

Daikin Offices :

REGISTERED OFFICE
Daikin Airconditioning India Pvt. Ltd.

210, 1st Floor, Okhla Industrial Estate, Phase III, New Delhi, Delhi 110020

Tel: 011-43834400/4500

E-MAIL- customerservice@daikinindia.com

Hyderabad Daikin Air conditioning India Pvt. Ltd. # 502, 5th Floor, Amsri Eden Square, Besides Apollo Hospitals, St.John's Road, Secundrabad-500003 , Hyderabad Telangana Phone No.- 040-49124213	Surat Daikin Airconditioning India Pvt. Ltd. 1108, Velocity Business Hub, Near Madhuvan Circle LP Savani Road, Adajan, Surat- 395009	Vijaywada Daikin Airconditioning India Pvt. Ltd. The Orchid, 4th Floor, 3rd Lane, Nagarjuna Nagar, Near Aayush Hospital Vijaywada, Andhra Pradesh- 520008 Phone No.- 9010455118	Visakhapatnam Daikin Airconditioning India Pvt Ltd Ground Floor, OPELS Krishna Sadan, Muralinagar, Madhavadhara, Visakhapatnam, Andhra Pradesh- 530007 Phone No.- 9010455118
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Jaipur Daikin Airconditioning India Pvt. Ltd. 2-3-4, 6th Floor, Main Upasana Plaza C-44, Sardar Patel Marg, C-Scheme Jaipur - 302001 Phone No.- 0141-2218903	Kolkata Daikin Airconditioning India Pvt. Ltd. Smart Works, Victoria Park, 7th Floor,Block GN- 37/1, Sector-V, Salt Lake, Kolkata- 700091 Phone No.- 033-23574259-61	Karnal Daikin Airconditioning India Pvt. Ltd. SCO No.78, 1st floor, Old Tehsil Complex, Near Mahabir Dal Hospital, Old GT Road, Adarsh Nagar, Karnal, Haryana Phone No.- 0184-4006855	Lucknow Daikin Airconditioning India Pvt. Ltd. 601, 6th Floor, Titanium, Shalimar Corporate Park, Vibhuti Khand, Gomti Nagar, Lucknow – 226010 Phone No.- 0522-4309858
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Ludhiana Daikin Airconditioning India Pvt. Ltd. C/o Surya Commercial Centre, 3rd Floor Opposite PAU Gate, No. 1, Ferozepur Road, Ludhiana, Punjab 141001 Phone No.- 0161-5077028	Mumbai Daikin Airconditioning India Pvt. Ltd. C-403, Corporate Avenue Andheri Ghatkopar Link Road Chakala, Andheri, East Mumbai- 400093 Phone No.- 022-62321666	Neemrana Daikin Airconditioning India Pvt. Ltd. SP2-12 to SP2-15 & SP24 to SP27 RIICO New Industrial Complex (Majrakath) Neemrana- 301705, Distt. Alwar, Rajasthan Phone No.- +91-1494671100	Nagpur Daikin Airconditioning India Pvt. Ltd. Plot No 21, IT Park, Gayatri Nagar, Nagpur – 440022
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Patna Daikin Airconditioning India Pvt. Ltd. Office No - 405, 4th Floor Rakhi Complex Ashiana Digha Road, above Axis Bank & Gold gym, Near Passport office, Patna- 800014	Pune Daikin Airconditioning India Pvt. Ltd. 704 & 705A, 7th Floor, Orville Business Port, West Avenue Road, Opposite konark epitome Viman Nagar, Pune, Pune, Maharashtra, 411014 Phone No.- 020-47248158	Raipur Daikin Airconditioning India Pvt. Ltd. Shop No. 8,9,18 & 19, 1st floor, Maharaza Plaza, Near Fruit Market, Lalpur, Raipur, Chattisgarh- 492001 Phone No.- 07471115412
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Ahmedabad Daikin Airconditioning India Pvt. Ltd. 1001, 10th Floor, A-Wing, Commerce House – 5, Beside Vodafone House, Corporate Road, Prahladnagar, Off S. G. Highway, Ahmedabad – 380051 Phone No.- 079- 40013100	Bhubaneshwar Daikin Airconditioning India Pvt. Ltd. N4/249 (1 st Floor), Back Side Of Banijiya Bhawan Near Indradhanu Market, Irc Village Nayapalli, Bhubaneswar- 751012	Bangalore Daikin Airconditioning India Pvt. Ltd. Ground Floor, Embassy Vajram ONYX Building, Opp. Devarabisanahalli Metro Station & Bus Stop, Devarabisanahalli, ORR, Bangalore – 560103 Tel – 080-25722336 / 25722337 Mob - 9886093434	Chandigarh Daikin Airconditioning India Pvt. Ltd. Palladium Tower, 181/48, Fifth Floor, Industrial Area Phase-1, Chandigarh-160002 Phone No.- 01724947208
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Cochin Daikin Airconditioning India Pvt. Ltd. Door No 16/259 – E (Old No-11/585), Level-4 Asiatic Business Centre (A B C Tower) Kundanoor Junction, N H Bye – Pass 66 , Maradu P.O. Kochi – 682304 , Kerala Phone No.- 0484-2331615	Coimbatore Daikin Airconditioning India Pvt. Ltd. 1st Floor, 1A, SLV Aranya Square, Bharathiyar Road, Womens polytechnic Junction Coimbatore – 641044 Mobile – 7540093364	Indore Daikin Airconditioning India Pvt. Ltd. Office no. 410, 4th floor- Satguru Parinay Building, PU-3, Opposite C21 Mall, AB Road Indore - 452010 Phone No.- 0731-4005864	Chennai Daikin Airconditioning India Pvt. Ltd. 2nd Floor, Isana Kattima Building New No, 497 & 498, Poonamallee High Rd Arumbakkam, Chennai Tamil Nadu 600106. Mobile: 044-40807676
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Delhi Daikin Airconditioning India Pvt. Ltd. Unit No- 210 (1st Floor) Industrial Estate Okhla Phase - III New Delhi - 110020 Phone No.- 011-43834400/4500	Goa Daikin Airconditioning India Pvt. Ltd. Office No. 302, Gera's Imperium Green, 3rd Floor, Neugi Nagar , Mala, Panaji - Goa- 403001	Jammu Daikin Airconditioning India Pvt. Ltd. Hall No 304, Block A-2, South Block Bahu Plaza, Jammu
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Customer Contact Center

Give Missed Call / SMS <DAIKIN> to 9210188999

011-40319300 / 1860-180-3900



DSLOO-13

PRODUCT WARRANTY

DEALER

DAIKIN AIRCONDITIONING INDIA PVT. LTD.

Regd. Office : 210, 1st Floor,
Okhla Industrial Estate, Phase III, New Delhi
Delhi - 110 020
Tel: 011-43834400/4500

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DAIKIN AIRCONDITIONING INDIA PVT. LTD.

PRODUCT WARRANTY CARD

DAIKIN AIRCONDITIONING INDIA PRIVATE LIMITED (“DAIPL”) PRODUCT

A. Split Unit Hi-wall Non-Inverter

The Daikin Split Air conditioner (hereinafter referred to as “Product”) comes with 12 months warranty from the date of invoice to customer, (“initial warranty period”) on all parts except front grill & plastic parts and, thereafter 4 years (48 months) additional warranty on the compressor, from the end of initial warranty period of the product (“additional warranty period”) (initial warranty period and additional warranty period is hereinafter referred to as “warranty”). In the additional warranty period, the purchaser shall be only entitled to repair/ replacement of compressor wherein the additional/ancillary cost associated to gas charging, related labour and transportation charges or any parts such as compressor, condenser coil, evaporator coil, capillary, suction line, electronic parts, etc. are not covered and shall be borne by the purchaser. Provided always that the warranty card bears the rubber stamp, date & signature of DAIPL’s Authorized Dealer.

Katai Technology Alloy condensor coil for outdoor unit RQ50XV16VGA, RQG50XV16VGA, RQ50XV16VHA, RQG50XV16VHA & RE60XV16UHA, REG60XV16UHA, used in combination with FTQ50XV16VGA, GTQ50XV16VGA, FTQ50XV16VHA, GTQ50XV16VHA & FTE60XV16UHA, GTE60XV16UHA indoor unit respectively which will carry 4 years(48months) additional warranty from the end of initial warranty period of the product. Other terms and conditions during replacement of condenser coil will remain same as specified above.

B. Split Unit Hi-wall Inverter

The Daikin Split Air conditioner (hereinafter referred to as “Product”) High wall inverter comes with 12 months warranty from the date of invoice to customer, (“initial warranty period”) on all parts except front grill & plastic parts and, thereafter 4years (48 months) additional warranty on PCB card (printed circuit board) and 9 years (108 months) additional warranty on the compressor, from the end of initial warranty period of the product (“additional warranty period”) (initial warranty period and additional warranty period is hereinafter referred to as “warranty”). However, in case of PCB - The PCB card of indoor or outdoor unit shall be repaired/replaced whichever is required at the sole discretion of DAIPL. This additional warranty will not cover handling and fixing charges of PCB Card. Any failure due to improper power supply as detailed in point no 4 below shall not be covered in this additional warranty period. With respect to compressor, the additional warranty covers compressors and shall not cover gas charging, related labour and transportation charges or any parts such as compressor, condenser coil, evaporator coil, capillary, suction line, electronic parts, etc. Provided always that the warranty card bears the rubber stamp, date & signature of DAIPL’s Authorized Dealer.

TERMS AND CONDITIONS UNDER PRODUCT WARRANTY CARD

- The Warranty is confined to the purchaser who has purchased the Product, only from DAIPL or an Authorized dealer or Distributor of DAIPL (“Purchase”/ "First Purchaser"). The warranty including the Additional warranty cannot be transferred by the First Purchaser to any person by whatever means of the same Product.
- DAIPL warrants to the First Purchaser, that the product is free from defects in material and workmanship under normal use and service for the initial warranty period.
- Warranty does not cover accessories external to the Product.
- The Product is designed to operate at voltage supply of 230 Volts plus or minus 10% in case of single phase Product & 415 V plus or minus 5% in case of three phase product. Any failure due to operation of the Product outside the voltage limits will not be covered under this warranty. If the voltage availability is outside these limits, the Purchaser is required to install a proper stabilizing equipment. However, voltage stabilizing equipment is not covered under this warranty.
- The first Purchaser shall be entitled to the following services under the Warranty, free of cost, by authorized dealer / authorized representatives of DAIPL.

5.1 Preventive Maintenance of Product

- Preventive maintenance checkup will be carried out two times in a period of 12 months from the date of invoice on request from the user, which will include;
- General cleaning and brushing.
- General internal checkup.
- Cleaning of Air filter.
- Lubrication of moving parts.
- Checking of electrical contracts.
- In case of complaint registered by the Purchaser all efforts will be made promptly to attend to the complaint. Repair /replacement of part(s) during the Warranty will be free of cost, if it is determined by the authorized representative/dealer of DAIPL that these are due to manufacturing defects. In no case this Warranty shall be extended to the replacement / return of product.

- This warranty for the Product will expire automatically upon completion of 12 months from the date of invoice, irrespective of the period the product was / was not in use by the Purchaser or was not giving proper performance or was under breakdown or the time taken for repair / replacement of defective parts or even if some part/s have been repaired or replaced during the Warranty period.
- Call registered with the centralized helpline/authorized service center, wherein only cleaning of the unit/ parts in the unit due to dust accumulation on portions of the unit, general explanations/returning, are not to be considered as defects.
- If any colored internal or external components are replaced, there will be commitment to ensure that the shades match with the original or other components. The replaced shades, patterns, tints may vary from the Purchaser’s unit due to continuous usage of the unit. Any matching components changed at Purchaser’s request will be on chargeable basis except the component which actually needed.
- For the Product installed outside the municipal limits of the city jurisdiction, to and fro expenses incurred in collecting the Product or parts thereof and expenses incurred lodging, boarding conveyance and other incidental charges will be borne by the Purchaser and shall be payable in advance.
- In chase of shifting of Product by the original Purchaser, then in order to avail continuing Warranty on the Product, the Purchaser should call DAIPL’s authorized representative/dealer for carrying out any alteration in the Installation of the Product. The responsibility including expenses for shifting/transportation/ transit insurance of the Products shall rest with the Purchaser. The charges toward repair/replacement of parts consequent to shifting, if any, will be to Purchaser’s account.
- DAIPL undertakes no liability for any direct, indirect and consequential losses, damages such as loss of profit, loss of goodwill, loss of life etc. and/or damages caused to the Purchaser or third party due to non or partial performance of the Product or any part thereof.
- The Purchaser should preserve the original invoice and Warranty Card for necessary verification and produce it at the time of service.
- The nominal capacity of Product is at standard test condition. Any deviation in the condition either on outdoor or indoor side will affect the Product performance.
- The decision of DAIPL with regard to the settlement of all claims under this Warranty shall be final.
- Courts in Delhi shall have exclusive jurisdiction in the event of any dispute.

CONDITIONS UNDER WHICH THIS WARRANTY SHALL BECOME VOID

The First Purchaser clearly understands and agrees that the warranty conditions shall be null and void, if:

- The Product is transferred by the First Purchaser to any person.
- The Warranty Card is not completed properly at the time of purchase of Product.
- The completed warranty Card is not presented to authorized service personnel at the time of service of the Product.
- The Product is not operated according to instructions given in the Operating Instruction Booklet.
- Installation of Product by any person other than DAIPL’s authorized dealer/representative.
- Use of spurious fragile parts, such as front grill, knobs, louvers, air filters etc.
- Presence of foreign objects in the Product.
- Product connected to improper power supply.
- Damage to the Product due to operation in an abnormally corrosive alkaline/acidic atmosphere.
- Damage resulting due to any defect which is not immediately notified to DAIPL and/or its Authorized dealer/representative.
- Any defect or damage resulting due to improper maintenance of Product.
- Removal, obliteration or alteration of original serial number of the Product including compressor and other parts.
- Defects are caused beyond control of DAIPL like lightening, abnormal voltage, Acts of God, environmental conditions, negligence of Purchaser in using Product or while in transit to service center or Purchaser’s place of usage of Product.
- Damage to the Product or any part/s due to transportation or shifting is not covered under Warranty.
- The Warranty of the Product is void, if the failure of the compressor is due to lack of proper preventive maintenance of the Product by the Purchaser or if the Product is repaired or attended by an unauthorized person. DAIPL’s decision in this regard will be final and binding on the Purchaser.

Customer _____ Date of Purchase _____

Product _____

Model No. (ODU) _____ Serial No. _____

Model No. (IDU) _____ Serial No. _____

Invoice No. _____ Name of the Customer _____

Customer Address _____

Pin code _____ Customer Contact Number _____

Name of the Dealer _____

Dealer _____ Date of Purchase _____

Product _____

Model No. (ODU) _____ Serial No. _____

Model No. (IDU) _____ Serial No. _____

Invoice No. _____ Name of the Customer _____

Customer Address _____

Pin code _____ Customer Contact Number _____

Name of the Dealer _____

Company _____ Date of Purchase _____

Product _____

Model No. (ODU) _____ Serial No. _____

Model No. (IDU) _____ Serial No. _____

Invoice No. _____ Name of the Customer _____

Customer Address _____

Pin code _____ Customer Contact Number _____

Name of the Dealer _____