



COMPANY PROFILE

Ultimate Convenience at Your Doorstep

Trusted home & office appliance care by background-checked, trained pros.



YOUR MAN FRIDAY FOR AN EVER-FUNCTIONAL HOME



1 Executive Summary / At a Glance

5 Star Services is a full-function agency providing repair and maintenance for household appliances and allied services across **residential and commercial premises** - either as single service calls or under Annual Maintenance Contracts (AMC). With **20+ years of industry experience**, we replace the uncertainty of unreliable, self-proclaimed technicians with a structured, accountable and safety-first service experience, backed by an online CRM and automated service time-logs.

BUSINESS SNAPSHOT

Company	5 Star Services
Industry	Appliance repair, maintenance & home services
Experience	20+ years in the industry
Service Model	Single services & AMC contracts
Segments	Residential & commercial premises
Head Office	Ulhasnagar, Thane, Maharashtra, India
Support Hours	Monday - Friday, 9 am - 8 pm

20+

Years of industry experience

10

Days post-visit service guarantee

1

Point of contact for every need

100%

Background-checked, trained staff

2 About Us / Brand Story

Every home deserves a service partner it can trust.

When an appliance fails, families are too often left depending on unreliable, untrained and non-committed technicians - and the safety of people and appliances comes second. **5 Star Services was founded to change that.**

Built on more than two decades of hands-on industry experience, 5 Star is a full-function agency for repairs and maintenance of all types of appliances in homes and commercial premises. Every technician is **background-checked and technically trained**, and every service request is tracked through our automated, in-house time-log - triggering a swift response from the concerned technician and ruling out delays.

We want you to step out of the dependence on uncertainty. With an online **CRM platform**, a dedicated service team and a single point of contact for appliance upkeep, electrical issues and pest control, we aim to be **Your Man Friday** - so your home or office stays ever-functional for you and your family.

From our head office in Ulhasnagar, Maharashtra, we promise one thing above all: **every visit will be safe and on time** - because we aspire to raise the bar of the service industry.



3 Our Mission & Vision



OUR MISSION

To deliver safe, reliable and transparent appliance repair and maintenance through background-checked, trained professionals, a world-class service delivery process and honest communication - giving every customer a single, dependable point of contact for the upkeep of their home or office.



OUR VISION

To be India's most trusted one-stop home and office service brand - the benchmark that raises the bar of the service industry, and the name families and businesses think of first for anything that needs fixing, servicing or maintaining.

OUR CORE VALUES

★ Safety First

★ Punctuality

★ Integrity

★ Accountability

★ Convenience

4 Products & Services

One roof, one point of contact, one standard of service. 5 Star covers the full lifecycle of appliance care - from first repair to long-term maintenance - for **homes and commercial premises**, as a single service call or a yearly contract.



On-Time Servicing

Automated time-logs trigger a quick technician response for every request.

Benefit: Zero waiting around - visits happen when promised.



Repairing

Complete repair of all types of household appliances at reasonable rates.

Benefit: Faster fixes, longer appliance life, no surprise costs.



Scheduled Servicing

Preventive servicing on a pre-agreed schedule with proactive reminders.

Benefit: Fewer breakdowns and steady, efficient performance.



Warranty Extend Service

Continued service support to extend protection beyond the original warranty.

Benefit: Peace of mind long after warranty expiry.



New & Updated Products

Sales of new, updated appliance products alongside our service offering.

Benefit: Upgrade or replace with confidence from a trusted source.



AMC (Annual Maintenance)

Yearly contracts covering regular upkeep for homes and commercial sites.

Benefit: Predictable costs and priority attention all year.



Online Tech Support

Remote guidance and customer care for quick troubleshooting.

Benefit: Many issues resolved without waiting for a visit.



Electrical & Pest Care

Single-source help for electrical issues and pest-control needs.

Benefit: One trusted team for everything that keeps a home running.

SINGLE SERVICE CALLS

Need a one-time fix? Book a call and a verified technician arrives on time with a clear commitment - and a **10-day service guarantee** after the visit.

ANNUAL MAINTENANCE CONTRACTS

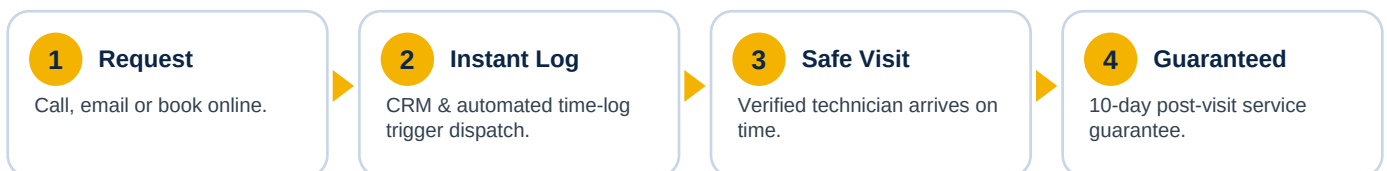
Prefer worry-free upkeep? Our AMCs bring scheduled servicing, proactive communication and a dedicated team for your **home or business**.

5 Why Choose Us (Our UVP)

Nine commitments that set 5 Star apart from the unorganised repair market:

 20+ Years Experience Two decades of proven expertise in the industry.	 Verified Staff Background-checked, technically trained technicians.	 Prompt Service Automated time-logs ensure quick, on-time visits.
 10-Day Guarantee Service guarantee for 10 days after every visit.	 Multiple Services Appliances, electrical and pest care under one roof.	 Refund Policy Anytime exit allowed - zero lock-in worries.
 Proactive Updates Regular updates for every scheduled service.	 No False Commitments Only promises we can keep - always.	 One Point Contact A single contact for all your service needs.

HOW IT WORKS



Experience the 5 Star difference.

Your home, your office and your peace of mind deserve more than guesswork. Partner with 5 Star Services - 20+ years of experience, verified technicians, on-time visits and a guarantee behind every job. **Book your service today.**

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