

## MVGL Service Care

*Instant Access for all your Services Related Queries.  
Faster Response. Easy Tracking*

At MVGL, Customer Service is very important to us.

Our **Service Care** centre has been set up to serve our customer's requests for field service engineers. This facility is available to all our customers in Tamil Nadu, Pondicherry, Kerala, Karnataka and Andhra Pradesh. Our engineers are trained at our Principal's facilities and deputed at all our branch locations. They will only be assigned work-orders based on the calls received and logged by our service care centre.

Every call or email contact made with our customer care centre is logged and a ticket is issued, and every ticket is tracked to closure.

Customers can reach our service care centre for field service related queries such as:

- Deployment for commissioning of equipment
- Deployment for attending to product failures or breakdowns
- Deployment for planned overhauls or preventive maintenance schedules
- Deployment to fulfil our AMC contracts
- Deployment for site inspection and technical feedback
- Deployment for up-gradation, retrofit or migration
- Deployment for software upgrade
- Deployment for audits such as – energy consumption, air leakage study, harmonics study, network audit

Please have the following details ready for quick resolution of the query:

### First time Reach-out

- Company Name
- Contact Person's Name
- Phone Number
- Email Address
- Plant / Company Address
- Product / Equipment Details
- Brief Description of the Requirement

### Transactional Query

- Product / Equipment Details
- Your AMC Details
- Our FSR Details

### Multiple Reach-out

- Our Ticket Number



**Service Care Contact Details : + 91 44-40030400**  
Email: [servicecare@multivistaglobal.com](mailto:servicecare@multivistaglobal.com) Timings: 9.30 a.m. to 6.30 p.m.