



Service Connect

More than Service. It's a Promise.





Welcome to IRA

IRA is India's leading homegrown tablet brand, built with the vision of making computing accessible to all. Backed by Wishtel Pvt. Ltd., a pioneer in mobility solutions, IRA offers compact, high-performance tablets designed for learning, productivity, and connectivity.

IRA provides a range of mobility devices, such as **Android and Windows Tablets, 2-in-1 notebooks, Laptops, FinPOS, Biometric Devices, Large-format Touch Displays, and Charging boxes.**



850+ service
centers
pan India

Committed on-site
support for large
enterprises like
government
agencies, schools,
NGOs, and Corporate
clients

Trusted by
institutions,
educators,
professionals, and
citizens

IRA Care at a Glance

IRA Care is a trusted service arm of Wishtel Private Limited. With IRA Care, we go beyond just selling devices, we ensure that every user enjoys a seamless, reliable service experience.

Our extensive service network, responsive support team, and customer-first approach make us your trusted partner for long-term performance

IRA Care = Your Assurance of Continued Productivity



Why IRA Service Matters

We understand your device is more than a gadget it's your gateway to work, learning, and life.

That's why IRA Care ensures



Fast Turnarounds



Skilled Technicians



Seamless user experience Post-purchase

Warranty Coverage



- Wishtel offers a **1-year warranty*** on the entire tablet device, effective from the date of purchase as indicated on the original invoice.
- Accessories (**such as chargers, cables, etc.**) and batteries are covered under a **6-month warranty** from the date of purchase.
- Terms & conditions apply

*Add-on services can be availed with additional cost

Add-on IRA Care Benefits

- **ADLD**
Accidental Damage & Liquid Damage cover
- **Extended Warranty**
Extended Warranty up to 5 years at minimal cost
- **On-Site Support**
Exclusive for government and enterprise clients





Our Service Levels & TAT

Transparent SLAs. Timely Solutions.

Level	Resolution Time	Support Type
L1	2 working days	Walk-in
L2	3 working days	Walk-in
L3	3-5 working days	Walk-in
L4	5-7 working days	Walk-in

*** Conditions apply***

*For on-site support, timelines may differ depending on location

Nationwide Support Footprint

Reach, Reliability, and Readiness – wherever you are.

National Hubs



Mumbai



Delhi



Bengaluru

Service Centers

300

North

250

South

193

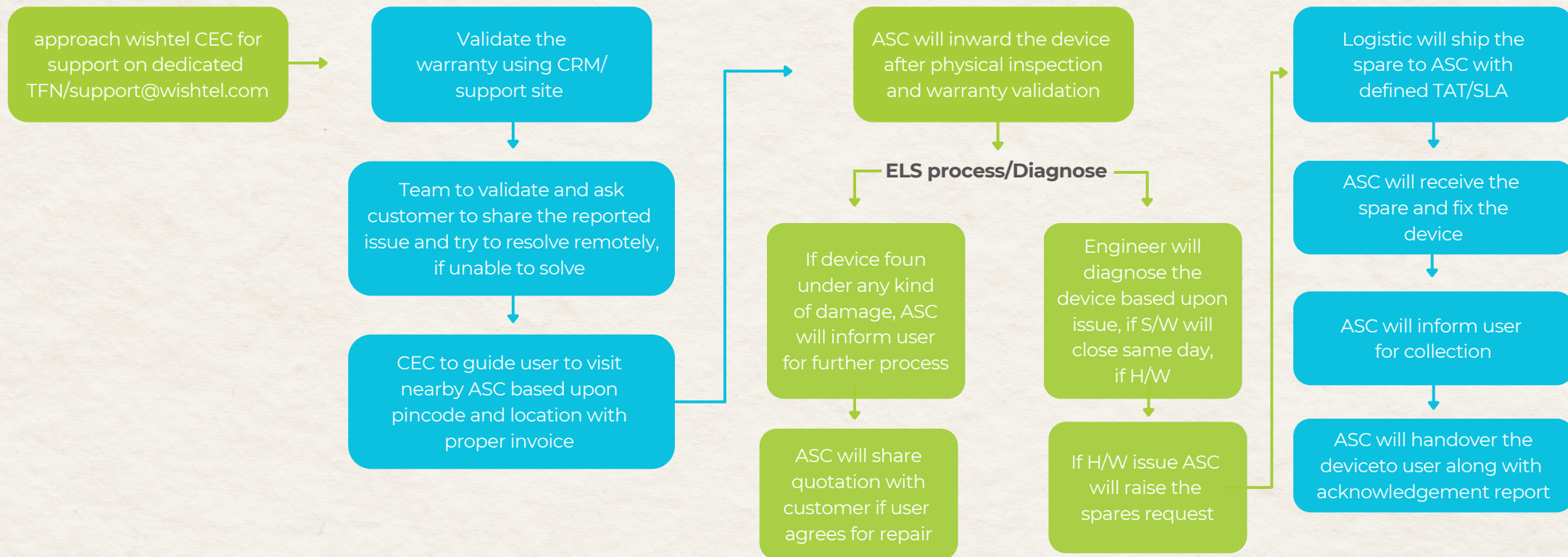
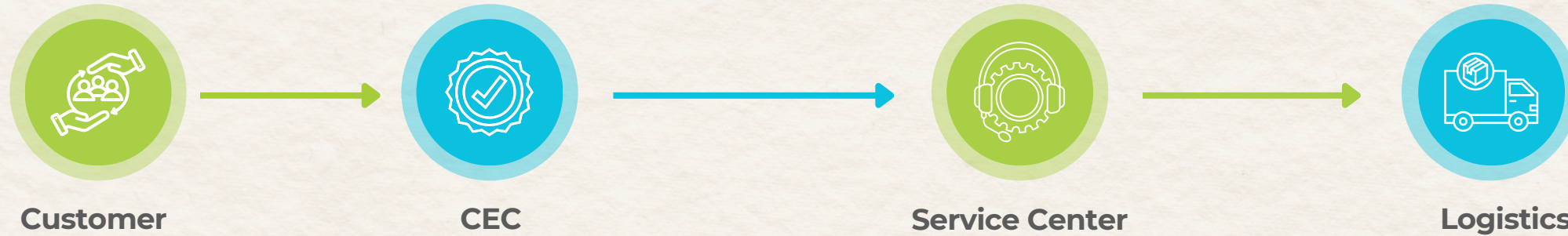
East

270

West



Service Flow Mechanism



IRA Service Capabilities



Carry-In Support

Drop in, get it fixed



Onsite Support

Repairs at your doorstep



Swap Support

Quick replacement for new device issues



Collection Support

We handle returns & repairs end-to-end



Government Projects



Pune Municipal Corporation



Rajasthan Livestock Development Board



Uttar Pradesh Education Department



Karnataka Police



Department of Atomic Energy



Andhra Pradesh Revenue



Maharashtra Life Stock Development Board



Electronics Corporation of Tamil Nadu



Punjab Water Supply



Delhi Electricity



Nagpur Education



Agriculture Development



Municipal Administration
Model: Ira Duo Pro 11
368 units



Ministry of Railway Secunderabad
Model: T803
923 units



Animal and Sheep Husbandry Department Jammu
Model: T803
484 units



School Education And Sports Department Maharashtra-MINITEK
Model: T803
6584 units

Valued Customers - Healthcare , BFSI, EDUCATION



Wockhardt Hospitals
Model: IRA1020
500 units



Hetero Pharma
Model: Ira Duo Book 2
450 units



HDFC Bank
Model: Ira Duo plus
1000 units



Bank of Baroda
Model: Ira Duo plus
11000 units



Bank of Maharashtra
Model:T1030
3000 units



Convegenius
Model: T1015
15000 units



AIFT Amreli
Model: T1015
6000 units



**Samagra Shiksha
Abhiyan**
Model: T803
15000 units

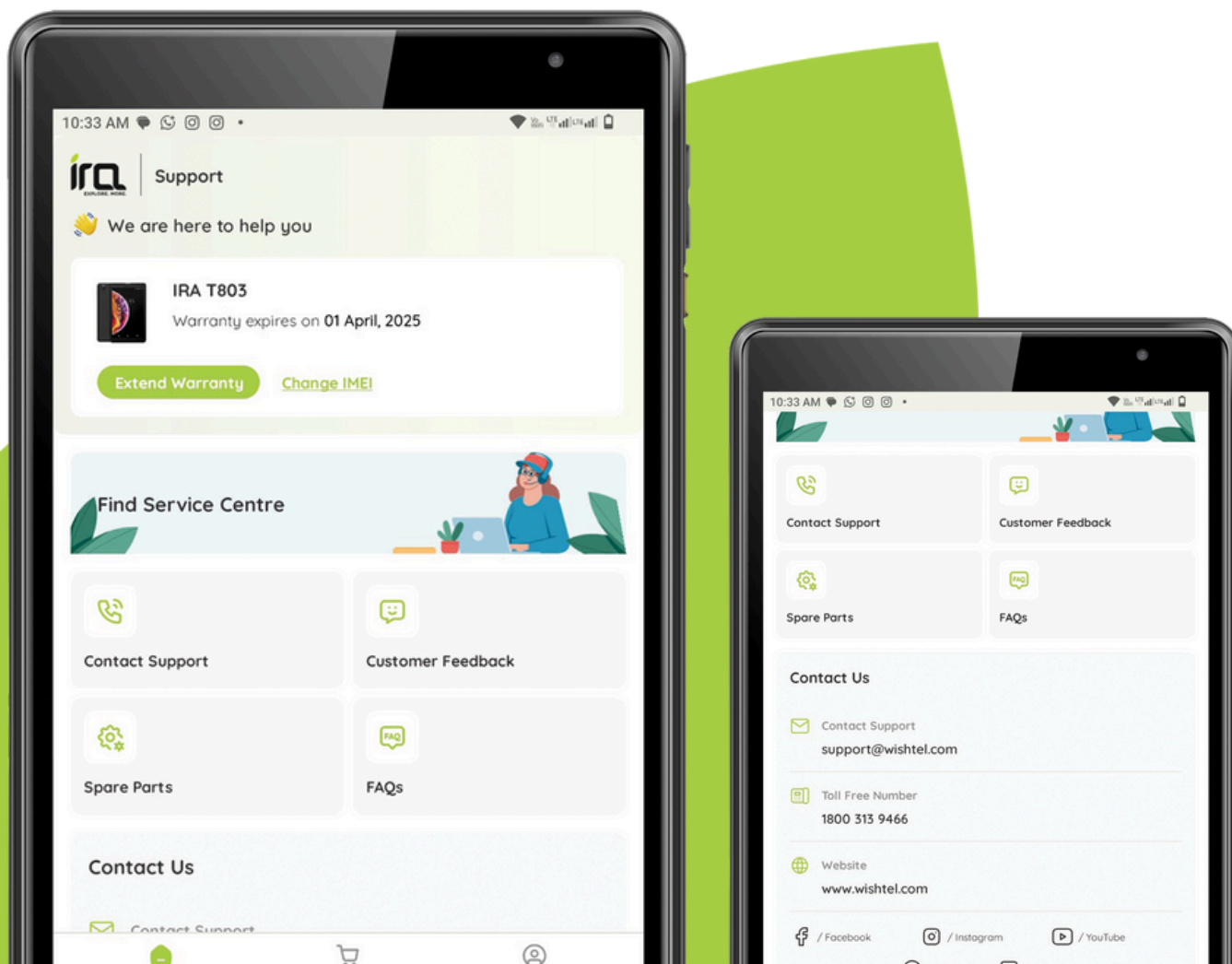


Kotak Foundation
Model: T802
11000 units

Notes:

We have showcased some of our key clients here. In addition to these, Wishtel proudly serves a wide range of clients across the education, pharma, enterprise, government, and BFSI sectors.

IRA Care Application



- Hassle-Free Warranty Management
- Check your device's warranty details and stay updated.
- Extend overall date of your warranty by submitting proof of purchase with a simple scan.
- Ira Care app comes as a default app in all IRA Devices

DOA Policy
(Dead on
Arrival)

7 days for
end
customers

30 days for
partners/
distributors

Dead Device? No Worries!

Covered

All hardware failures

(excluding adapter, battery, OS, cosmetic, or induced damage)

The invoice must include

Dealer info, serial number, purchase date,
and signature

4 Easy Ways to Book IRA Service

Help is always just a tap away.

Write us email



support@wishtel.com

Phone Call



1800 313 9466

Scan QR



Scan QR for
Complaint

IRA Care App



Use the pre-installed IRA
Care App

Contact & Escalation

Vinod Rathod

Support Executive

customercare@wishtel.com

8169888058

Paresh Gupta

Service Manager

support@wishtel.com

9930312792

Sujit Bhosale

Technical Support

sujit@wishtel.com

8291819036

Jitesh Salian

Service Head

jitesh@wishtel.com

9136400152



THANK YOU...