



## **Warranty for Air Conditioner**

M/s Fujitsu General (India) Private Limited “  ” warrants to the Original Purchaser of  Brand Air conditioner (except the grill, knobs, remote and add-on plastic parts) for a period of twelve months from the date of purchase. The company will repair or replace free of charge any part or parts of the Air conditioner, which proves upon inspection by the Company or any of its Sales and Service Dealers to have been defective due to faulty material or workmanship. Fujitsu General (India) Private Limited provides warranty on Compressor for Constant Speed Air Conditioners as given below.

- A. Window, Split Type Air conditioner up to 3.0 Tr: 5 Years from the date of Purchase.
- B. Cassettes Air Conditioners up 2.5 Tr: 5 Years from the date of Purchase.
- C. Cassettes Air Conditioners 3 Tr and above: 3 Years from the date of Purchase.

**M/s. Fujitsu General (India) Private Limited, offers the following warranty terms only for select Inverter Air conditioner Models on the Compressor and Outdoor Inverter Printed Circuit Boards as given below.**

- A. Inverter Type Air Conditioner Compressor (Up to 2.5 Tr.): **10 Years from the date of purchase.**
- B. Inverter Type Air Conditioner Outdoor Inverter Printed Circuit Board (Up to 2.5 Tr.): **5 Years from the date of purchase.**

### **Terms and Conditions:**

1. Details of your purchase and installation can be updated to Fujitsu General (India) Private Limited CRM System by your dealer or you for warranty registration purposes through our **Customer Care Number 1860 208 1007**. Up on registration you will get a welcome message and customer id confirmatory SMS on your registered mobile number. If you do not get the same then please contact your dealer or our Customer care number. **Fujitsu General (India) Private Limited provides maximum of 30 Days’ time from date of purchase to complete warranty registration in our Customer Relationship Management System to avail above mentioned warranty for the product and components mentioned. As otherwise warranty will be null and void.**
2. The warranty for both Machine, Outdoor Inverter Printed Circuit Board and Compressor will automatically be terminated on the date of expiry of the above period, irrespective of whether the Air conditioner has been in use or not, for any reason whatsoever, or the unit is moved from one location to another.
3. Warranty period shall include time taken for repairs, replacements, breakdowns, transit time etc. No notice of expiry period of warranty will be given by the company.
4. Subject to the above clause, any part of the Air conditioner found defective, due to faulty material or workmanship, during the warranty period, shall be repaired or replaced with functionally working equivalent part by the company or Authorized Sales and Service Dealer only.

5. Parts of the unit replaced or repaired under the terms of this warranty are warranted only for the remaining period of the original warranty period.
6. For air conditioner(s) installed outside the municipal limits, all expenses incurred in collecting the unit or parts thereof from the outstation location and its return to the original location after attending to the repair, will be to the owner's account and shall be payable in advance.
7. The warranty extended herein is in lieu of implied conditions and warranties under the law and is confined to the repair or replacement of defective parts and does not cover any consequential or resulting liability, damages to the property or loss of life arising from such defects. Furthermore, the warranty, in no case shall extend to the payment of any monetary consideration whatsoever, or the replacement or return of the Air conditioner as a whole.
8. The Company or authorized Sales and Service Dealer will advise the owner whether to effect repairs/replacements at the site of installation or at the company or authorized Sales and Service dealer's premises and the decision of the company will be final.
9. The supply voltage to the Air conditioner is to be maintained at + or – 10% of 230V / 415 V for single / three phase power supply respectively using good quality Stabilizer.
10. In case of compressor replacement during 6<sup>th</sup> to 10<sup>th</sup> year from the date of purchase, excepting compressor, charges relating to refrigerant gas, inspection, labour for compressor replacement, any other spare, to and from transportation must be paid extra.
11. Warranty is null and void if,
  - a. The air conditioner is not purchased from the authorized dealer of Fujitsu General (India) Private Limited and improper installation by unauthorized personnel.
  - b. The air conditioner is purchased through e-Commerce companies. Fujitsu General (India) Private Limited has not authorized any e-Commerce company to sell the products.
  - c. The copy of the warranty card and purchase invoice is not presented to authorized service personnel at the time of service of the product.
  - d. Any damage caused by accident, mishandling, tampering with installation, defects caused to the parts due to improper or reckless usage or negligence in following instruction of the user manual issued by company.
  - e. Any damage caused by improper electrical circuit outside the unit or by any defective electrical supply.
  - f. During the warranty period if any part of the unit is altered, repaired or serviced by any unauthorized persons.
  - g. The serial number of the unit or any part thereof is damaged, defaced, altered, obliterated, or tampered with or removal for any reason whatsoever.
  - h. Movement of machine from its original place of installation or re-installation by unauthorized persons.
  - i. The installed capacity of the air conditioner is of lesser capacity than the required capacity.

12. Improper incoming power wiring, building earthing, leading to any component failure will not be covered under warranty. Fujitsu General (India) Private Limited will not be responsible for hazards like shocks, fire, arising due to the above.
13. Any accessories, such as voltage stabilizers, MCB etc., are not covered under this warranty.
14. In case of Compressor and Outdoor Inverter Printed Circuit Board failure, **GENERAL** has the right to inspect the air conditioner by the company or through authorized personnel and deny replacement in the event of any abnormal usage.
15. Warranty does not cover parts/coils damaged due to polluted/dusty and corrosive atmosphere/factory areas/abnormally high ambient temperature places like furnaces or heat chambers.
16. Warranty does not cover any form of damages to the product due to any foreign object or living creature's presence inside the unit (e.g. rat, lizards, insects and ants etc.) fire, floods, riots, lightening, water or any other natural calamities and acts of god.
17. In the first year, three free Preventive Maintenance Services will be provided. Service due dates will be informed to your registered mobile number and should be availed within 15 days' time if not it will expire. Onus to avail free service rests with the customer.
18. This warranty does not cover any concealed piping and its maintenance. This warranty does not cover the damages caused due to improper installation and water leakage from the concealed piping, resulting damages or cracks on wall surface at customer premises.
- 19. Compressor Warranty is void, if**
  - a. Regular Preventive Maintenance Service if **NOT** carried out periodically by the authorized Sales and Service Dealer/Franchise until compressor warranty expires.
  - b. Compressor failure due to poor maintenance, poor incoming voltage, will not be covered under this warranty.
  - c. If the air conditioner has been serviced by unauthorized persons.
  - d. Air conditioner is used other than human comfort applications.
  - e. Company copy of the warranty card and purchase invoice is not presented to authorized service personnel
- 20. Outdoor Inverter Printed Circuit Board Warranty is void, if**
  - a. Regular Preventive Maintenance Service if **NOT** carried out periodically by the Authorized Sales and Service Dealer/Franchise until the Outdoor Inverter Printed Circuit Board warranty expires.
  - b. Outdoor Inverter Printed Circuit Board failure due to poor maintenance, poor incoming voltage, will not be covered under this warranty.
  - c. If the air conditioner has been serviced by unauthorized persons.
  - d. In case of un authorized re installation and wrong wiring connection of Indoor Power Supply to the unit.
  - e. In case of Earth Connection is not provided to the machine.
  - f. Air Conditioner is used other than human comfort applications.
  - g. Company copy of the warranty card and original purchase invoice is not presented to authorized service personnel

21. In case of Outdoor Inverter Printed Circuit Board replacement during 2<sup>nd</sup> year from the date of purchase to 5<sup>th</sup> year, except Outdoor Inverter Printed Circuit Board and other charges related to labour, parts, to and from transportation if any must be paid extra.
22. None of the employees and / or authorized dealers of the company have any authority whatsoever to vary the terms and conditions of this warranty.
23. This warranty is issued at Chennai and Courts at Chennai shall have exclusive jurisdiction over matters covered by this warranty.
24. This Warranty Terms and Conditions supersedes all other terms and conditions issued along with the product or instruction manual.