

PRASAD POWER ENGINEERS

Authorised KOEL Care Centre

MANGALURU | UDUPI | SHIVAMOGGA | CHIKMAGALURU



"TRUSTED TO DELIVER EXCELLENCE...."

prasadpowerengineers@gmail.com

www.prasadpowerengineers.com

"AN ISO 9001:2008 CERTIFIED COMPANY"



PPE

“EXCELLENT SERVICE IS OUR ASSURANCE”

OUR STORY

Prasad Power Engineers (PPE) is an ISO 9001:2008 certified company, delivering excellence in the service industry by providing multifarious engineering solutions to its Customers since 2002. To reiterate PPE is the solo Authorized KOEL Care Centre for Kirloskar Oil Engines Ltd. for the entire Dakshina Kannada, Udupi, Shivamogga & Chikmagalur Districts.

We are specialized in the field of Preventive Maintenance, Commissioning & Overhauling of all Kirloskar Make Diesel & Petrol Engines. Our business objective is to gain utmost customer satisfaction as we trust that service satisfaction is the strongest basis for business excellence. We always strive to draw the attention of the KOEL customers with our reliable services that are offered inconsideration to the client requirements. Towards this, we have been positioned adequate KOEL trained man power with sufficient stocks of parts, special tools etc. for ensuring efficient, round the clock service support to 9000+ Kirloskar end users with a service engineer's ratio of 100:1. We pursue timely delivery policy that makes sure in-time delivery of the quality service to our customers.

We are acknowledged as the best dealers by our clients due to our flexible, transparent, innovative & personal approach. PPE is the one stop destination to avail the services with the best quality at affordable prices.



“There Is Only One Boss. The Customer.”

OUR CREDENTIALS

- Tailored, cost effective solutions that meet your power needs.
- The only authorized S.D for KOEL engines in DK & Udupi.
- 24 hours, 365 days of the year emergency breakdown service*.
- Complete Range of Genuine Kirloskar Parts.

* Only for Warranty & AMC Customers.

OUR MOTTO

- VALUES
- INTEGRITY
- TEAM WORK
- COMMITMENT
- TRANSPARENCY
- QUALITY SERVICE



OUR GOALS

- HIGH QUALITY SERVICES
- PROPERLY PLANNED
- TIMELY EXECUTED
- COST EFFECTIVE



OUR MISSION

- Customer satisfaction.
- Offering very competitive prices.
- Deliver our service effectively and efficiently.

As simple as these principles, we stand firm and persistent at administering into our day to day operations. As a potential customer, will soon find out, our staff is very friendly, attentive, knowledgeable, and very detail oriented.



"That Service Is The Noblest Which Is Rendered For Its Own Sake."

OUR STRENGTH

OUR STRENGTH

- Skilled, Motivated Man Power who have access to Ongoing Product Training.
- Provide Multifaceted Services to the Customer.
- Well Stocked Spare part Sales at all Outlets.
- Provide Quality Service & Genuine Parts.
- Friendly & Reliable Customer Service.
- On-site Service Vehicle Support.
- State of Art Infrastructure.
- Interconnected Branches.
- Service on Call.*

WHAT
DO WE
DO?

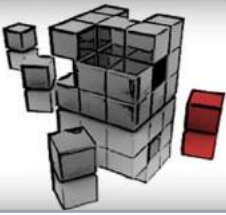


OUR SERVICE

- Well Qualified Service Engineers.
- Services Aimed at Reduced Down Time.
- Flexibility in Services during Emergency.
- Up-gradation/Training of Customer at our End.
- Our Service Engineers are Factory Trained & Highly Motivated.
- Maximum Quality Guaranteed Through Highly Skilled Professionals.
- On-The-Spot Technical Support Available from Trained Service Engineers.
- Well-Equipped Workshop with Chemical Cleaning, Washing, Painting, Overhauling Etc.

OUR SERVICE

"It's Not Customer Service, It's Customer Help."



What we do?

WHAT WE DO

We are offering services to leading Contractors, Hospitals, Educational Institutions & Cellular etc. for their Earth Moving Equipment's and Power Generation Engines.

Works we carry out are as follows.

- Diagnostic Checks, Fault Analysis, Repairing, Major & Minor job works on Kirloskar/KOEL Green DG sets, Industrial Equipments powered by Kirloskar Engines fitted in JCB/L&T/CAT/BEML/L&T Case/Terex make Backhoe Loaders, L&T/Hyundai Make Excavators, Concrete Pumps, Vibratory-Compactors, Cranes, Road Roller, Transit Mixers, Forklifts, Pavers, Firefighting Equipment's, Pump Set's, Harvesters, Navy Vessels like Tugs, Dredgers, Supply Vessels, Off Shore Patrol Vessels etc.
- Comprehensive & Non Comprehensive Maintenance Contract.
- Readily available and affordable Genuine Spares and Service.
- Customer Training/Orientation Program.
- Consultant - Load Calculations.

Backhoe Loader



Front End Loader



Vibratory Compactor



Forklift



"Consumers Are Statistics. Customers Are People."

ACHIEVEMENTS

Awarded with the Best “ **Service Excellence Award** ” for the financial year 2008-09, 2012-13 & 2015-16.



Service Excellence
Award 2008-09



Best
Performer
Award



Service Excellence
Award 2012-13



Customer Connect &
Engagement
Certificate 2015-16



Customer Connect &
Engagement Award
2015-16

CERTIFICATES



ISO Certificate



Authorization Certificate



ISO 9001:2008

“An Ounce Of Loyalty Is Worth A Pound Of Cleverness.”

OUR MAINTENANCE APPROACH

- Maintenance impacts safety, availability and performance.
- Measurable customer bottom line improvements. Prove value.
- Higher performance and availability result in higher productivity.
- Modernizations prolong the economic service life of equipment.
- Preventive maintenance lowers the total cost of maintenance and the cost of down time.

EVOLUTION OF SERVICES

On-Call Services:

- Spare Parts.
- On-Call Repairs.
- Compliance Inspections.
- Engine/DG reliable Survey.
- Modernization based on requested proposals, typically when engines is already worn out.



Preventive & Corrective Services:

- Inspections/Preventive Maintenance.
- Planned Repairs/Spare Parts Mgmt.
- Engine Modernizations.
- Overhauls/Rebuilds.
- Customer Training.



"Well Done Is Better Than Well Said."

PREVENTIVE MAINTENANCE AGREEMENTS

Preventive Maintenance by a authorized service dealer ensures that your get uninterrupted power supply for your needs. You are assured of service on priority basis in case of emergency. Once your DG enters into such contract, you can relax to a considerable extent as we keep track of when the next servicing is due and make the visits in regular intervals.

Product Offerings:

- **Visit Based Contract:** This Contracts covers predefined numbers of visits, labour charges, parts and is provided as and when demanded by the customer. The responsibility of performing maintenance job as per recommended schedule lies solely with the customer. Post visit our Service Engineers provides F.S.R along with recommendations for engine maintenance for trouble free operation.
- **Scheduled Maintenance Contract:** We carry out maintenance for defined jobs as per recommended schedule.
- **Comprehensive Maintenance Contract:** In this responsibility of PM, minor spares & repairs, consumables will be covered as per recommended intervals.

Maintenance Contracts	Non Comprehensive	Comprehensive
	Bandhan**	CAMC**
Service Tenure	01, 03 or 05 Yrs	01 Year
P.M Visits/year	04 or 06 or 12	12
B.D Complaints	Unlimited	Unlimited
No Labour Charge	√	√
24X7 B.D Service	√	√
Free Technical Advice	√	√
Free Repairs	√ *	√
Free Labour for O.H	√	√
No Parts Charge	X	√

* Excluding Cost of Spare Parts.

** Labour Free only for PM Visit & Minor & Major Repairs excluding cost of Outside Labour/

“Our Service Is Not About Making Promises Or Grand Statements, It’s All About Keeping The Promise.”

BANDHAN (UNIQUE DG CARE SERVICE PACKAGE)

At Kirloskar it has been our constant endeavor to build a strong and ever-lasting relationship with our esteemed customers because of which we have been successful.

In the pursuit of technological excellence we have created innovative products along with a top notch service that has been well appreciated, rewarded and accepted by all of our stakeholders.

In line with our constant efforts, commitment towards best products and service, we are happy to introduce to you KOEL's unique service "Bandhan", a unique offering that has been designed for Kirloskar/KOEL Green customers who have purchased Gensets through an Authorised Kirloskar Sales Dealer/KGD/GOEM.

We are confident that "Bandhan" will ensure worry free Genset operation and high quality service.

KEY SERVICE OFFERING

- **Customized Maintenance Plans:** Unique maintenance plans as per your need and requirement.
- **Value Added Services:** Labour intensive services for periodical preventive maintenance, breakdown complaints, major and minor repairs including overhauls.
- **Higher Savings:** Saving your hard earned money by offering services at a reasonable price.
- **Kirloskar Assured Service Quality:** Relentlessly monitoring of all services by Kirloskar principal.

In case of any doubt/additional information if required, please get in touch with us (PPE).



"We Always Give Customer More Than What They Expect To Get."

IMPORTANCE OF PREVENTIVE MAINTENANCE

Diesel engines comprise the vast majority of prime movers for standby power generation or other application because of their reliability, durability and performance under load. DG's are depended on for backup power system in the most critical locations like Hospitals, Apartments, Airports, Telecoms, Industries etc. Backup power gives you the piece of mind that in the event of a power failure, disruption to your business is minimized. In standby application DG's can start and resume full rated load in less than 10 sec, and they typically can run 9,000 hours or more between major overhauls, but if not maintained correctly you may left in the dark. Even the best system needs to be exercised and maintained on a regular basis to make sure it operates properly when needed. Improper or poorly maintained DG sets are more prone to failure and are more likely to fail when needed most. The most common engine failure can be attributed to the starting (Batteries were dead or insufficiently charged), cooling, lubrication or fuel delivery system (Fuel filter was clogged due to old or contaminated fuel). Failure of the alternator is often due to excessive moisture or over load to the alternator windings. All these common issues can be eliminated with a regular generator maintenance routine performed by properly trained personnel who doing this day in and day out rather than taking chance with hit and run breed of freelancers. The later can save you a small amount in terms of labour cost but eventually play havoc with your machine in terms of greatly increased fuel consumption and/or vastly decreased reliability/performance.



"Your Most Unhappy Customers Are Your Greatest Source of Learning"-Bill Gates

PREVENTIVE MAINTENANCE CHECK-LIST

DAILY:

- Visual Inspection.
- Check for Fuel Level.
- Check Coolant Level.
- Check for Lub. Oil level.
- Check Lub. Oil Pressure.
- Check for Lub. Oil Leakage.
- Check Leakage in Fuel Line.
- Check for Coolant Leakages.

HALF YEARLY:

- Change the Lub. Oil.
- Clean/Replace Air Cleaner.
- Replace Oil Filter Cartridge.
- Replace Fuel Filter Cartridge.
- Clean of Centrifuge Lub. Oil. Filter.

WEEKLY:

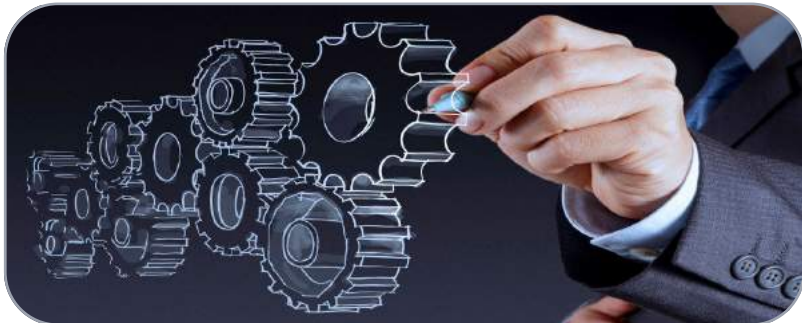
- Clean DG Set.
- Check Battery Terminals.
- All Electrical Connection.
- Give Trial Run for 30 min.
- Check the Battery Charging.

YEARLY:

- Replace V-Belt.
- Clean from Fuel Tank.
- Replace Air Cleaner Element.
- Adjust Intake/Exhaust Valve Clearance.

MONTHLY:

- Check Exhaust Fan.
- Adjust V-Belt Tension.
- Check the Radiator Fins.
- Clean the Cooler Air Fins.
- Check the Radiator Hoses.
- Check State of Exhaust Gas.
- Drain Water in Pre-line Filter.
- Check Sp. Gravity & Electrolyte Level in Batteries.
- Check Restriction Indicator Red Band Indication on Air Cleaner.



"You Are What You Do, Not What You Say You'll Do."- C.G. Jung

USE KOEL CARE GENUINE SPARE PARTS

KOEL Genuine Parts have been designed specifically to comply with our high standards of safety and reliability. They provide the best solution for all service and maintenance needs. In addition, any genuine part or accessory that is purchased or provided by a KOEL Approved Service Centre or dealer will be covered by warranty. PPE can ensure it receives the same care it was given when new. Qualified service engineers know how to keep your Engines performing at its best, regardless of its age or model.

KOEL CARE SUPER/PREMIUM LUB. OIL

Advantage of “KOEL Care Premium Lub. Oil”

KOEL Care Premium is specially designed for BSIII engine fitted with EGR system to meet the advanced emission norms. Oil in the EGR fitted engine is exposed to high level of contamination like soot, acidic corrosive gases & particle build up that degrade the oil and damage engine parts. KOEL Care Premium maintains high level of alkalinity reserve & proper viscosity to protect the engine.

Other Silent Features of “KOEL Care Premium”:

- **Excellent Soot Dispersing Capability**

KOEL Care Premium is having excellent dispersancy capability which reduces engine deposit by holding excess soot generated in modern Diesel engines. This in turn helps in reducing sludge formation, oil thickening & plugging of oil filters & wear of critical components.

- **Enhanced Oxidation Stability**

Enhanced Oxidation Stability reduces oil thickening due to high operation temperatures, sludge formation and corrosive attack from acid build up. This in turn helps in extending oil service life & reduced engine breakdown.

- **Superior Engine Protection**

Superior anti-wear characteristics protect engine parts and thus reduces wear and tear under arduous working conditions.

- **Clean Engine**

Excellent detergency characteristics keep the engine clean by reducing deposits.

KOEL CARE K-COOL COOLANT

Advantage of “KOEL Care K-Cool”

- Increase the engine operation life.
- Ingredients have antifreeze properties.
- Eliminates formation of hard water scale.
- Extended life of coolant is 5000hrs or 3 years.
- Maintains water pumps seal life & eliminates gel formation.
- Compatible with rubber hoses & other non-metallic parts of the cooling system.
- Provides excellent protection for all cooling system metal parts including aluminum.
- Contains organic acid inhibitors and does not require use of salts, phosphate, borate, silicate etc.
- For the Aluminum radiators use “KOEL Care K-Cool” only. Water/any other coolant should not be used for Aluminum Radiators.

Properties of “KOEL Care K-Cool”:

- Glycol base coolant.
- Provided ant boil and anti freeze property.
(Operating range 118°C to – 37°C)
- Organic acid technology extended life coolant.
- Maintains excellent corrosion control over aluminum, copper, mild steel.
- Premix ready to use coolant maintains exact inhibitor level in the formulation.

KIRLOSKAR GENUINE ENGINE SPARES



“Customer Satisfaction Is Worthless. Customer Loyalty Is Priceless.”

WHY AUTHORIZED SERVICE DEALER ?

- Maximum Reliability.
- Complete Transparency.
- Company Back Support.
- Best Feedback Mechanism.
- Well Equipped Workshops.
- One Stop Engineer Solution.
- Proactive Maintenance Management.
- Pre and Post Sales Technical Support.
- 24X7 KOEL Customer Care Support.
- Quality Service and Genuine Kirloskar Spares.
- Adequate Company Trained Service Engineers.
- Multiple Outlets to Cater the Service & Spares Needs.
- Quarterly Up-gradation Training to Customers from our End.



WARRANTY

<p>KOEL Standard Warranty Policy*</p> <p>(For all Models, Excluding all KCC ranges of Gensets)</p>	<p>The equipment will carry a warranty for a period of 24months from the DOC or 27months from the date of Invoice from GOEM or 5000Hrs, whichever is earlier.</p> <p>This Warranty policy is applicable for the Genset ranges from 15 to 750 kVA which are commissioned after 1st April 2016.</p>
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SCHEDULE FOR FREE** WARRANTY CHECKS#

1. CHECKS FOR DV SERIES ENGINES (PG)

K1 Check	Site Selection Jointly by SD & GOEM/KGD.
K2 Check	Joint Commissioning along with SD & GOEM/KGD.
K3 Check	Within 01 month from the Date of Commissioning or 50 Hrs - 1 st oil change, which occurs early.
K4 Check	Within 07 months from the Date of Commissioning or 500 Hrs - 2 nd oil change, which occurs early.
K5 Check	Within 13 months from the Date of Commissioning or 1000 Hrs - 3 rd oil change, which occurs early.
K6 Check	Within 19 months from the Date of Commissioning or 1500 Hrs - 4 th oil change, which occurs early.

* For more details refer operation & maintenance manual supplied along with the equipment.

Transportation/Freight Charges will be charged extra.

"People Expect Good Service But Few Are Willing To Give It."

2. CHECKS FOR INDUSTRIAL APPLICATIONS

C1 Check	Within 07 Days after Commissioning or 50 Hrs. 1 st oil change, which occurs early.
M1 Check	Within 02 months or 500 Hrs. from C1 check. 2 nd oil change, which occurs early.
M2 Check	04 months or 1000 Hrs. from C1 checks. 3 rd oil change, which occurs early.
M3 Check	06 months or 1500 Hrs. from C1 checks. 4 th oil change, which occurs early.
M4 Check	08 months or 2000 Hrs. from C1 checks. 5 th oil change, which occurs early.

3. CHECKS FOR E/HA/R/SL SERIES PG ENGINES

G1 Check	Within 30 days (01 month) from DOC or 50 Hrs. 1 st oil change, which occurs early.
G2 Check	Within 210 days (07 months) from DOC or 500 Hrs. 2 nd oil change, which occurs early.
G3 Check	Within 390 days (13 months) from DOC or 1000 Hrs. - 3 rd oil change, which occurs early.
G4 Check	Within 570 days (19 months) from DOC or 1500 Hrs. - 4 th oil change, which occurs early.

4. CHECKS FOR 3 & 5KVA DIESEL PG KCC ENGINES

CC1 Check	Within 01 month from the Date of Commissioning or 50 Hrs. - 1 st oil change, which occurs early.
CC2 Check	Within 06 month from the Date of Commissioning or 250 Hrs. - 2 nd oil change, which occurs early.
CC3 Check	Within 12 month after the Date of Commissioning or 450 Hrs. - 3 rd oil change, which occurs early.

5. CHECKS FOR 2 TO 4KVA PETROL PG KCC ENGINES

CCP1 Check	Within 01 month from the Date of Commissioning or 20 Hrs. - 1 st oil change, which occurs early.##
CCP2 Check	Within 06 months from the Date of Commissioning or 120 Hrs. - 2 nd oil change, which occurs early.##
CCP3 Check	Within 12 months from the Date of Commissioning or 220 Hrs. - 3 rd oil change, which occurs early.##

** Cost of Spares i.e. Replacement of lub. oil, filters, consumables etc will be charged extra.

Subsequently Oil change at an interval of every 100Hrs or 06months, whichever is earlier.

"The Customer Experience Is The Next Competitive Battleground."

SCHEDULED MAINTENANCE

Keeping up with your DG's scheduled maintenance is the best way to keep your engine delivering all the performance. It's also great way to help protect the value of your DG and your investment. Regular service can help your DG perform to its full potential from performance to resale value. So, to help you get the most out of your DG for years to come, KOEL recommends having it maintained at regular intervals by an authorized KOEL service engineers who knows it best. When your DG is serviced by PPE service engineers, its information is stored in the Service History database and help us to know all the important information about your DG set. Having your DG serviced at a PPE can keep your investment paying off for in years to come.

Top and Major Overhaul Periods:

- The Top Overhaul (servicing of combustion system) and Major Overhaul Periods are estimated as 5,000 and 9,000 running hours. respectively. This estimation is based, provided the engine is maintained properly as per the instructions given in the Manual.
- The duration of the operating period before overhaul will depend entirely on the maintenance and service given to the engine, quality of lube & fuel oils used type of environment and engine load cycle. Hence, the above estimated overhaul periods are to be referred as general guidelines.

Trouble Shooting and Remedial Measure:

- Operating troubles are often due to improper operation or maintenance of the engine.
- In the event of trouble, always check whether the operating and maintenance instructions have been strictly followed.
- If you are unable to identify the cause of the trouble or to put it right yourself, contact PPE an Authorized Service Dealer.

ENGINE OVERHAUL ATTRIBUTES

- Oil Consumption.
- Excessive Drop in Oil Pressure.
- Excess Exhaust Smoke.
- Unusual Noise.
- Oil Dilution.
- Excessive Blow-by.



PARTIAL LIST OF ESTEEMED CUSTOMERS

Government Utility's

AAI
MRPL
ONGC
KSRTC
Air India Airlines

Companies/OEM's

Ingersoll Rand
JCB India Pvt. Ltd
Ajax Flori Engineer
Caterpillar (I) Pvt. Ltd
L&T KOMATSU Ltd



Entertainment's

Big Bazaar
City Centre
Times of India
Vijaya Karnataka
National Broadcaster

IT & Telecom's

Airtel
BSNL
Infosys
Invenger
Tata DoCoMo

Bank's

Axis Bank
ICICI Bank
HDFC Bank
Corporation Bank
State Bank of India

"We Tell Our Customer What They Need Well Before They Realize It Themselves."

SATISFACTION LETTER FROM HIGHER HP CUSTOMERS



SATISFACTION LETTER FROM LOWER HP CUSTOMERS



"People Don't Care How Much You Know Until They Know How Much You Care"

GALLERY

PARTIAL LIST OF OUR ACTIVITIES UNDER ONE ROOF



Inauguration



Installation



Commissioning



Commissioning



PG Van Camp



Ind Van Camp



C.P Repowering



Eng. Repowering



Eng Repowering



Training Prgm.



PPE Shimoga



PPE Udupi

OUR PROMISE



OUR CONTACTS



24X7 KOEL Help Desk

1800 233 3344 (Toll Free Number)
+91- 880 633 4433 (Alternate Number)
E-mail: koel.helpdesk@kirloskar.com

Contact Us

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Our Branches

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2nd Cross, Kadubettu, Udupi - 576 101.
Ph.: (0820) 2527405, 96111 24222, 96111 24223.
E-mail: ppeudupi@gmail.com

Shivamogga: Mookambika Complex, Opp. Hotel Sundar
Ashraya, N.T Road, Shivamogga - 577 202.
Ph.: (08182) 298111, 70223 81777, 77220 70497.
E-mail: ppeshimoga@gmail.com

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