Installation Journey

Ardeo by Keus



Ardeo by KEUS

Statement of Purpose

Congratulations on making the enlightened choice with Ardeo! The Customer Journey Overview is designed to walk you through the entire installation process, so you'll know exactly what to expect as you integrate our state-of-the-art lighting into your home.



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Ardeo Post Sale Stages



STAGE 1

Project Handover

STAGE 2

Early Pre-Installation Inspection





STAGE 3

Early Installation

STAGE 4

Final Pre-Installation Inspection





STAGE 5

Payment and Dispatch

STAGE 6

Site Material Check and Installation



STAGE 1

Project Handover

Meet at site

During the first site meeting, the Ardeo sales and operations team will discuss the drawings and discuss the Bill of Material based on the finalised sales order.

Requirements

Ardeo operations team will share important technical checklists, standards and watch out points with you which are intended to help that your site has a smooth journey from this date to installation.

STAGE 2

Early Pre-Installation Inspection

Site Visit

Ardeo operations team will visit the site and check for the supporting provision to proceed for the early installation (Wooden support for track, Cuttings for profiles, Driver provision).

Note

T+2 days notice for site inspection.

STAGE 3

Early Installation

Milestone based install

Ardeo operations team will visit when the site has hit certain end stage milestones and will help to install strip lights, Profile lights and Tracks. If installation is in the scope of Ardeo.

Note

T+5 days notice for any installation request initiated from client end.

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STAGE 4

Final Pre-Installation Inspection

Inspection

As soon as your ceiling is closed and Ardeo operations team is informed, the team will visit and do a final inspection at the site.

Update

Based on the final inspection, your final BOM will be updated and wherever applicable the sales order will be updated and shared.

Time line

T+2 days for an inspection request initiated by client.

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STAGE 5

Payment and Dispatch

Sales order & Payment

Once the updated sales order is received, Please clear the amount due.

Material delivery

- All the material pending against the order will be dispatched at one time.
- Client must ensure that there is a responsible person authorised by them to receive the same on site.
- Please ensure that the goods are stored safely under lock and key at the site (Industry practise).

Note

Product Identification, Quality Check, Packing and Dispatch process takes T+3/4 working days post receipt of your payment.

STAGE 6

Site Material Check and Installation

Material check

- Ardeo operations team will visit and check the material on site, ideally in the presence of client representative.
- Ardeo operations team will help clarify client team questions if any.

Note: This visit needs to be specifically scheduled, in coordination with Ardeo Team and Client Team. If boxes are opened without Ardeo Team, this can void the warranty and affect quantity check etc.

Installation

Ardeo operations team, will take up the installation of any products that may fall under its scope.

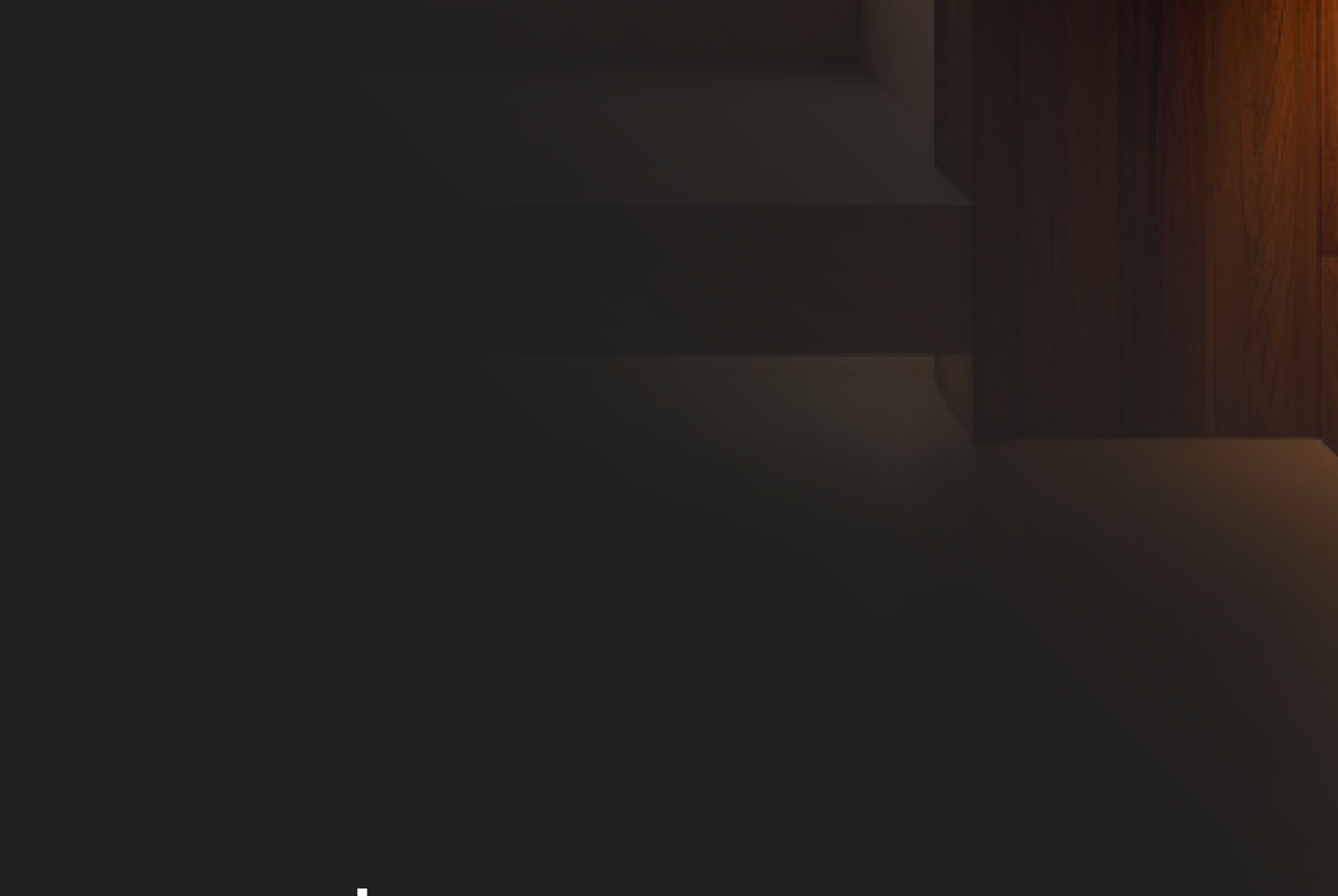
Important

Order Confirmation

Sales order is considered as final bill of material and this is loaded in the supply chain system and your ordered stock is accordingly blocked.

Order Modifications

Any changes to the same should be informed well in advance, in order to avoid issues last minute. It is crucial that major decisions relating to CCT, Trim colours, Reflector colours etc. are locked down before the handover.



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