

Service Center Information

(শুধুমাত্র প্রকিউরমেন্ট ইউনিট হতে সরবরাহকৃত সরঞ্জামাদির ক্ষেত্রে প্রযোজ্য)

Product	Serial No.(নমুনা)	Warranty শেষ হবার তারিখ	Model	সরবরাহকারী
Laptop	5CG4470...	03-03-18	HP Zbook 14	Smart Technologies Ltd.
	5CG5173...	13-06-18		
	5CG5233...	25-07-18		
	5CG5440...	28-12-18	HP Zbook 14	Computer Source Ltd.
	5CG6394...	27-11-19	HP Zbook 15U	Flora Limited
Printer	PHCN...	25-11-19	HP LASERJET PRO M402DN	Smart Technologies Ltd.
Desktop	SGH638R1...		HP PRODESK 490 G3 MT Core i7	
	SGH638RM...	27-11-19	HP PRODESK 490 G3 MT	Flora Limited (e-GP lab, HQ)
	SGH41...	31-01-18	HP PRODESK 490 G1 MT	
UPS	-	25-11-19	-	Smart Technologies Ltd.
Scanner	-	24-11-19	HP Scanjet Pro 2500f1	Tech Valley Solutions Ltd.

Regional e-GP Labs

Desktop	SGH51.....	08-05-18	HP 490G2 Intel Core i7	Smart Technologies Ltd.
Laptop	5CG5114...		HP Zbook 14	
UPS	-	08-05-17	Giga	

Serial Number কোথায় খুঁজবেন ?



Desktop এর ক্ষেত্রে CPU এর স্টিকার এ



Laptop এর ক্ষেত্রে ব্যাটারী খোলার পর পেছনে



Printer এর ক্ষেত্রে পেছনে স্টিকার

*** পরবর্তী পাতায় সরবরাহকারী প্রতিষ্ঠানসমূহের “Service Center” এর ঠিকানা দেওয়া আছে। নিকটস্থ Service Center এ যোগাযোগের সময় পণ্যসমূহ Tender এর মাধ্যমে ক্রয় করা হয়েছিল মর্মে উল্লেখ করতে হবে।

অন্যান্য প্রয়োজনেঃ প্রকিউরমেন্ট ইউনিটে যোগাযোগ করা যেতে পারে।

SMART TECHNOLOGY LTD.

DISTRICT	REGION	ADDRESS	Contact Person	POC CONTACT 2	SUPPORT EMAIL
Dhaka	Kalabagan Service Center	Yakub South Center, 156 Mirpur Road (2nd Floor), Lake Circus, Kalabagan, Dhaka-1205.	Mr. Munna	8801928285722	support@smart-bd.com
	Tejgaon Service Center (MSC)	271/A, Tejgaon Industrial Area, Dhaka-1208.	Mr. Fakhruul Hasan	8801730354846	support@smart-bd.com
	Taltola Service Center	Lake View Plaza (2nd Floor), Begum Rokeya Shironi, Dhaka-1207	Mr. Ambar	8801730317790	support@smart-bd.com
	IDB Service Center	Shop # 312/2 (Level-4), BCS Computer City, IDB Bhaban, Agargaon, Dhaka-1207.	Mr. Abu Shaiham	8801777734217	support@smart-bd.com
	Multiplan Service Center	Shop # 1006 – 1007, Level – 10, Multiplan Center, New Elephant Road ,Dhaka-1205.	Mr. Jewel	8801755606296	support@smart-bd.com
	Elephant Road Service Center	City Super Market (3rd Floor), 95, Kudrat-E-Khoda Road, New Elephant Road, Dhaka-1205.	Mr. Ziaul Hoque	8801730701971	support@smart-bd.com
	Jamuna Future Park Service Center	Shop # 20-21 (Level-4), Block-B, Jamuna Future Park, Dhaka.	Mr. Mahfuzul	8801777734206	support@smart-bd.com
	Motijheel Service Center	Gause Pak Bironi Bitan (2nd Floor),	Mr. Mostak	8801755606306	support@smart-bd.com
		Shop # 209-210, 224-225,28/G/1, Toyenbee Circular Road, Motijheel C/A.Dhaka-1000,			support@smart-bd.com
	Motijheel Corporate Service Center	104 Globe Chamber (1st Floor) Motijheel C/A, Dhaka-1000	Mr. Shamsul Islam	8801730354852	support@smart-bd.com
	Eastern Plus Service Center, Paltan	Eastern Plus,House No: 45, Level: 4, 145 Shanti Nagar, Dhaka	Mr. Ahsan	8801783818430	support@smart-bd.com
	Uttara Service Center	34-H.M Plaza, Suit # 23, 24, 25 (2nd Floor), Road # 2, Sector # 3, Uttara Model Town, Dhaka-1230.	Mr. Anwar Hossain	8801755606302	support@smart-bd.com
	Gulshan Service Center	House # 53, Road # 6, Block – c, 4th floor Nikaton, Gulshan-1, Dhaka-1230.	Miss. Rose	8801777734173	support@smart-bd.com



DISTRICT	REGION	ADDRESS	Contact Person	POC CONTACT 2	SUPPORT EMAIL
Chittagong	Chittagong Corporate Service Center	JB Complex (2nd & 3rd Floor), 805 CDA Avenue, GEC Circle, Chittagong.	Mr. Rizvy	8801730317754	support@smart-bd.com
Comilla	Comilla Service Center	1st Floor,Rokeya Tower, Race Course, Comilla.	Mr. Raihan	8801730354881	support@smart-bd.com
Rajshahi	Rajshahi Service Center	77 Alpona Plaza (1st Floor), Alok ar More , Rani Bazar, Rajshahi-6100.	Mr. Nayon	8801730701968	support@smart-bd.com
Bogra	Bogra Service Center	Amin Plaza, (2nd Floor) Romena Afaz Road, Jaleswari Tola, Bogra - 5800.	Mr. Mahmudul Haque	8801730354890	support@smart-bd.com
Khulna	Khulna Service Center	4/7, 8, 9, 10-10.5 Jalil Tower, Khan-A-Sabur Road , Khulna9100	Mr. Abdul Qadir	8801755606390	support@smart-bd.com
Jessore	Jessore Service Center	Jessore Computer City, Shop #618, Jess Tower,5th Floor, M.K Road, Jessore.	Mr. Safiqul	8801777734235	support@smart-bd.com
Sylhet	Sylhet Service Center	Kashana Complex(2nd Floor), Nayasarak, Sylhet - 3100	Mr. Tamim	8801730701935	support@smart-bd.com
Barisal	Barisal Service Center	Fakir Complex(Fakir Mohol), 112, Bir Shresto captain Mohiuddin Road (Sadar Road), Barisal.-8200.	Mr. Mamun	8801730354877	support@smart-bd.com
Rangpur	Rangpur Service Center	Mazeda Complex (1st Floor), Station Road, Rangpur	Mr. Al Amin	8801755606316	support@smart-bd.com

Support Hotline	
Md. Fakhrul Hasan :	8801730354846
Md. Hasan Uddin :	8801624174869
Rony Chandro Saha :	8801686052507

COMPUTER SOURCE LTD.

Dhaka Division

Dhaka Division	
Corporate Marketing Office House: 11/B, Road: 12 (New) 31 (Old),Dhanmondi R/A, Dhaka-1209. Tel: +880-2-9127592, 9121484, 9141747, 8128848, 8120578	Central Service Centre House-8/14, Block-C Lalmatia, Dhaka-1207. Tel: 8100172-5
Brand Shop Sheema Blossom (Ground Floor),Dhanmondi R/A, Road 27, Dhaka. Cell: 01730 303692	Service Centre (Taltola) 220/D/4/3, West Kafrul(1st Floor), Begum Rokeya Sarani, Taltola Dhaka
Dhanmondi House#99, Road#11/A (2nd Floor),Satmosjid Road, Dhanmondi, Dhaka 9118443, 9117136, 9114404,9139218, 01713-256913	IDB Bhaban 222/4, Show Room: 233, Display Center, BCS Computer City, IDB Bhaban, Agargaon, Dhaka 8125940, 8125811, 8127174,01730-303692, 01730-336757
Elephant Road 419/B Alpana Plaza (3rd floor), 51 New Elephant Road, Dhaka, 9661004, 8617934, 01713-365203, 01712-262046	Motijheel Corporate Rahmania International Complex (2nd floor) 28/1/C, Toynabi Circular Road, Motijheel. 9513555-6
Motijheel Retail Paramounts Height, Shop: 214-216, (1st floor), 65/2/1, Box Culvert Road, Purana Paltan, Dhaka, 02-7110536, 01730-303397, 01713-365228	Mirpur 220/D/4/3, West Kafrul, Begum Rokeya Sarony,Taltola, Dhaka-1216 9103021, 01713-304922,01713-365229
Gulshan Hosna Center (5th floor), 106, Gulshan Avenue, Dhaka-1212, 8819401-3	Uttara HM Plaza (3rd Floor),Sector-3, Uttara, Dhaka,8920647, 8920437, 01713-365231
Gulshan Branch (Corporate) RUBAIYAT (Behind Agora super shop), Flat# 5A, House # 15, Road # 24 (CNW), Gulshan-2, 8819401-3, 01730 334 171	Uttara (Corporate) Road no#12, House no#6, Sector-1, Uttara. 8954302, 01939919626
Bashundhara City Level: 05, Block : B, Shop No: 21,22,23,32,33. Panthapath, Kawran Bazar, Dhaka	Multiplan Centre Level 5, Shop no. 504, 505, Level 7, Shop no. 701, 702, Multiplan Centre, Elephant Road, Dhaka.01712262046, 01730341572
Shantinagar Eastern Plus (Shantinagar) Shop # 4/67, 4/66, Eastern Plus Shopping Complex, 145 Shantinagar , Dhaka, Cell: 0193-9919508	Narayanganj Branch 148/a, 1st floor, B.B road, Chasara, Narayanganj. +88-02-7640639, 7640591, 01730-341534
Tangail Purobi Complex (1st floor), Victoria Road, Tangail, 0921-61455, 01730-303393	Faridpur Holding No. 4/59, South Alipur, Faridpur.0631-67216, 67217, 01730-341567
Gazipur Branch House no-59, 1st floor, Masjid Road, Shibbarir Moor, Gazipur, Phone: 9256798, 9256696, Cell No. 01711649006	Mymensingh Branch Opening Soon

Chittagong Division

Chittagong Commerce View Complex, 191 C.D.A. Avenue (2nd Floor), East Nasirabad, Chittagong, Phone: 031-656464, 650336, 650337, Fax:031-657032, 01732-568218, 01714-164739	Agrabad (Chittagong) Johora Tower 306, 1401, SK. Mujib Road, Choumuhuni, Agrabad, Chittagong-4100, 01713-365234
Chak Bazar Branch (CTG) Shahan Sha Market, 1st Floor, Guljar Circle , 171/A, Lalchand Road, Chak Bazar, Chittagong 4000. 031-622157, 622158, 01714-164739	Chittagong (4th), GEC Branch (CTG) Shop# 455, 456 & 458, Yunusco City Center, 809 CDA Avenue, GEC Circle, Chittagong
Feni MEF Center, 2nd Floor, 47 SSK Road, Feni-3900, Phone: 0331-69036, 0331-69037, 01713365208	Noakhali Branch 1065, Maijdi Bazar, (Opposite Modern Hospital) Noakhali, 0321-71793, 01730-341513
Comilla Branch Gold Silver building, 1st floor, 2 kandirpar, Madina Mosque road, Comilla. 081 73490, 73480	Cox's Bazar Branch Shop # 05/06, Green Valley Business Center Main Road, Jawtala, Cox's Bazar Tel: 0341-52445, 52446, 01730-700095

Khulna Division

Kushtia Satabdi Bhaban (1st floor), 92 N.S. Road, Kushtia, 071-62184, 73579 01713- 365242, 01730-303394	Khulna Tribune Tower (2nd floor), 2/A, KDA Avenue (Shib Barir Moar), Khulna, 041-2833995-96, 01713-365211, 01713-365240
Jessore Ismail Mansion, Garikhana Road, Jessore, 0421-67519, 01713-365227	

Rajshahi Division

Rajshahi 14, 15 (1st floor), Osman Super Market, Gour Hanga Greater Road, Ghoramara, Rajshahi, 0721-812730, 812731, 01730 303323	New Market Branch (Rajshahi) 93, New Market (1st floor), Rajshahi, 0721-812730 Ext:116, 01730-303324
Pabna Rabiul Market & Aparment (Level 2) Shop# 49, 50, 55, 56, 57, Fazlul Haque Road, Pabna Sadar, Tel: 0731-51745, 51751	Bogra Satani Mega Complex (2nd floor), Sherpur Road, Satmatha, Bogra, 051-51341-2 01730-334155, 01730-334156, 01713-365237

Barisal Division

Barisal 135, Saint Piter Market, Sadar Road, Barisal, 0431-2177321-322, 01730-341519, 36
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Sylhet Division

Sylhet 24/A, Kumar Para, Rahim Palace, (2nd floor), Sylhet, 0821-2833264-5, 01713 365204, 01730-334166, 01730-334169, Service Center:- 01730-334168, 01717-540164

Rangpur Division

Rangpur 52 Station Road, Shapla Chattar, Rangpur, 0521-53620, 53625, 01730 000274	Dinajpur Branch Mahamud Tower (1 st floor), Goneshtola, Charubabur more, Dinajpur. 0531-66414-5
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FLORA LIMITED

DHAKA DIVISION

CORPORATE HEADQUARTERS Adamjee Court Annex-2 (4th Floor), 119-120 Motijheel, Dhaka-1000 TEL: 88-02-9567846, 9587255-9 FAX: 88-02-9550030 & 9556950 E-mail: florachq@floralimited.com , Web: www.floralimited.com Farhanur Rahman (GM, Corporate Sales) Cell: 01819217481	DHANMONDI BRANCH Road-05, House-11 (2nd Floor), Dhanmondi R/A, Dhaka-1205, TEL : 88-02-9664399 & 8625755, FAX: 88-02-9664399 E-mail: floradn@floralimited.com Md. Zamshed Uddin (Manager) Manager Cell # 01819-294-544
MOTIJHEEL BRANCH Tea Board Building (Gr Floor), 111-113 Motijheel, Dhaka-1000, TEL : 88-02-9567846, 9587255-9, FAX: 88-02-9565454 & 9550030 E-mail: floramj@floralimited.com Md. Kamal Hossain (Manager), Manager Cell # 01712-226-878	ELEPHANT ROAD BRANCH 108 New Elephant Road (2nd Floor), Dhaka-1205, TEL: 88-02-9661361, 8613690 FAX: 88-02-8613690 E-mail: floracl@floralimited.com Md. Shakuat Hossain (In-Charge) Manager Cell # 01711-638-383
FAKIRAPOOL BRANCH Rahmania International Complex (1st Floor), 28/1/C Toyenbee Circular Road Fakirapool TEL : 88-02-9360421, 9561976 & 9553116, FAX: 88-02-9561976 E-mail: florafp@floralimited.com Rupak Das (Manager), Manager Cell # 01712-273-333	MULTIPLAN BRANCH ECS Computer City, Multiplan Centre, L-7, Shop # 732 & 733, 69-71, New Elephant Rd, Dh-1205, TEL : 88-02-9614266 & 0666-2044678, FAX: 88-02-9614266, MOB: 01817-522-363 E-mail: florampc@floralimited.com Sk. Anwarul Azim (In-Charge), Asst. Manager Cell # 01712-113-815
RAJUK AVENUE BRANCH 118-119 Rajuk Avenue (1st Floor), Motijheel C/A, Dhaka-1000, TEL : 88-02-9567920, FAX: 88-02-9567920, E-mail: florari@floralimited.com Md. Mahamudul Haque (Manager), Manager Cell # 01552-395-814	UTTARA BRANCH House # 61/A (2nd Floor), Road # 07, Sector # 04, Uttara Model Town, Dhaka-1230, TEL : 88-02-8918992 & 8917525, FAX: 88-02-8917525, E-mail: floraut@floralimited.com Md. Shahid Hossain (Manager), Manager Cell # 01711-465-222
SHANTINAGAR BRANCH 21 Kakrail (2nd Floor), Dhaka-1000, TEL : 88-02-8322628, FAX : 88-02-8322628 E-mail: florasn@floralimited.com Monirul Hasan Ripon (Manager), Manager Cell # 01819-465-759	BASHUNDHARA CITY BRANCH Block # B, Shop # 10, 11 & 14, Level-6, Bashundhara City, Panthapath, Dhaka-1205 TEL: 88-02-9111440 EXT. 206010 & 206014, FAX: 88-02-9111440 EXT. 206014 E-mail: florabcb@floralimited.com S. A. Imrul Alam (Manager) Manager Cell # 01819-455-004
BANANI BRANCH 54 Kemal Ataturk Avenue (1st Floor), Banani C/A, Dhaka-1213, TEL : 88-02-9894069 & 8811095, FAX : 88-02-8811095, E-mail: florabn@floralimited.com Md. Mahbub Ali Khan (In-Charge) Manager Cell # 01816-048-240	SHATMASJID ROAD BRANCH Green Taj Centre (2nd Fl), House # 81, Road # 8a (Old-15), Shatmasjid Rd, Dhaka-1209 TEL : 88-02-8143199, FAX : 88-02-8143199, E-mail: florasmr@floralimited.com Hannan Khan (Manager), Manager Cell # 01911-382-645
GULSHAN BRANCH Rob Bhaban (3rd Floor), Plot # 03, Gulshan-2 (North Circle), Dhaka-1212, TEL: 88-02-8822899, 8822028, FAX: 88-02-8822028, E-mail: floragul@floralimited.com Md. Shakuat Hossain (In-Charge), Manager Cell # 01716-929-590	IDB BRANCH IDB Bhaban, Shop # Sr-126, 127 & 128 (1 ST Floor), Sher-E-Bangla Nagar, Dhaka-1207 Tel : 88-02-9183210, Fax : 88-02-9183193, E-mail: floraidb@floralimited.com Md. Modassir Ud Doula (Manager), Manager Cell # 01711-119-659
BADDA BRANCH Ocean Tower, Cha-73/2 Uttar Badda (1st Fl), Bir Uttam Rafiqul Islam Saroni, Dh-1212, TEL : 88-02-8814533, FAX : 88-02-8814533, E-mail: florabdb@floralimited.com Md. Shamsul Alam (Manager), Cell # 01819112435	NARAYANGONJ BRANCH 207/4 Bangabandhu Road (2nd Floor), Narayangonj, TEL : 88-02-7640842 & 7640843, FAX: 88-02-7640842, E-mail: florang@floralimited.com Md. Tofael Ahmed (In-Charge) Asst. Cell # 01930-175-631
FLORA PC SUPPORT CENTER Adamjee Court Main Building (2nd Floor) 115-120 Motijheel, Dhaka-1000, PABX : 9567846, 7162742-6 Ext. 171, 172 & 177, FAX: 88-02-7170413 E-mail: flpcsupport@floralimited.com Md. Khurshedul Alam (In-Charge), Asst. Manager Cell # 01711784580	CHQ-7 BRANCH Adamjee Court Annex-2 (7th Floor), 119-120 Motijheel, Dhaka-1000, TEL : 88-02-7162742-6 & 9567846, FAX: 88-02-9550030 & 9556950 E-mail: saleschq7@floralimited.com Web : www.floralimited.com

COPIER & FAX SERVICE CENTER Adamjee Court Main Building (2nd Floor), 115-120 Motijheel, Dhaka-1000, PABX:88-02-9567846, 7162742-6 Ext.173 & 174, FAX: 88-02-7170413 E-mail: copiersupport@floralimited.com Md. Sirajul Islam (Manager) , Asst. Manager Cell # 01191776944	CUSTOMER SUPPORT CENTER COMPUTER DIVISION Rahmania International Complex (2nd Floor), 28/1/C Toyenbee Circular Road Fakirapool, Motijheel C/A , Dhaka-1000, TEL : 88-02-9553116, 9561976, 9567846, 7162742-6,FAX:88-02-9559636 E-mail: managerhw@floralimited.com Md. Nasir Uddin (Manager) , Cell # 01819-217-483
JAMUNA FUTURE PARK BRANCH KA-244, Kuril Progoti Sarani (4th Fl), Block-A, Shop 22-24, Baridhara, Dh-1229 Mob: 01732955138 E-mail: florajfp@floralimited.com	EASTERN PLUS BRANCH Eastern Plus Market, Shop# 4/24 & 4/25, 145 Shantinagar, Dhaka Mob: 01916-062738 E-mail: floraep@floralimited.com

CHITTAGONG DIVISION

AGRABAD BRANCH Suraiya Mansion (1 st Floor), 30 Agrabad C/A, Chittagong, Tel:88-031-715363, Fax: 88-031-715364 E-mail: floractg@floralimited.com Sultan Muhid Uddin (Manager) , Manager Cell # 01711-386-700	LALKHAN BAZAR BRANCH 28 M.M. Ali Road (Gr Floor)C.D.A. Avenue, Lalkhan Bazar, Chittagong, TEL : 88-031-616923 & 616927, FAX: 88-031-616959 E-mail: floralkc@floralimited.com Faiz Uddin (Manager) Manager Cell # 01714-006-145	YCC BRANCH Yunusco City Center, Level- 4 & 9 Shop # 424 & 425, Cda Avenue Gec Circle, Chittagong-410, Mob: 01815507776, E-mail: floraycc@floralimited.com
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SYLHET DIVISION

SYLHET BRANCH Rn Tower (1 st Floor), Chowhatta, Sylhet, TEL: 88-0821-720332, 723349, 723350, FAX: 88-0821-720333, E-mail: florasyl@floralimited.com , Khurshed Bin Ishaque (Manager) , Manager Cell # 01711-103-671
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RAJSHAHI DIVISION

RAJSHAHI BRANCH 128/126 Shaheb Bazar (2 nd Floor), Zero Point, Rajshahi, TEL : 88-0721-812486, FAX: 88-0721-812486, E-mail: floraraj@floralimited.com A.H. M. Faisal(In-Charge) , Asst. Manager Cell # 01715-407-774	BOGRA BRANCH Komor Lodge (2 nd Floor), Sherpur Road, Sutrapur, Bogra, TEL : 88-051-60244, 64699 & 61661, FAX: 88-051-61661, E-mail: florabg@floralimited.com Kazi Abu Rashed (In-Charge) , Asst. Manager Cell # 01717-173-305
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KHULNA DIVISION

KHULNA BRANCH 3 K.D.A. Avenue (2nd Floor), Khulna, TEL : 88-041-731713, FAXP: 88-041-732723, E-mail: florakln@floralimited.com , Omar Faruk Suja (Manager) Manager Cell # 01712-216-262

BARISAL DIVISION

BARISAL BRANCH 20 Hemayet Uddin Road Maqbul Market (2nd Floor), Barisal Sadar, Barisal, TEL : 88-0431-2176198, FAX: 88-0431-2176198, MOB: 01712-011-015 (Manager), E-mail: florabsl@floralimited.com Sarder Rafiqul Islam (In-Charge), Asst. Manager Cell # 01731-317-472
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RANGPUR DIVISION

RANGPUR BRANCH Shajahan Super Market, Station Road (1st Floor), Rangpur, Mr. Md. Shiabul Alom Khandker, Mob: 01715949500,
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TECH VALLEY SOLUTIONS LTD.

Corporate Head Quarter

Tech Valley Solutions Ltd.
139, Lake Circus, Kalabagan, Dhaka-1215
Contract person: Golam Kibria Ahmed, Project Manager
Cell: +8801678075195
Help Line: +8801729298875; +8801733338875
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Chittagong Branch

Tech Valley Solutions Ltd.
House# 99, Road# 8, O.R. Nizam Road R/A, Chittagong.
Contract person: Md. Shahabuddin
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Cell: +8801730312473
Email: shahabuddin@tvsl-bd.com