

WARRANTY

IFB AIR CONDITIONERS, TERMS AND CONDITIONS

For safety and as a standard operating practice, it is important to install the air conditioner with an MCB, with proper provision of electrical earthing. Always ensure that the MCB is in an ON condition and not in a bypass condition.

ONE YEAR STANDARD WARRANTY*

IFB Industries Ltd (IFB) (the Company) warrants to the original domestic purchaser of this air conditioner (appliance) that it is free from defects in workmanship and materials. During 12 months, starting from the date of purchase of the new air conditioner, all the parts of the air conditioner which prove to be defective as a result of workmanship and/or materials, shall be replaced or repaired free of charge (except for the parts described in this warranty as beyond the scope of the above) on intimation to the Company/Company's authorised service center nearest to the place where the appliance is installed.

**Plastic and rubber parts, sheet metal/paint affected by environment led rusting on exposure and damages to the remote as a result of poor handling are not covered under the warranty.*

Additional Warranty Parts

Compressor After Expiry of Standard Warranty of 1 year, an additional warranty of 9 years will be provided on the inverter compressor. During this extended warranty period, IFB will repair/replace the compressor. This is subject to an inspection by IFB of the compressor and proof that the air conditioner has been serviced only by IFB's authorised service franchisee. The repair/replacement shall be valid for manufacturing defects only. For compressor failures that are not on account of manufacturing defects, gas charging and labour costs will be chargeable.

PCB/Controller (Outdoor PCB Only)

After Expiry of the Standard Warranty of 1 year, an additional warranty of 4 years will be provided on the outdoor PCB only. During this extended warranty period, IFB will repair/replace the PCB (Outdoor PCB Only) which proves upon inspection by IFB or its authorised service franchisee to be found defective due to manufacturing defect.

FOUR YEARS EXTENDED WARRANTY ON PRODUCT*

After expiry of standard warranty of 1 year, an additional warranty of 4 years (as per the Company's prevalent scheme) only on the Appliance will be provided by the Company. During this extended warranty period, IFB will repair the appliance which proves upon inspection by IFB or any of its authorised service franchisees to have become defective solely owing to manufacturing defect.

After expiry of Standard Warranty of 1 year, an additional warranty of 4 years may be purchased by the customer by paying an additional amount at the time of purchase/installation (as per the Company's prevalent scheme). This will be valid only on the appliance as provided first hand by the Company. During this extended warranty period, IFB will repair/replace parts of the appliance as may be needed. This will be subject to inspection by IFB and proof that the air conditioner has been serviced only by IFB's authorised service franchisee. The repair/replacement shall be valid for manufacturing defects only.

The warranty is applicable provided the customer register for 2 annual services every year with IFB from 2nd Year till 5th Year (On chargeable basis) and will be carried out by an IFB authorised service partner only.

**Plastic and rubber parts, sheet metal/paint affected by environment led rusting on exposure and damages to the remote as a result of poor handling are not covered under the warranty. Any Additional Service/Maintenance Cost will be on a chargeable basis. The additional warranty must be purchased at the point of sale/installation only. Any subsequent purchase will not be acceptable. The additional warranty will be applicable on models as decided by the Company.*

Note The Company shall not honour any warranty/additional warranty related claims for air conditioners installed and/or serviced/repaired or parts modified by unauthorised service providers.

The one-year warranty and additional four year warranty are subject to the following

TERMS & CONDITIONS

1 This warranty is not valid in case of the following events:

- a) If the warranty card is not fully and properly filled in and signed at the time of purchase/ installation by the Company's authorised franchisee/dealer/service engineer.
 - b) If the completed warranty card is not presented to the authorised personnel at the time of service/repair. Customers may be asked to furnish proof of ownership and date of purchase by showing the sales receipt/purchase invoice. The warranty claims as accepted will be only for the original purchaser. The warranty is non-transferable to anyone who subsequently purchases, leases or otherwise obtains the product from the original purchaser.
 - c) If the appliance is not used in accordance with the manufacturer's instructions given in the user manual.
 - d) If the air conditioner has been installed, serviced, repaired, opened or tampered with by unauthorised personnel.
 - e) If defects arise/are caused by accidents, alteration, misuse, neglect, abuse, substitution of original components with spurious/non genuine components, use of/application of harmful chemicals on machine, attack by household pest/rodents, fire, flood, earthquake, lightning, and/or any other acts of God/natural calamities.
 - f) If defects arise with optional accessories like stabilisers, machine covers, extended power cables, outdoor unit stands, remote controls (except external damage/mishandling), inlet/outlet hoses, control knobs, electrical plugs, other detachable parts etc.
 - g) If damages occur owing to improper electrical circuits outside the air conditioner or by any external electrical supply thereof. This includes failures due to erratic power supply, fluctuations beyond rated voltage $\pm 10\%$ voltage and frequency of 50 Hz $\pm 3\%$, AC power supply systems.
 - h) If the machine is run frequently on power back-up or solar power.
 - i) If the machine serial number on the appliance is defaced, missing or altered.
 - j) If the appliance is taken out of the territory of the Republic of India.
 - k) This warranty will automatically terminate on the expiry of the warranty period of 12 months or extended warranty (optional) as per the scheme, even if the air conditioner has not been in use for any time during the warranty period or extended warranty period for any reason.
- 2 This warranty does not cover normal wear and tear, any type of corrosion, rust, stains, scratches, peeling paint, dents on the body. Also, the Company is not liable for any incidental or consequential damages.
 - 3 Parts replaced or repaired under Standard and Extended Warranties are warranted throughout the remainder of the original warranty period.
 - 4 The Company is not liable for any delay in servicing owing to reasons beyond the control of the Company or any of its authorised service centres.
 - 5 This warranty is not applicable if the air conditioner is used for commercial/ semi-commercial purposes.
 - 6 For any service under warranty beyond city/town/municipal limits from the Company/authorised service centres, a fixed charge as per the Company's norms will be collected from the customer, in addition to the actual to and fro charges by the shortest route. Alternatively, the customer may bring the appliance to the nearest service centre for carrying out the necessary repairs, at customer's own cost.
 - 7 The warranty does not cover regular maintenance, including cleaning of filters, drain tray and condenser wet servicing.

- 8 The Company shall not be liable for any damage arising out of poor or inadequate maintenance by unauthorised personnel, improper voltage (voltage surge, excessive voltage etc) or overloading of the air conditioner.
- 9 The Company shall not be liable for any damage to property or any loss incurred/caused in the process of carrying out repair or servicing of the air conditioner if it is installed in positions or locations which make it difficult or unreasonable for such damage to be avoided.
- 10 The warranty does not cover the cost of providing access to any air conditioner by whatever means necessary, for the purpose of carrying out repairs or servicing, in the event that the location or position at which the air conditioner is installed is such that there is no reasonable access to the air conditioner for such repairs or servicing to be carried out.
- 11 While the Company endeavours to repair any defect, it is subject to availability of parts from its manufacturers.
- 12 IFB reserves the right to change, add or delete any terms and conditions herein at any time without prior notice.
- 13 The warranty shall be governed by and construed in accordance with the laws of the Republic of India.
- 14 The customer shall comply with the applicable eWaste guidelines. Any defective parts replaced even after the warranty period shall be handed over to authorised representatives of the Company for environment friendly disposal.
- 15 According to the eWaste regulations, the life of the air conditioner is 10 years. There shall not be any liability of the Company towards machine/service/availability of spares after 10 years of the first sales invoice of such machine, even on payment basis.
- 16 Customers are eligible to avail 3 preventive maintenance services during the first year of the warranty free of cost. However, in no circumstance may the customer extend or avail these services beyond the first year of warranty. The customers may avail the 3 free services by registering a complaint with the Company's Customer Care Centre.