

Absolutely Safe Drinking Water.  
Now for areas with no running water.





*Congratulations! Now that you've installed your Aquaguard Classic, you have taken an important step towards safeguarding your family's health.*

Aquaguard Classic is a complete water purification system which has a unique Electronic Monitoring System which ensures that the water you get is absolutely safe. Aquaguard Classic with built-in pump is ideal for areas with no running water. The built-in pump increases the water pressure to required levels ensuring consistent water flow and delivers at a rate of 1 litre per minute. So you and your family needn't compromise on the quality of water you drink. Aquaguard Classic - Pump Model gives you the assurance of absolutely safe drinking water. *Always.* And what's more, it comes with the Eureka Forbes guarantee of prompt after sales service at your doorstep.

*We hope this booklet helps you understand your Aquaguard Classic better.*

*Wishing you and your family a healthier and happier life.*



We have water-testing laboratories in the following cities

**Ahmedabad**

Bhagawati Chambers, Second Flr,  
Opp. Gujarat Vidyapith, Ashram  
Road, Ahmedabad 380 014.  
Tel : 754 1380 / 0520

**Bangalore**

143-C/4, Bommasandra Industrial  
Area, Off. Hosur Road, Anekal  
Taluk, Bangalore 562 158.  
Tel: 08110-34908-12

**Calcutta**

First Floor, 27L/2, Raja S.C. Mullick  
Road, P.S. Jadavpur, Calcutta.  
Tel : 483 4143 / 413 5284.

**Chennai**

14, Burkit Road, T Nagar, Chennai  
600 001. Tel : 434 8978 / 8328

**Delhi**

C/40, 2nd Phase, Okhla Industrial  
Area, Delhi. Tel: 011-631 3133

**Mumbai**

Ujagar Industrial Estate, 2nd Floor,  
Gate No. 16, W.D. Patil Marg,  
New Dukes Factory Road,  
Govandi (East), Mumbai 400 088.  
Tel: 5584700 / 1474

**Guwahati**

GNB Road, Silpukhuri,  
Near Goswami Service Station,  
Guwahati 781 003.  
Tel : 514004 / 541185

**Cochin**

43, 2268, SRM Road,  
Near VB Terrace Aptt.,  
Cochin 682 018.  
Tel: 402486 / 561 / 639

**Ludhiana**

92, Surya Kiran Complex,  
2nd Floor, The Mall,  
Ludhiana 141 001.

## WATER IS LIFE

In fact, the human body itself consists of 65% water. One can live without food for more than a month but it is impossible to survive without water for more than a few days.

On an average, we consume approximately 2.5 litres of water a day. This may be in the form of water or beverages we drink, or in the food we eat. Drinking the required quantity of water keeps the body healthy, by flushing out harmful toxins. Making you stay fit and look fit.

Unfortunately, the water we consume can be polluted. Polluted water may look clean, and even taste okay, but may contain germs and other impurities that cause water borne diseases.

That's why it is extremely important to ensure that these impurities are removed before the water can be safely used for consumption.



## 80% OF DISEASES ARE WATER BORNE

### What are these water borne diseases?

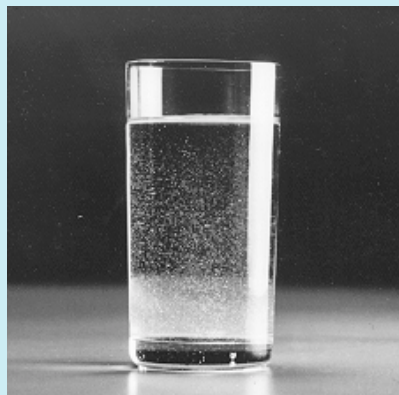
Take a look at the chart given below:

Caused by	Diseases
Bacteria	Gastroenteritis, Typhoid, Cholera, Paratyphoid, Dysentery, Diarrhoea.
Viruses	Polio, Hepatitis A (Jaundice), Dysentery, Gastroenteritis, Diarrhoea.

As you can see, bacteria and viruses are known carriers of these dreaded diseases. Since bacteria flourish in warm, humid climates, the summer and monsoon months are particularly dangerous in a tropical country like ours.

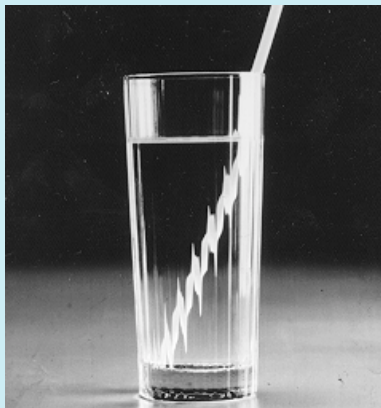
What's more alarming is that, since these germs are microscopic, it is impossible to tell whether bacteria and viruses are present in your drinking water.

This hidden threat to the health of your family makes it imperative to ensure that the water you drink is safe and clean.



## WHY AQUAGUARD CLASSIC-PUMP MODEL IS A SUPERIOR WATER PURIFICATION METHOD

- Aquaguard Classic has a 3-stage purification process which destroys all known bacteria and viruses.
- It has an in-built pump which pumps water from any storage container.
- Unlike boiling, it avoids recontamination of water by purifying it just before you drink it.
- It purifies water without using any chemicals.
- It purifies water without adding anything to it, whilst retaining important natural salts and minerals in the water.
- It is time saving, convenient to install and easy to operate.
- It offers superior filtration with a special multi-layered 10" yarn candle.
- It has a unique Electronic Monitoring System that continuously monitors the purification level and stops the water flow, if purification is inadequate.
- Aquaguard Classic has superior electronics, a built-in voltage stabilizer and a special decalcification system, which ensures longer life and less servicing.
- User-friendly indicators that facilitate easy operation of the unit.



# AQUAGUARD CLASSIC PUMP MODEL - THE COMPLETE WATER PURIFIER

Aquaguard Classic is the most advanced water purification system using the principle of ultraviolet treatment. Before we go on, take a look at the picture alongside. As you can see the Aquaguard Classic has the following components:

- a.* In-built pump
  - b.* The Pre-filter (optional)
  - c.* Activated Carbon Chamber
  - d.* The Ultraviolet Chamber
  - e.* The Electronic Monitoring System.
- Aquaguard Classic works simply, but effectively. The in-built pump pumps water from a storage container which then passes through the following stages:

## STAGE 1

### THE PRE-FILTER

The water first passes through the pre-filter which incorporates a specially developed multi-layered cartridge which strains out physical impurities present in the water, such as dust, dirt and mud.

## STAGE 2

### ACTIVATED CARBON

In this stage, the water passes through specially treated, silver impregnated activated carbon which adsorbs colour, odour, organic impurities, and free gases like chlorine.

## STAGE 3

### UV CHAMBER

The next stage is where the water is subjected to the ultraviolet treatment which has been documented as a proven method for eliminating water borne disease causing bacteria and viruses. In fact, Aquaguard Classic's ultraviolet germicidal dosage, even at its lowest, is 1.2 times of that required to destroy all known water borne disease causing organisms.

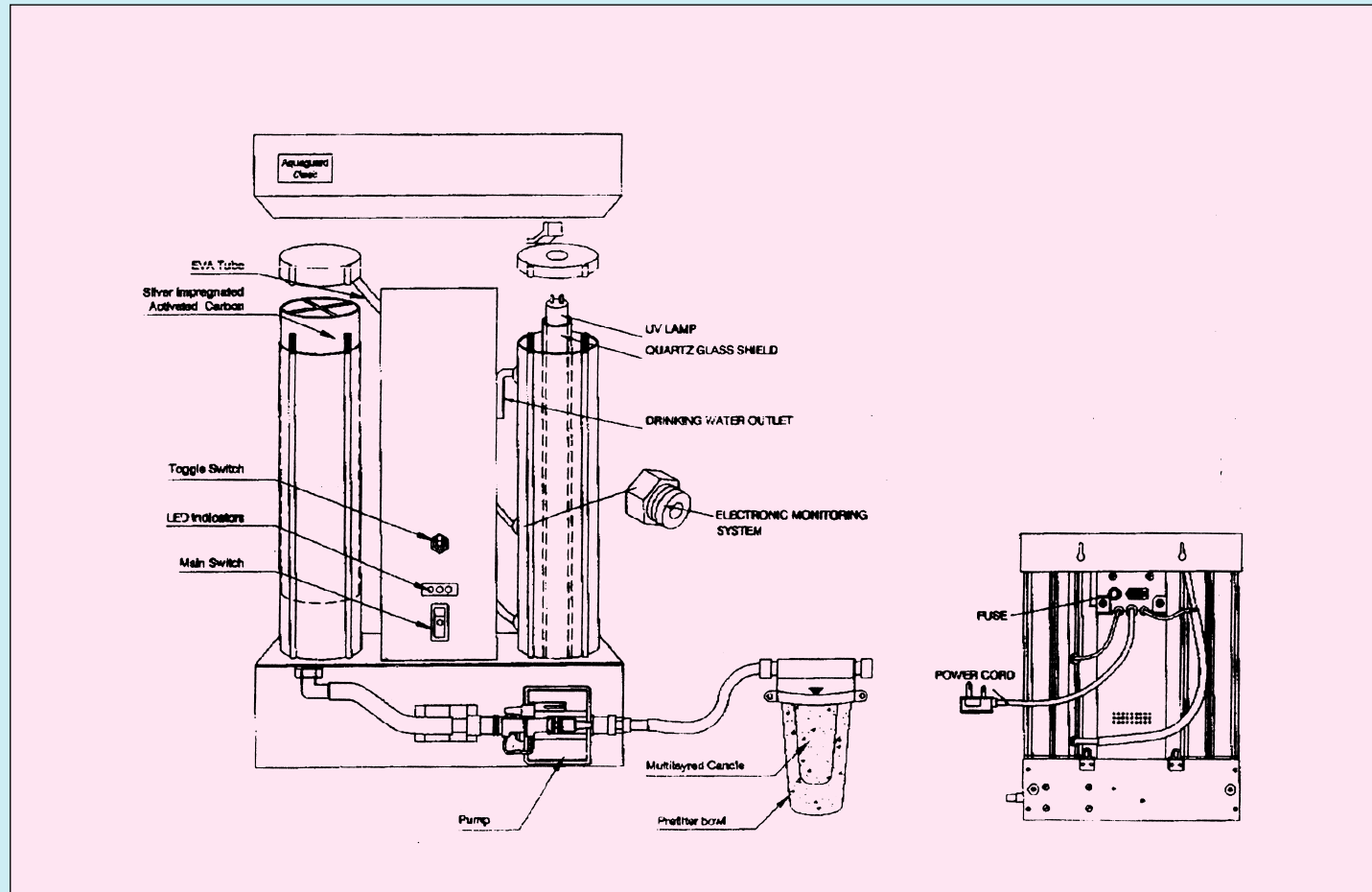
Aquaguard Classic has one more benefit. **A unique Electronic Monitoring System which monitors the purification process and stops the flow of water immediately, if the level of purification is inadequate.**

So you see, the Aquaguard Classic is a complete water purification system that ensures you get clear, bacteriologically safe drinking water at all times.

**Note: Kindly ensure that the source (storage container) has enough water before you switch on your Aquaguard Classic.**

# KNOW YOUR AQUAGUARD CLASSIC- PUMP MODEL

## Diagram of Front and Back View





## ANSWERS TO YOUR QUESTIONS ON AQUAGUARD CLASSIC - PUMP MODEL



**Q** Can one store water from Aquaguard Classic or use it directly?

**A** Ideally, you should use water directly from the Aquaguard Classic. However, if you need to store the water, make sure you rinse the bottles or containers first with water from Aquaguard Classic and not with tap water. Even while drawing water, remember to rinse the tumbler with water from Aquaguard Classic.

**Q** How long and where should one store the water?

**A** Water from Aquaguard Classic should be stored in a cool, clean place, preferably in steel or glass containers. Avoid matkas or filters as they tend to breed bacteria. Cover the container with a clean lid and ensure that the storage vessels are rinsed with water from Aquaguard Classic.

For hygienic reasons, it's preferable to change the stored water at least after 2 days.

**Q** Does drinking water from Aquaguard Classic make you lose your natural immunity?

**A** Aquaguard Classic gives you clear, safe drinking water thus reducing the risk of exposure to water borne diseases. It does not affect your body's natural immunity in any way.

**Q** Is UV (ultraviolet) light dangerous and is drinking UV treated water harmful?

**A** Direct exposure to strong doses of UV light at a close range is dangerous. However, in Aquaguard Classic the

ultraviolet chamber is completely enclosed and no UV light is allowed to escape.

Also, UV light has no residual effect in water and hence it is totally safe.

**Q** Does Aquaguard Classic work even if the voltage fluctuates?

**A** Aquaguard Classic has superior electronics, with a built-in voltage stabilizer, thus ensuring that your Aquaguard works even if the voltage goes down to as low as 160V. If however, the voltage drops below 160V, the yellow LED begins to blink and the alarm sounds, indicating your unit cannot be used temporarily.

**Q** Do you need to boil or filter water from the Aquaguard Classic?

**A** Of course not. Aquaguard Classic is a complete purification system which gives you clear, safe water. Just fill your glass and drink!

**Q** What will happen if Aquaguard Classic is switched on when the storage container does not have water?

**A** Even though a thermal cut-off device is in-built in the machine to protect the pump from over heating, utmost care should be taken to always check the container for water before switching on the unit. Failing which the heating might lead to serious damage to the pump.

## DIFFERENT WAYS TO INSTALL YOUR AQUAGUARD CLASSIC- PUMP MODEL

The ideal place for your Aquaguard Classic is above the kitchen sink.

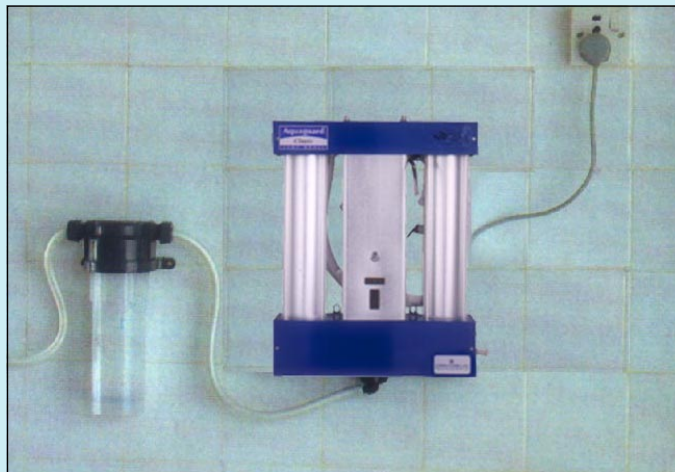
Your Aquaguard Classic can be fitted on the wall through key slots provided at the back.

### INSTALLATION

Your Aquaguard Classic will be installed free of cost by our experienced Service Representatives.

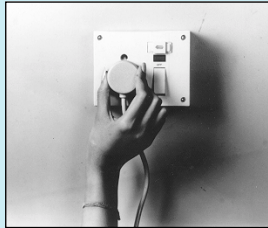
You will require a standard 220/230 V supply and a

5 Amp. point. This should be a three pin type and properly earthed. One end of the water drawing pipe should be connected to the Aquaguard Classic and the other end of the pipe should be inserted into the container. Aquaguard Classic-Pump Model can not only be used to pump water from a storage container or vessel for the normal usage but also can be used for pre-cooler installation (along with water level controller).



**Note: Kindly ensure that the source (storage container) has enough water before you switch on your Aquaguard Classic.**

## A STEP-BY-STEP GUIDE TO USING YOUR AQUAGUARD CLASSIC- PUMP MODEL

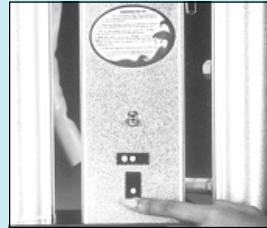


Fit plug into the socket.  
(5 Amp. plug)

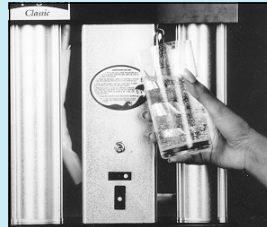
**Note:** Kindly ensure that the source (storage container) has enough water before you switch on your Aquaguard Classic.



Switch on the water control switch (toggle) and you will find water flowing out of your Aquaguard Classic.



Flick on the main switch.  
The LED will glow red  
for 2-5 seconds.



While you fill your glass a pleasant musical tune will be heard. Please note that music is only an indicator and has no relation to the purification process.



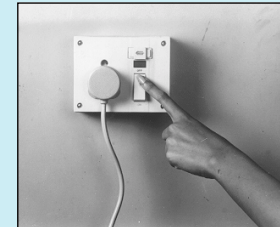
Directly thereafter, a yellow light will glow for 60 seconds indicating the unit is processing water.



If the unit has not been used for a day or two, allow two to three glasses of water to flow out before using the water.



When the green LED glows, a musical note is heard, and the unit is ready to deliver clear, safe drinking water.



If the unit is not to be used for the day, make it a practice to turn the main switch and water supply off.

**Note :**

1. In case of low voltage, the **Yellow** indicator starts blinking and an alarm buzzer note is given.
2. In case the unit is not functioning properly, the **Red** indicator starts blinking and an alarm buzzer note is given.

# AQUAGUARD CLASSIC- PUMP MODEL NOT ONLY FOR DRINKING WATER

## Sorbet Granita

½ cup Aquaguard water }  
5 tbsp. sugar } Cook and  
1 tsp. grated lemon rind } dissolve.  
1½ cup plums }

- Turn freezer to coldest. Mix sugar, water, lemon rind in a pan and cook till sugar is dissolved.
- Purée plums after removing the seeds. Add this purée to the syrup.
- Pour mixture into ice cube tray. Freeze until firm but not hard.
- Turn mixture into a blender or food processor. Churn till smooth.
- Return again to freezer tray and freeze for 2-3 hours or till it is well set and firm.
- While serving leave aside at room temperature until it becomes soft enough to scoop out balls. Serve.

## Red Summer Wave

300 ml tomato juice  
200 ml apple juice  
200 ml grape juice  
100 ml orange juice  
1 bottle Limca  
4 tsp lime juice  
1 tsp mint juice  
2-3 drops red food colour  
Crushed ice, made from Aquaguard water  
Sweet lime slices and mint leaves for garnishing  
salt and pepper to taste

### Method

Dip the rims of the glasses in water and then in salt. Keep aside. Mix all the other ingredients together except the garnish. Shake in a cocktail shaker. Add crushed ice. Serve with sweet lime slices and mint leaves.



Red Summer Wave

## **GOLDEN RULES ON MAINTAINING YOUR AQUAGUARD CLASSIC- PUMP MODEL**

The maintenance required for your Aquaguard Classic is minimal. Should there be any problems, the unit is designed to switch off automatically, ensuring that you always get clear, safe water. With proper care, you can ensure that your Aquaguard Classic performs effectively.

Here are some important rules to follow:

### **1. The key word is cleanliness :**

Dirt and cockroaches have a way of creeping into any appliance. Keep the area around your Aquaguard Classic clean and dry. Wipe the Aquaguard Classic with a soft cloth once in a while. Keep the spout clean and closed with the cap provided.

### **2. Keep your pre-filter clean :**

To ensure that your pre-filter is long-lasting, insist on having it thoroughly cleaned by our service person during every routine visit.

### **3. Activated Carbon :**

To ensure that your Activated Carbon works effectively, insist on having it thoroughly cleaned by our service person during every visit.

Also do remember to get the Activated Carbon replaced at least once every 6 months by our service person during routine service.

**Note: Kindly ensure that the source (storage container) has enough water before you switch on your Aquaguard Classic.**

#### 4. Electronic Monitoring System :

As earlier explained, Aquaguard Classic is designed to switch off automatically in case the purification is inadequate or in case any physical impurities are present in water.

In case water does not flow when you switch on the Aquaguard Classic and the red LED blinks, call our service department.

But before you do so, check for any disruption in the water supply or mains electricity supply to the Aquaguard Classic. If both are functioning normally, check the fuse.

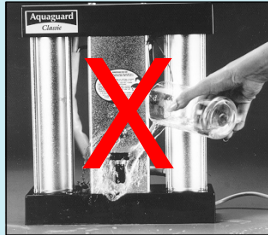
#### FUSE:

In case the fuse in the unit has blown, here's what you can do :

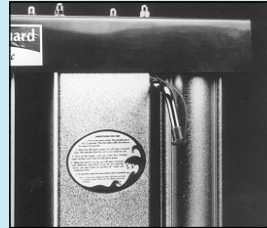
1. Firstly remember, the fuse is at the back of the Aquaguard Classic (see visual on page no. 5)
2. Now disconnect the power supply.
3. Unscrew the cover and remove the fuse.
4. Replace with a new fuse (500 mA) and secure properly.



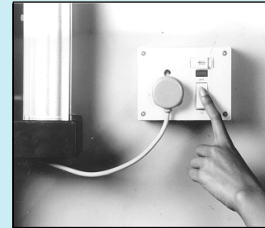
## CHECKLIST OF DOs AND DON'Ts



1. Be careful not to spill water on the panel of your Aquaguard Classic, as this may lead to electric shock.



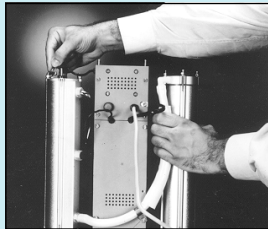
2. When the unit is not in use, please keep the cover cap screwed on to the outlet spout.



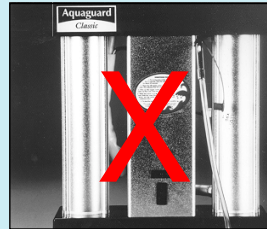
3. Switch off the main switch when unit will not be used for more than 3-4 hours.



4. If your Aquaguard Classic has not been used for a long time, after switching on the unit, allow 2 to 3 glasses of water to flow out before collecting the water for



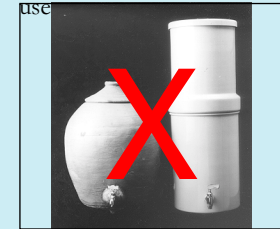
5. We recommend servicing of Aquaguard Classic at least once in six months.



6. Avoid connecting any pipes to the outlet spout to collect water from your Aquaguard Classic. You will recontaminate the water purified by the Aquaguard Classic.



7. Store water from your Aquaguard Classic in containers cleaned with water from Aquaguard Classic. For hygienic reasons it's preferable not to store water for more than 2 days.



8. Avoid storing water from your Aquaguard Classic in matkas and candle filters, as water will get recontaminated.

**Note: Kindly ensure that the source (storage container) has enough water before you switch on your Aquaguard Classic.**



## AFTER SALES - AT YOUR SERVICE

The Company offers you a ONE YEAR WARRANTY for your AQUAGUARD CLASSIC. Should you have any service requirements during this period, do not hesitate to contact our service centres at the addresses given at the back of this book or write to the Service Headquarters - 143, C-4 Bommasandra Industrial Area, Anekal Taluk, Bangalore - 562 158.

After the one year warranty you have the option of entering into a Maintenance Service Contract with us.

The Service Contract entitles you to some attractive benefits:

- 2 free maintenance services every year.
- All major replacements free of cost.
- Prompt attendance to your servicing needs (over and above the routine services).
- A vast network of service centres manned by experienced service representatives.
- Do remember to ask for your copy of the Service Contract Form before the warranty period gets over.

## TECHNICAL SPECIFICATIONS

<b>Dimensions</b>	: 395 x 100 x 300 (mm) (H x D x W)
<b>Net weight</b>	: 5.5 kg
<b>Ultraviolet lamp</b>	: 8 Watts
<b>Power rating</b>	: 50 Watts
<b>Rated voltage</b>	: 230 V 50 Hz.
<b>Water flow rate</b>	: 1 l.p.m.
<b>Fuse</b>	: 500 mA
<b>Suction height</b>	: 1.5 metres (max.)

### NOTE :

During continuous operation of Aquaguard Classic-Pump Model, to protect over heating of the pump, a thermal cut off device is provided.



# INTERNATIONAL AND NATIONAL ENDORSEMENTS FOR AQUAGUARD

AQUAGUARD has been acknowledged as a tried and tested method of water purification. Leading hospitals and clinics have installed the unit. Water from

AQUAGUARD is recognised as safe and potable by some of the most prestigious laboratories in India and abroad.

**INDIAN INSTITUTE OF TECHNOLOGY**  
 Madras - 600 036, INDIA  
 Telephone: 2351365 Extn. 3113  
 Res. : 2352327 / 49-0264  
 Fax : 044-2350509 / 2350305  
 Telex : TECHMAS 041-8926 IITM IN  
 Telegram : "TECHNOLOGY"  
 E-Mail : Chem3@iitm.ernet.in

**UNIVERSITY OF AGRICULTURAL SCIENCES, BANGALORE**  
 DAIRY SCIENCE COLLEGE  
 HERBAL  
 BANGALORE-560 024

**TEST CERTIFICATE**  
 NO. 00274

Issued to :  
 Eureka Forbes Ltd.,  
 Cinema Complex,  
 110008  
 Phone : 91-000-3390277  
 Fax : 3331483 Extn 21

**TEST RESULT**

Count :  
 Before filtration :  
 After filtration : 5x10<sup>5</sup>

**Apollo Hospitals Chennai**

**Department of Biochemical Engineering and Biotechnology**  
**INDIAN INSTITUTE OF TECHNOLOGY - DELHI**  
 Hauz Khas, New Delhi - 110016, India

Phone : (011)-6857764  
 (011)-666979 Ext. 2004, 2001  
 (011)-6868521, (011) 6862037  
 Fax : 031-73087 IITD IN  
 Telex : subhashc @ dbeeb.iitd.ernet.in  
 Email : subhashc @ dbeeb.iitd.ernet.in

Date: Nov. 7, 1996

**ASH CHAND**  
 Professor

**PERFORMANCE STUDY**  
 BASIC WATER PURIFIER  
 IITD

**EUREKA FORBES LIMITED**  
 AQUAGUARD - CLASSIC  
 10.6.97  
 Evaluation of bactericidal efficiency of AQUAGUARD-CLASSIC - a water filter based on UV irradiation principle.

**ARD - CLASSIC**  
 No. : 00002  
 M/s EUREKA FORBES LIMITED  
 minute flow control by solenoid  
 impregnated activated carbon  
 violet lamps

## WARRANTY

The goods are warranted against defects arising from faulty design, workmanship and materials for a period of 12 months from the date of installation or 15 months from date of sale whichever is earlier, subject to the following conditions.

1. The Customer will notify the Company in writing promptly of any defects noticed and give the Company or its authorised agent adequate opportunity to inspect, test and remedy them for which the Customer will deposit the goods if so required by the Company, with the Company's office/service centre along with original invoice, in the city where they are sold.
2. Inspection and Test Report by the Company's office/service centre will be final and binding under the Warranty for determining defects, repairs/alterations required or carried out or certifying working of the goods thereafter.
3. The Company or its authorised agent will be entitled to retain any defective part replaced under the Warranty.
4. Notwithstanding anything to the contrary contained in or implied by this Warranty :
  - (a) The Company's liability under this Warranty shall be limited to the first sale of the goods by the Company to the Customer and will not apply or extend to any secondary or subsequent sale of goods by the Customer.
  - (b) The Company's liability under this Warranty shall be limited only to defects in the goods which occur under the conditions of normal operation of the goods and their proper and prescribed use. This Warranty does not cover or extend to defects which are determined by the Company or its authorised agents as occurring or resulting from or attributable to negligence, abuse, misuse, faulty care, operation or maintenance or repairs, alterations to the goods or any part thereof by others of the use of the goods on electrical supply for which they are not designed or damage caused by lightning or other electrical disturbances or interruptions.
  - (c) The Company's liability under this Warranty shall remain valid only if, the goods are duly installed by the Company or its authorised agent at the location specified in the Invoice or where the installation is at a place other than specified in the Invoice such installation is undertaken by the Company or its authorised agent or franchisee.
  - (d) Consumable item like Candle which is subject to normal wear and tear in the course of use is not covered by this Warranty.
  - (e) The Customer will have no claim against the Company, its employees and its authorised agents or franchisees under or pursuant to this Warranty in respect of death or injury to the Customer or any other person or loss or damage to any property caused by or due to equipment failure, breakdown or accident, fire or operation or utilisation of the goods other than in accordance with User Guide or by or due to any other cause or circumstance beyond the control of the Company.
  - (f) The Company's liability under this Warranty shall in no event and under no circumstances exceed the price paid by the Customer to the Company for the goods stated in the Invoice.

## General

For the purpose of this Warranty, the following expressions shall have the following meaning respectively:

1. 'The goods' shall mean the goods described in the Purchase Agreement.
2. 'The Customer' shall mean the original purchaser of the Goods from the Company who is a party to the Purchase Agreement.
3. 'The Company' shall mean 'EUREKA FORBES LIMITED'.
4. 'The Purchase Agreement' shall mean the General Terms and Conditions of Sale agreed upon by the Customer and the Company as printed on the Invoice.
5. 'Invoice' shall mean the Invoice with the Warranty printed on reverse and issued for the unit by the Company to the Customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the Customer and the place where the goods are to be installed.
6. 'User Guide' shall mean the instructions for installation, use and maintenance contained in the leaflet published by the Company and delivered to the Customer at the time of sale of the goods.

## Post-Warranty

1. The Customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
2. In case the Customer does not wish to enter the Service Contract, he has the option of calling our Service Centre and having his AQUAGUARD CLASSIC serviced on an actuals basis i.e. by paying for Labour cost and Spares needed to attend to that Service/Complaint call at the prevailing Company rates. Such service will be rendered by the Company in towns/places where the Company has its Service Centres.
3. The Company will provide free servicing of the goods brought to its Service Centre by the customer, provided that all expenses of transporting the goods to and from the Service Centre shall be borne by the customer directly.
4. If during such servicing it is necessary for the Company to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.



Bhupesh Gupta Bhavan, 85, Sayani Road, Prabhadevi, Mumbai 400 025. Tel: 430 1725

Visit us at: [www.eurekaforbes.com](http://www.eurekaforbes.com)

Page us on: 9622-343434

## WARRANTY

### CUSTOMER COPY

Please retain this card. It will be required if service under Warranty becomes necessary

NAME OF CUSTOMER :

ADDRESS :

DATE OF INVOICE :

DATE OF INSTALLATION :

UNIT NO.:

ORDER NO.:

CUSTOMER SIGNATURE:

SIGNATURE OF SALES PERSON:

## Customer Response Centres - North

### Agra

Vasu Complex Top Floor  
Bye Pass Road  
Near Tulsi Talkies, Agra  
Tel: 354770/357574

### Allahabad

7E, Clive Road  
Civil Lines  
Allahabad 211 001  
Tel: 622852

### Amritsar

250, Basant Avenue  
I M A Building  
Race Course Road  
Amritsar 143001  
Tel: 228379/212926/211316

### Bareilly

156, Civil Lines, Santoshi Apts.,  
opp. SSP Lane, Ground Floor,  
Bareilly - 243001  
Tel: 421027

### Bhatinda Depot

Kothi No. 20533  
1st floor, 100 ft Road  
Guru Tej Bahadur Road  
Bhatinda  
Tel: 222156 L Ws tel. msg.

### Bhopal

Plot No.3, 2nd floor  
Lala Lajpat Rai Road  
Govind Pura, Bhopal  
Tel: 580829/581025/784793/94/  
95

### Chandigarh

Sector 7-C, SCO No. 4  
1st Floor, Madhya Marg  
Chandigarh 160 019  
Tel: 781913/781907/780365/  
773612/773728/773723

### Dehradun

3, Astley Hall, 1st floor  
Raipur Road, Dehradun 248 001  
Tel: 652864/650392/657693

### Delhi Regional Office

D-55, East of Kailash  
Opp. Sapna Cinema  
New Delhi 110 065  
Tel : 6229540/6229542/6229524/  
6284961/6284962/6229576

Fax : 6229509

### Delhi (CCRU)\*

D-55, IInd Floor  
Opp. Sapna Cinema  
East of Kailash  
New Delhi 110 065  
Tel : 6485311/6419611/6419614

### Delhi I

17 A/41 WEA Gurudwara Road,  
Karol Bagh  
Opp. Jassaram Hospital  
New Delhi 110 005  
Tel : 5717722/5715442/5732297/  
5735308/5772704

### Delhi II

12/4 Asaf Ali Road, 4th Floor  
Mittal Building  
New Delhi 110 002  
Tel : 3267302/3278055/3270523/  
3281756/3274198/3266979

### Delhi III

M/37 Greater Kailash II  
M Block Market  
New Delhi 110 048  
Tel : 6449727/6433827/  
6467279/6463041/6233757/  
6233767/6453878/6217032

### Delhi IV

Plot No. 5,  
Neelkanth Commercial Complex  
3rd Floor, Saini Enclave  
Vikas Marg  
New Delhi 110 092  
Tel: 2155779/2155724/  
2141559/2165609/2166658

### Delhi V

202-204 Kailash Bhavan  
35 Community Centre  
Wazirpur Industrial Area  
New Delhi 110 052  
Tel : 7216054/7438565/  
7131174/7131175/7415841/  
7243894/7212864

### Delhi VI

Shop No. 2, 1st & 2nd Floor  
Club Road Market,  
Punjabi Bagh (West)  
New Delhi 110 026  
Tel : 5429229/5429412/

5449959/5449961

### Faridabad

A-8, Rani Bhavan,  
2nd Floor, Nehru Ground  
NIT Faridabad  
Above Canara Bank  
Haryana 121 001  
Tel: 5422760/5422770/5422780

### Ghaziabad

41, Ambedkar Marg  
1st and 2nd floor  
Ghaziabad 201 001  
Tel: 713996/713749/720737

### Gorakhpur

Harihar Prasad Dubey Marg  
Betiahata, Gorakhpur  
Tel: 332880

### Gurgaon

1067, Sector 17 B  
Near IFFCO Colony  
Gurgaon  
Tel: 343599/347596/347599

### Gwalior

18 Vikas Nagar  
Fort Road  
Gwalior 474 004  
Tel: 429375/335399

### Indore

22/2, Yeshwant Niwas Road  
Indore 452003 (MP)  
Tel: 432812/433467/  
432351/545578

### Jabalpur

7/18 Ankita Complex  
2nd floor Civil Centre  
Jabalpur 482 002 (MP)  
Tel: 311077/413192

### Jaipur (I & II)

22-23 Central Market  
University Marg, Babu Nagar  
Jaipur 302 015  
Tel: 514205/511360/511528/  
512153/510782/510716  
Fax: 510679

### Jammu

House No. 1, Sector 9  
Triukuta Nagar  
Opp. State Bank Of India  
Jammu

Pager: 9696 431277

### Jodhpur

Basera  
685, 9th 'C' Road, Sardarpura  
Jodhpur 342 003  
Tel: 611938/437252/646319

### Jullundur

C/O Hotel Gangandeep  
G T Road, Near Bus Stand,  
Jullundur 144 001  
Tel: 225669/232074

### Kanpur

2nd Floor, III A/3, Ashok Nagar  
Near Gumti Gurudwara  
G.T. Road, Kanpur 208012  
Tel: 210019/210037

### Kota

C/o Poonam Chand Pradeep  
Kumar  
Near Mahatma Gandhi School  
Rampura Bazar  
Kota  
Tel: 328196/323769

### Lucknow I

7-P, Dali Bagh  
Butler Road, Lucknow  
Tel: 208007/208375/207692  
Fax: 0522-23

### Lucknow II

A-29, Nirala Nagar,  
Lucknow 226 020  
Tel: 384808/388374

### Ludhiana I

92, Surya Kiran Complex  
2nd floor, The Mall  
Ludhiana 141 001  
Tel: 445199/444931

### Ludhiana II

51 FF Sant Ishar Singh Flats  
Pakhawal Road,  
Ludhiana  
Tel: 404022/421408

### Meerut

Vijay Shree Complex  
2nd Floor,  
80, P L Sharma Road  
Meerut  
Tel: 642368/547647

### Moradabad

B-20, Jigar Colony,

1st Floor, Moradabad  
Tel: 427416

### Muzzafarnagar

32/3, South Civil Lines  
Arya Samaj Road  
Muzzafarnagar  
Tel: 0131- 5741037

### Noida

C/144, Sector 15  
Noida 201 301  
Tel: 513607/513609/  
514558/514559

### Panipat

17, Old Housing Board Colony  
Devi Mandir Road  
Panipat 132103  
Tel: 43984/39125

### Patiala

1, Hiranagar  
Near Phatak No.22  
Patiala  
Tel: 307875/ 228954

### Raipur

132, Anand Nagar  
Raipur 452001 (MP)  
Tel: 423783/426138

### Shimla

Laxmi Bhawan  
Chora Chowki  
Shimla 171005  
Tel: 230380

### Sriganganagar

40-B, Kanoongo Bhawan  
Sriganganagar  
Tel: 435914/429375

### Udaipur

74, 1st floor  
Near Kiran X-Rays  
Madhuban Hospital Road  
Udaipur 313 001  
Tel: 414682/560535

### Varanasi

No. 5, 20/560  
Kennedy Road,  
1st floor  
The Mall, Varanasi  
Tel: 345671

\* Central Customer Response Unit

## Customer Response Centres - East

### Asansol

Samarpan Ground Floor  
Vidya Sagar Sarani  
36/B Ashoke Colony,  
G T Road (West),  
Burdwan Dist, Asansol  
Tel: 253837/255065

### Baharrampur

Ashok Bhattacharya  
26/45, Surya Sen Road  
Baharrampur 742101  
Dist. Murshidabad  
Tel: 03482-54512

### Bhubaneshwar

M/s Eureka Forbes Ltd.  
Plot No. 93, Gautam Nagar  
Opposite To Telco Office  
Bhubaneshwar  
Tel: 436157/159

### Bokaro Depot

189 Co-operative Colony  
Bokaro Steel City, Bokaro  
Tel: 400161

### Calcutta (CSO)

7 Chakraberia Road (South)  
Calcutta 700 025  
Tel: 4749708/4749340/4749342/4757954/  
4755402/4766033/4766034  
Fax: 4749341

### Calcutta I

Mani Towers. Uttara Block, 1st floor  
31/41, Vinoba Bhave Road  
Calcutta 700 038  
Tel: 4786845/5444/5446

### Calcutta II

27 A, Dr. Lal Mohan Bhattacharaya Road  
Calcutta 700 014  
Tel: 2451548/2325/2149

### Calcutta III

12D, Chakraberia Road (North)  
Calcutta 700 020  
Tel: 4745326/4746411/4748181/4750407

### Calcutta IV

177, Raja Dinandra Street  
Opp. Desbandhu Park Shyam Bazar  
Calcutta 700 004  
Tel: 5545729/5547248/5559757

### Calcutta V

27/L/2, Raja S C Mullick Road  
'Minmayee' Ground/1st floor  
B/H Jadavpur LIC Building  
Calcutta 700032  
Tel: 4134533/4135284/4834143

### Calcutta VI

BF-44 Salt Lake City  
Sector I, Ground Floor (Back Portion)  
Calcutta 700 064  
Tel: 3373107/3586041/3584763

### Calcutta VII

63 E, Chakraberia Road (N)  
Calcutta 700020  
Tel: 4751305/4765929

### Cuttack

Plot no.583, Sureya Vihar,  
Link Road, Cuttack 753012  
Tel: 312730

### Dhanbad

B.P. Agarwala Building,  
2nd floor  
Dhansar Road, Dhansar  
Dhanbad 878106  
Tel: 307330

### Durgapur

9, Ritwik Ghatak Bithi  
SAIL Co-op Hsg Complex,  
City Centre  
Durgapur 713216  
Tel: 564550

### Gangtok

Lingmo Building, M G Marg  
Gangtok, Sikkim  
Tel: 23756

### Guwahati

G N B Road Silpukhuri  
Above Jungle Travels  
Near Goswami Service Station  
Guwahati 781003  
Tel: 664004/662685  
TeleFax: 663032

### Howrah

105/106 A Panchsheel Apt.,  
1st floor, 493 B G T Road (South)  
Howrah 711 102  
Tel: 6606042/0896/2794

### Jamshedpur

168, New Baradwari  
Nr. Govt. Hospital,  
Sakchi  
Jamshedpur 831001  
Tel: 431257/421941

### Jeypore

Pike Street  
Nr. All India Radio Station  
Jaynagar, Jeypore  
Tel: 30343

### Jorhat GWH-II

Choladhara Road  
2nd By-Lane, L.H.S.,  
Jorhat-1  
Tel: 326456/ 329351

### Kalyani Depot

EUREKA FORBES Ltd.  
B 5/1, Central Park  
Kalyani Dist. Nadia 741 235  
Ph: 5821730

### Kharagpur Depot

Choto Tangra  
Nr. Shree Chaittanna Behram  
Kharagpur 721301  
Midnapore  
Tel: 58133

### Krishnanagar

7A D L Roy Road,  
Adjacent D K Market  
Krishnanagar  
Tel: 54439

### Muzaffarpur

Juran Chapra, Room No. 2,  
Near Eye Hospital,  
Muzaffarpur  
Tel: 0621-266986

### Patna

Machhualoli  
Arya Kumar Road,  
1st floor  
Patna 800004  
Tel: 664244/660093

### Ranchi

Shyamliila 1st floor  
59/B Circular Road  
P O Lalpur  
Ranchi 834001  
Tel: 312031

### Rourkela

Nanda Bhavan  
Main Road, Rourkela 1  
Tel: 507478/505264

### Sambalpur

Govind Tola Chhak  
Commandant of Home Guard Office  
Dhanupali - N H No.6  
Sambalpur 768100  
Tel: 410519

### Siliguri

521 Swamiji Sarani 1st floor  
Hakimpara  
P O Siliguri, Dist Darjeeling  
Tel: 426332/537796

### Shillong

Ideal Lodge, Oakland  
Shillong 1  
Tel: 229989

### Tinsukia

Chaliha Nagar  
Near Tinsukia Dev. Authority  
Tinsukia, Assam  
Tel: 334896

\* Central Customer Response Unit

## Customer Response Centres - West

### Ahmedabad CAO

2nd Floor,  
Dhanlaxmi Chambers  
Nr. Gujarat Vidyapith  
Ashram Road  
Ahmedabad 380014  
Tel: 7545210/7545211  
Fax: 7542381

### Ahmedabad I

2nd Floor,  
Bhagwati Chambers  
Opp Gujarat Vidyapith  
Ashram Road  
Ahmedabad 380009  
Tel: 7542570/7541380/7544821

### Ahmedabad II

Vijay Tower  
Kankaria Road  
Opp Abad Dairy  
Ahmedabad 380022  
Tel: 5452695/5454356/5453237

### Ahmedabad III

122, 1st floor  
Gayatri Complex  
Nr. A E C Power House  
Sabarmati  
Ahmedabad 380005  
Tel: 7504001

### Anand

8, Sarvoday Society  
Amul Dairy Road,  
Anand 388001  
Tel: 27647

### Aurangabad

Eureka House,  
25/26, Raghuveer Nagar  
Jalna Road  
Opp. St. Francis School  
Aurangabad 416005  
Tel: 353408/353268

### Baroda I

21/A, Anandnagar Society  
Productivity Road  
Baroda 390005  
Tel: 334685/352571/343689/  
331229/331218/331246

### Baroda II

Matru Chhaya  
28, Radha Swami Society,  
B/S Krishna Lila Society,  
Harni Warasia Ring Road,  
Baroda  
Tel: 562251/ 569941

### Bharuch

2nd Floor  
Amardeep Comm. Complex  
Near Patel Super Market  
Falsruti Nagar  
M G Road, Bharuch  
Tel: 68659

### Bhavnagar

103, 112,  
City Centre Complex  
Kalanala  
Bhavnagar 364002  
Tel: 564995/564996

### Bhuj

1st Floor; B-157- Shakti nagar  
Opp. Gayatri Temple  
Gandhidham  
Tel: 02836 - 29417

### Goa

Plot No: 57, BDA Colony  
Opp. Catering College  
Alto Porvorim,  
Bardos, Goa  
Tel: 410712/410734

### Jalgaon

52, Upasana  
Jay Nagar  
Nr. Omkareshwar Temple  
Jalgaon 425002  
Tel: 239883

### Jamnagar

2nd Floor, Moti Chambers  
Sumer Club Road  
Opp. Bank of Baroda  
Jamnagar 361005  
Tel: 564048

### Kolhapur

Eureka House, Plot no.14,  
Narain Co-op Hsg Society  
Nr. Datta Mandir  
Mahadik Marg  
Kolhapur 416 005  
Tel: 650842/651224

### Mehsana

19/1 Hari Nagar Society  
Nr. Samandhar Mandir  
Mehsana  
Tel: 51652

### Mumbai

#### Tardeo

D-16 Commerce Centre  
Tardeo Main Road  
Tardeo, Bombay 400 034  
Tel: 4949183/4946184/  
4945466/4949200  
Fax: 494 5463

#### Khar (Bombay I)

Jagdeep Villa  
2nd Floor, 4th Road  
Khar (W)  
Mumbai 400 052  
Tel: 6007573/78/79/80/81/84  
Pager: 9628 202236

#### Andheri (Bombay II)

TCF-Andheri Complex  
Suren Road  
Off. Andheri-Kurla Road  
Andheri Mumbai 69  
Tel: 8363828  
Pager: 9628 202235

#### Eurohelpline 24 hours

Tel: 8206060

#### Mulund (Bombay III)

B/ 202, 203 Pratik Industrial  
Estate, Behind Petrol Pump,  
Mulund-Goregaon Link Road  
Bhandup (West), Mumbai 400  
078  
Tel: 5640961/62/567 3537/2098/

560 0845/ 562 4541

### Colaba (Bombay IV)

B3 Happy Home Apts.,  
1st Floor  
66 Wodehouse Road  
Colaba, Bombay 400005  
Tel: 2187458/2187441/  
2181307/2187430/2183047

### Borivali (Bombay V)

Ghanshyam Towers  
2nd floor M G Road  
Borivali (East)  
Mumbai 400 066  
Tel: 8949953/8936496/8935554

### Vashi (Bombay VII)

106, Shiv Centre  
Sector 17, Plot No.72  
Vashi, New Mumbai 400703  
Tel: 7892228/7892252/  
7892095/7890994

### Kalyan

1st Floor, Vithalesh Building  
Agra Road  
Opp. Lohana Mahajan Wadi  
Kalyan 421 301  
Tel: 911-205737/201629

### Nagpur

Paul Commercial Complex  
4th and 5th Floor  
Ajni Square, Wardha Road  
Nagpur 440015  
Tel: 227680/221093

### Nasik

82 Mohammadi House  
Opp Kalika Mandir,  
2nd Floor  
Behind Aman Apartment  
Old Agra Road, Nasik  
Tel: 591787/80506

### Navsari Depot

1/802, Gurukrupa Bldg.,  
Opp. Govt. Rest House  
Nr. Ashirwad Society  
Luncikui, Navsari - 396445

Tel: 50480

### Pune I - CSO

Flat 1 & 2, Satsangh  
Apartments,  
B.J.Medical Road,  
Opp. to Hotel Woodland,  
Sadhu Vaswani Chowk,  
Pune 411001  
Tel: 613 7472/7319/7110/  
7191/612 1966  
(CCRU)\*613 7110  
Fax: 613 7472

### Pune II

Sagar Complex  
2nd floor  
Tower B Nasik Phata  
Kasar Wadi  
Pune 411034  
Tel: 7124532/4103

### Pune Godown

Lalwani Warehousing  
Gate 2324,  
Priyanka Nagar  
Nr. Gupta Warehousing  
On Pune-Nagar Road  
Wagholi, Pune  
Tel: 691329

### Rajkot

Abbasi Chambers, Gr Floor  
Debhar Road, Para Bazar  
Opp Dena Bank  
Rajkot 360 001  
Tel: 222480/226513

### Surat

No.1 Mehta Park Coop. Society,  
B/H, Sargam Shopping Centre,  
Parlay Point,  
Surat 395 007  
Tel: 215254/ 215255/56/57

### Vapi

Adarsh Dham, 1st Floor  
Zanda Chowk,  
Vapi Daman Road  
Vapi  
Tel: 32629

## Customer Response Centres - South

### Bangalore CSO

Eureka Forbes Ltd.  
143-C/4, Bommasandra Indl. Area,  
Off Hosur Road, Anekal Taluk,  
Bangalore 562 158  
Tel: 911-34441/2/3 Fax: 34554

### Bangalore I

Farah Commercial Complex,  
2nd floor, 75, J C Road,  
Bangalore 560 002  
Tel : 2224453/2222314/2235673  
Fax : 2292029

### Bangalore II

4206/4305 High Point - 4,  
2nd/3rd Floor,  
45, Palace Road,  
Bangalore 560 001  
Tel : 2267746/2260971/2093124  
Fax : 2093046  
(CCRU)\*:2093041-44

### Bangalore III

No. 99, 1st Floor,  
4th 'B' Cross, 5th Block  
Industrial Extension  
Koramngala  
Bangalore 560 095  
Tel: 5522333/5522444/  
5522555/5536383/5536362  
**Belgaum**  
No.16, Gurukrupa,  
2nd Main, A (1) Road,  
Sadashivnagar, Belgaum - 1  
Tel: 473719

### Calicut

1st floor,  
Ramlakshmi Building,  
6/689 Y.M.C.A. Road,  
Kozhikode 673 001  
Tel: 765913/766698/758390

### Cannanore

Building No. 338 HYZ,  
Chovva Junction, Near Water Tank,  
Melea Chovva, Kannur 670 006  
Tel: 768333

### Chennai C.S.O LAB

No.14 Burkit Road,  
IInd floor, T. Nagar,  
Chennai 600 017  
Tel: 4348328/4348197/4334203  
Fax: 4348304

### Chennai I

205, TCR Niveras Plaza,  
2nd floor, Aminjikarai,  
P.H. Road, Chennai 600 029  
Tel 6424579/6425243/  
6414897/6414956/6414897

### Chennai II

East Coast Chambers,  
3rd Floor, 92, G.N. Chetty Road,  
T. Nagar, Chennai 600 017  
Tel:8283237/8284617/8234514/  
8234721/8225506/8225507  
(CCRU)\* - 8280409/8280411/  
8280418

### Chennai III

No. 8 1st floor,  
West Mada Street,  
Srinagar Colony, Saidapet,  
Chennai 600 015  
Tel: 2301152/2301153/  
2301154/2354590

### Chennai IV

No.36 North Park Street,  
Venkatapuram, Ambattur,  
Chennai 600 053  
Tel:6520860

### Cochin

Door No.43/2268, SRM Road,  
Near V.B. Terrace Appartments,  
Cochin 682 018  
Tel: 400063/401546/402561/402486  
Fax: 401640

### Coimbatore

No. 59, West T.V. Swamy Road,  
R.S. Puram, Coimbatore 641 002  
Tel: 5433208/5439648/  
5433180/5439881

### Davangere

No.76, 1st Floor, 7th Cross,  
Opp. Lions Club, A Block,  
Devaraj URS Layout,  
Davangere 577 002  
Tel: 473719

### Erode

No. 6, Bharathidasan Street,  
Near Water Tank,  
Teachers Colony,  
Erode 638 011  
Tel: 274501/274397

### Guntur

No. 4-1-1, 4th Main,  
Lakshimpuram,  
Near Harihara Mahal,  
Guntur-522 022  
Tel: 231280

### Hubli

Opp. K M C Gate,  
1st Main, 1st Cross,  
Jayanagar Extn.,  
Vidyanagar, Hubli 580 021  
Tel: 374110/373291

### Hyderabad I

1-2-261/8, 1st Floor,  
Karan Centre,  
Sarojini Devi Road,  
Secunderabad 500 003  
Tel: 7844128/7840206

### Hyderabad II

Srilakshmi Complex,  
10-2-289/25, 2nd Floor,  
Shanthi Nagar,  
Opp. Mahaveer Hospital,  
Hyderabad 500 025  
Tel: 3315451/3314226/  
3320939/3320949  
Fax: 3320939

### Hyderabad III

3-4-771/B, 1st Floor,  
Besides State Bank Of India,  
Barkatpura, Hyderabad 500 027  
Tel: 7567185/7567810/7567813

### Kakinada

1st Floor, 68-9-47, Ashok Nagar  
SBI Officers Colony, Kakinada  
Tel: 352613

### Kottayam

Mundukottakkal Chambers  
K K Road, Kanjikkuzhy  
Kottayam 686 004  
Tel: 570964/572743/573147

### Kumbakonam (Depot)

No. 30, 2nd Main Street  
Srinagar Colony  
Kumbakonam 612 001  
Tel: 0435-412461

### Madurai

Plot No. 300, K K Nagar  
Madurai 625 020  
Tel: 587728/587216/587654

### Mangalore

3-33-2951/52 Pintos Lane,  
Kadri Kambla Gr. and 1st Floor,  
Mangalore 575004  
Tel: 492445/495517/495953

### Mysore

2828 I Main Jayanagar,  
Pampapathy Road,  
Mysore 570 014  
Tel 567025/567124/561494

### Neyveli (Depot)

1st floor, No.5A/85,  
Cuddalore Main Road,  
Neyveli - 607 802. Tel: 62379

### Pondicherry

2, 'B' Lane, VVP Nagar,  
Thattanchavadi,  
Pondicherry 605 009  
Tel 372823/372480/371927

### Quilon

II Floor, Phenzhissery Building,  
Kadappkkada Junction,  
Kollam 691 008  
Tel: 70459/740711

### Rajahmundry

No.9, 46-22-13/A, 1st Floor,  
Opp. Annapoorna Mess,  
Danavaipeta,  
Rajahmundry 533 103  
Tel: 461429

### Salem

19-B, Saradha College Road,  
Salem 636 007  
Tel: 419422/411235/414235

### Shimoga

Opp. Ganapati Temple  
II Cross, Ravindra Nagar  
Shimoga-577 201  
Tel: 21580

### Shivakasi (Depot)

1st Floor, No. 15C/1A  
P.K.N. Road, Sivakasi - 626123

### Tirupur Depot

No. 2, SBI Colony,  
Kongu Nagar Extn.,  
Tirupur 641 607  
Tel: 723887

### Tirunelveli

No.8 Municipal Colony,  
CSI Church Road,  
(Behind NCC Office),  
Maharajanagar, Tirunelveli 627 011  
Tel: 54917/577363

### Trichur

"Prasadam", Gr. Fl., Ward 24/312,  
H.No. 28/461/1  
Kallingal Lane, Near Coop. College,  
(Behind Vadakke Stand)  
Thrissur 680 001  
Tel: 320115/116/047

### Trichy

80, Raja Colony,  
Behind Sangam Hotel Cantonment,  
Trichy 620 001  
Tel: 461867/414967/464943/464086

### Trivandrum

TC 2/2442 Basant, Pattom,  
Thiruvanthapuram 695 004  
Tel: 446570/444852/444859

### Tuticorin (Depot)

Ground Floor,  
No. 220, New Colony,  
Tuticorin 3  
Tel: 328332

### Udupi

12-1-865, 1st Floor,  
Udupi Super Bazar,  
Udupi-576 101  
Tel: 27035

### Vellore (Depot)

Ground Floor, No. 651  
TNHB, Phase III, Sathuvachari,  
Vellore 632 009. N.A.A. Dt.  
Tel: 25233

### Vijaywada

Sri Durga Sadan, 1st Floor,  
Near Jammichettu,  
Mogalarajapuram,  
Vijaywada 520 010  
Tel: 475964/485782/470633

### Visakhapatnam

No.50-12-10, 1st Floor,  
Ramachandra Complex I Lane,  
Seethammapeti,  
(Opp. Anjaneya Tent House),  
Visakhapatnam 530 016  
Tel: 553009/553010

\* Central Customer Response Unit

The latest addresses are available at our website [www.eurekaforbes.com](http://www.eurekaforbes.com)



Bhupesh Gupta Bhavan, 85, Sayani Road, Prabhadevi, Mumbai 400 025. Tel: 430 1725

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