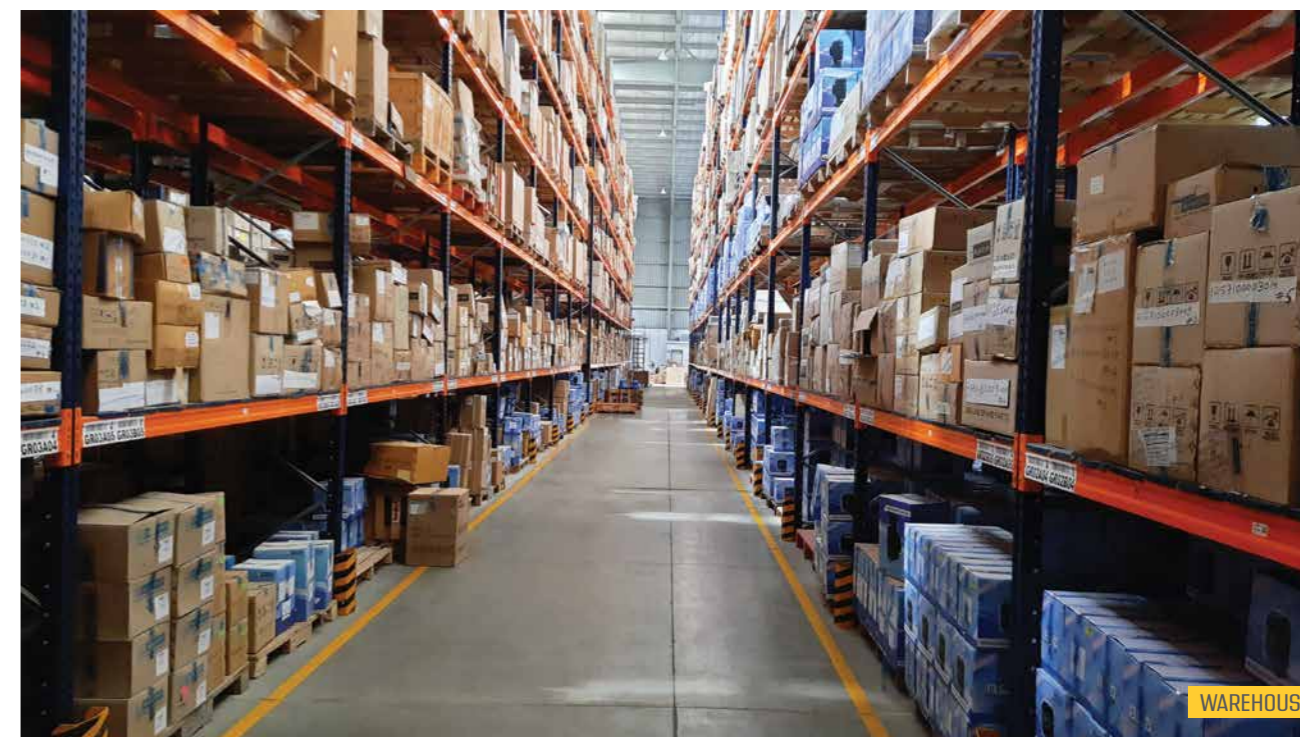
WAREHOUSES



WAREHOUSE



SERVICE VAN



WAREHOUSE



ADVANCED TOOLS AND TACKLES



BACTERIAL COUNTER



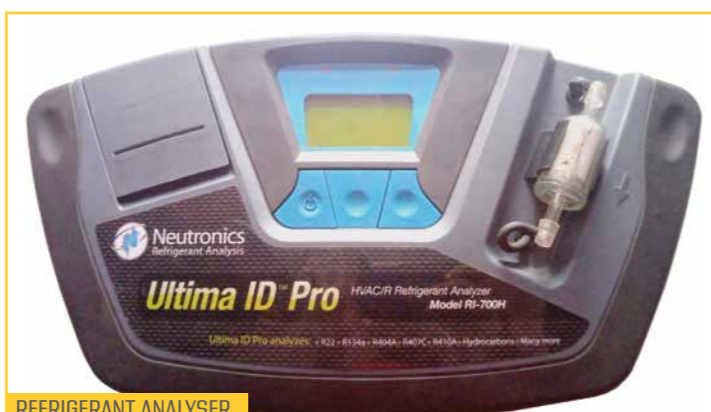
LIFA DUCT CLEANING MACHINE SET UP



AIR CAPTURE HOOD



IAQ METER



REFRIGERANT ANALYSER



SOUND ANALYSER



THREE PHASE POWER ANALYSER



THERMAL IMAGER



VIDEO BORESCOPE



VIBRATION ANALYSER



ULTRASONIC FLOW METER



BLUE STAR



Scan QR Code –
Blue Star Customer
Care Mobile App



SMS "SERVICE" to 57575



Download Blue Star Customer
Care Mobile App from
App Store & Google Play



To know more about Blue Star, visit
www.bluestarindia.com, email us at
coolingsolutions@bluestarindia.com
or SMS 'COOL' to 57575



24X7 CUSTOMER CARE
(Toll Free) 1800 209 1177
1860 266 6666

For more information, please contact **BLUE STAR LIMITED SALES AND SERVICE OFFICES** ● **Ahmedabad:** 301–302, Abhishree Avenue, Near Nehru Nagar Circle, S M Road, Ambawadi, Ahmedabad – 380 015, India. Phone: (+91) (79) 4022 4000. ● **Bengaluru:** Anjuman Kay Arr Tower, No 28, Ward No 77, Mission Road, Bengaluru – 560 027. Phone: (+91) (80) 4185 4000, Fax: (+91) (80) 4185 4001. ● **Bhubaneswar:** 3A, Safiya Nagar, 2nd Floor, Bhubaneswar – 751 007. Phone: (+91) (674) 2572403/2573670/2570024. Fax: (+91) (674) 257 0544. ● **Chandigarh:** Adarsh Mall, 4th Floor, Plot No 50, Industrial & Business Park, Phase – II, Chandigarh – 160 002. Phone: (+91) (172) 502 4000. Fax: (+91) (172) 500 4007. ● **Chennai:** KRM Plaza, No 2, Harrington Road, Chetpet, Chennai – 600 031. Phone: (+91) (44) 4244 4000. Fax: (+91) (44) 2836 2101. ● **Goa:** 210, 2nd Floor, Gera's Imperium I, Patto, Panjim, Goa – 403 001. Phone: (+91) (832) 2438171/2437287. ● **Gurugram:** 6th Floor, Vatika Atrium, Golf Course Road, Sector 53, Gurugram – 122 002 (Haryana). Phone: (+91) (124) 409 4000. Fax: (+91) (124) 409 4004. ● **Guwahati:** Oasis Plaza, 1st Floor, Dr. B. Barooah Road, Ulubari, Kamrup, Guwahati – 781 007. Assam (Opposite Hotel Land Mark). Phone: (+91) (361) 246 8496. ● **Hyderabad:** Ashoka Raghupati Chambers, No 1–10–60 to 64, 4th Floor, S P Road, Begumpet, Hyderabad, Telangana 500 016, India. Phone: (+91) (40) 4400 4000. Fax: (+91) (40) 4400 4001. ● **Indore:** Office No 502, Maloo–01 26/C, Scheme No 94/C Ring Road, Indore – 452 010. Phone: (+91) (731) 4001211/4001311. ● **Jaipur:** A–19, First Floor, Main Sahakar Path, Near Sahakar Bhavan, Jaipur. Phone: (+91) (141) 331 3000. Fax: (+91) (141) 512 4899. ● **Kochi:** Prestige TMS Square, 9th Floor, No. 2, Service Road, Padivatthom, Edappally, Kochi, Kerala – 682 024. Phone: (+91) (484) 449 9000. Fax: (+91) (484) 449 9190. ● **Kolkata:** Eco Centre Business Tower, 11th Floor, Unit No: 1 & 2, Plot No 4, EM Block, Sector V, Salt Lake, Bidhannagar, Kolkata – 700 091. Phone: (+91) (33) 4081 5400. ● **Lucknow:** 177/4, Faizabad Road, Near IT Metro Station, Lucknow – 226 007. Phone: (+91) (522) 403 4000. Fax: (+91) (522) 403 4004. ● **Ludhiana:** 5th Floor, Sandhu Tower – II Gurudev Nagar, Ferozpur Road Ludhiana – 141 001 (Punjab). Phone: (+91) (161) 506 4000. ● **Mumbai:** Blue Star House, 9A, Ghatkopar, Link Road, Sakinaka, Mumbai – 400 072. Phone: (+91) (22) 6668 4000. Fax: (+91) (22) 6668 4004. ● **Nagpur:** 219 Bajaj Nagar, 1st Floor, South Ambazari Road, Nagpur – 440 010. Phone: (+91) (712) 662 4000. Fax: (+91) (712) 662 4002. ● **New Delhi:** Elegance Tower, 1st Floor, Jasola District Centre, New Delhi – 110 025. Phone: (+91) (11) 4149 4000. Fax: (+91) (11) 4149 4004/5. ● **Patna:** The Hub, 2nd floor, Near Regent cinema, Gandhi Maidan Road, Patna – 800 004. ● **Pune:** 201/A, Nityanand Complex, 247/A Bund Garden Road, Pune – 411 001. Phone: (+91) (20) 4104 4000/2616 7230. Fax: (+91) (20) 4104 4001 / 2616 1342. ● **Raipur:** MM Silver Plaza, Office No. 103, 1st Floor, Opp Udyog Bhavan, Ring Road No. 1, Raipur – 492 001. Phone: (+91) (771) 428 0900. ● **Thiruvananthapuram:** TC IV/962, Chandrika, Sree Chitra Nagar, Pipe line Road, Kawdiar, Thiruvananthapuram – 695 003. Phone: (+91) (471) 243 5025. Fax: (+91) (471) 243 4065. ● **Vadodara:** INCUSPAZE Office Spaces, 3rd Floor Alembic 1965, Alembic City, Gorwa–Alembic Road, Vadodara – 390003. Phone: (+91) (265) 661 4000 / 265 233 2021/22. Fax: (+91) 265 233 7516. ● **Vijayawada:** No 40–1–62, Nagas Hafeez Plaza, Opposite to grand modern supermarket, Near BENZ Circle, MG. Road, Vijayawada – 520 010. Phone: (+91) (866) 248 4004. Fax: (+91) (866) 248 4003. ● **Visakhapatnam:** Qubexpro Business Centre, V Mall, Lifestyle Building, 4th Floor, Facor Layout, Waltair Uplands, Visakhapatnam – 530003. Phone: (+91) (0891) 6686705



Blue Star products comply with RoHS regulations as per E–Waste (Management & Handling) Rules, 2016. For disposal of e–waste, kindly visit our website at www.bluestarindia.com or call our customer care at 1800 209 1177 (Toll Free) or 1860 266 6666.