



BLUE STAR

22nd September 2021

Dear Channel Partners,

Trust you, your family and staff members are doing well and remaining safe.

We thank you for your continued support to our business this summer. This communication is to reiterate the various types of warranties on our Air Conditioners and introduce new Extended Warranty on our Fixed Speed and Window ACs:

1. **Standard Warranty (SW) of 1 Year, from the date of Installation, on the entire range of Window ACs, Fixed Speed SACs, Inverter SACs, Commercial Split ACs and Portable ACs.**

Standard Warranty means 'Repair/Replacement' of any part of the AC found defective, subject to the confirmation of the technical personnel of Blue Star Limited or any of its authorised service dealers or service associates, due to faulty material or workmanship. It excludes all types of air filters, all plastic and metal parts and remote handset and defect caused due to improper handling or usage or maintenance of the product or any use contrary to the operations specified in user manual supplied with the Product.

2. **Additional Warranty of 9 Years, on the Inverter Compressor on Inverter High Wall Split Air conditioners, on completion of 1st year from the date of Installation.**
3. **Additional Warranty of 4 Years, on the Compressor on Fixed Speed Window ACs, Fixed Speed High Wall SACs and Portable ACs, on completion of 1st year from the date of Installation.**
4. **Additional Warranty of 4 Years, on the Inverter Compressor of Inverter Window ACs and Inverter Cassette Split ACs, on completion of 1st year from the date of Installation.**
5. **Additional Warranty of 4 Years, on the MCHX Condenser Coil (ODU Coil) of MCHX SKUs of Fixed Speed and Inverter High Wall SACs, on completion of 1st year from the date of Installation.**

Additional Warranty is applicable only on those components or parts of the relevant product as mentioned above. Blue Star, shall at its sole discretion repair or replace such defective parts thereof. Blue Star reserves the right to decide at its discretion, to replace any defective part with a substitute without affecting the performance of the Product. All parts removed by Blue Star shall be the property of Blue Star. In the event Blue Star carries out repairs or replacement of any part during the said Additional Warranty Period, the warranty shall thereafter continue only for the remaining period of the warranty.

6. **Extended Warranty (EW) of 4 Years, on all the Inverter High Wall Split ACs, Fixed Speed High Wall Split ACs and Window ACs, on completion of 1st year from the date of Installation.**

Extended Warranty covers repairs, rectification or replacement of the components including the PCB of IDU or ODU, IDU Evaporating Coil, ODU Condenser Coil and Gas charging. Defective parts shall be replaced with a functionally working, repaired or new equivalent part. All decisions shall be at full discretion of Blue Star Service and as per the Warranty Terms and Conditions mentioned in the User Manual.

Extended Warranty is optional and can be availed on annual basis, or in block of two years, or for three years or for the full four years by making payment depending on the application of the product. The annual charges to avail extended warranty (exclusive of GST) are as follows:

AC Type	Residential Usage (₹ p.a.)	Commercial Usage (₹ p.a.)
Inverter High Wall Split ACs	1500	2500
Fixed Speed High Wall Split ACs	1200	2500
Window ACs/ Inverter Window ACs	1200	2500

*GST extra

Under Extended Warranty the customer will be entitled for 2 Preventive Maintenance Service (PMS) in case of Residential usage and 4 PMS in case of Commercial usage, per year.

Extended Warranty excludes all types of air filters, all plastic and metal parts and remote handset. The transportation charges to and from the service facility, if required, will be charged extra, at actuals.

The PMS charges under EW shall be collected by Blue Star or its authorised SSD or ESA on behalf of Blue Star. The concerned SSD or ESA will be reimbursed the call charges as per Service Policy as applicable, based on the PMS completed as per the SLAs defined and duly logged in Star Serv system/App.

Blue Star reserves the right to allot the PMS calls to any other SSD or ESA in the event of the termination of or non-compliance by the SSD or ESA with whom the consumer is originally attached.

7. PCB Extended Warranty (PCB EW) of 4 Years, on the PCB of IDU or ODU (excluding the Remote Handset) of Inverter High Wall Split ACs and Inverter Window ACs, on completion of the 1st year from the date of Installation.

Under the **PCB Extended Warranty**, repair or rectification or replacement of the components in the PCB or the whole PCB thereof will be carried out free of cost for the material used, under the PCB EW period of 4 years. All such repairs, rectification or replacement shall be at full discretion of Blue Star and as per the Warranty Terms and Conditions mentioned in the User Manual.

PCB defects arising out of 24X7 usage, huge voltage spikes, lightning strikes, floods and non-compliance of adequate earthing of the air conditioner, faulty voltage stabilizer and tampering of the PCB by unauthorised personnel are not covered under the PCB EW.

The consumer will be charged visit charges as applicable at the time of repair or rectification or replacement under the PCB EW.

8. Common Terms and Conditions:

The consumer should download the 'Blue Star Customer Care App' and register with relevant details for availing the standard, additional and extended warranty as applicable.

The installation of the AC has to be carried out by Blue Star Authorised SSD or ESA. The SSD or ESA should close the installation call in the Star Serv as per applicable norms.

Customer to present the invoice copy to the Blue Star Authorised SSD or ESA to avail the benefits under warranties. Soft copy of the invoice or warranty registration copy is also sufficient to avail the applicable warranties.

All types of warranty will be null and void in:

- (1) applications where the products are used 24x7 for 365 days (such as ATMs with 1 working AC or any other applications) and usage other than comfort such as to cool or dehumidify or heat machines or materials;
- (2) cases where the product or any component has been tampered with or replaced or repaired by personnel other than the Blue Star authorised Service personnel.

Blue Star shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in repairing due to non-availability of any component or accessory, labour problem, restrictions and regulations of the government, public movement, war and any unavoidable circumstances, specially vis-à-vis the import of supplies and raw material or if Blue Star is otherwise prevented from performing its functions under this warranty.

Company's obligation under all types of warranties shall be limited to repair of part/s only. The maximum amount of liability with respect to any Product related claim/s, if entertained by Blue Star, will be subject to the maximum retail price of the Product purchased or the purchase price, whichever is lower.

All other terms and conditions shall remain the same as mentioned in user manual of the product except for those covered above.

We urge you to encourage the customers to opt for Extended Warranty as explained in point no. 6 above which is the best solution for the customer at a very nominal cost.

With the above multiple warranties, we are confident that our consumer will enjoy peace of mind while using Blue Star Air conditioners, known for its Quality, Reliability and Durability thereby giving us an opportunity for repeat business.

Wishing you happy selling and happier customers.

Truly yours



C. Haridas
Vice President – Sales & Marketing and Customer Service.
Cooling Appliances Purification Group.