



CARRIER MIDEA INDIA

The image is a promotional graphic for Carrier's 5-year comprehensive warranty. It features the Carrier logo at the top left. The main text reads "5 YEARS COMPREHENSIVE WARRANTY worth ₹10,000*" in large, bold letters, with "For Fixed Speed Split RAC" below it. To the right, under the heading "INCLUDES", there are four icons representing the warranty's benefits: a checkmark for "PCB", a list icon for "Coils covered", a person icon for "Labour", and a gear icon for "Spare parts".

Scheme Highlights:

Extended warranty applicable only if product is installed by CMI Authorized Service Centre.

- Registration fee of INR 99+GST to be paid for extended warranty on registration to the CMI Installer. CMI can refuse extended warranty if unit is not installed for residential purpose.
- It is mandatory for the Customer to avail 2 paid preventive maintenance service per year during the extended warranty period (from the date of invoice) from CMI Authorized service partner or extended warranty will be auto-terminated.
- In the extended warranty period, component warranty will include all functional components other than plastic parts, sheet metals, remote control, accessories, gas charging & transportation.

Applicable on 2021, 2022 & 2023 split RAC Models

Detailed Terms and Conditions:

- ❖ 5 years (1 Year Standard Warranty + 4 Years extended warranty) comprehensive warranty is applicable on **Carrier 2021,2022 and 2023 Fixed Speed Split ACs** purchased **between 1th April 2021 to 30th April 2023** & installed by Carrier Midea India (CMI) Authorized Service Partner (ASP).



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- ❖ Standard installation charge for CMI installation would be **₹1500 plus GST**. Non-standard requirement of material for installation, if any would be charged as per the standardised rate card available with the visiting ASP/Installers of CMI. All charges/rates are subject to revision based on the market dynamics.
- ❖ **The product will have extended warranty on functional parts from the date of invoice subjected to following conditions**
 - a. The Extended Warranty of 4 years will be applicable only on retail sale or from our CMI E-store and does not cover other e-commerce portal sales.
 - b. Purchase invoice date must fall under the “Extended Warranty Scheme period range”.
 - c. Extended warranty is applicable only if the product is installed by CMI Authorised Service Centre.
 - d. Extended warranty can be availed only at the time of installation.
 - e. The extended warranty can be availed within 30 days from the date of Invoice. Following conditions apply to avail the extended warranty:
 - Non-refundable Registration fee of **₹99 plus GST** has to be paid while opting for the extended warranty at the time registration to the ASP Installer, however company reserves its right to refuse to confirm extended warranty at the time of installation where the unit is being installed other than residential purpose.
 - Customer has to avail minimum two paid (@applicable rates at that time) Preventive Maintenance Services (PMS) compulsorily in each year of extended warranty period (year start from date of purchase/invoice) annually from completion of first year till completion of 5th year (which will be on chargeable basis) from Carrier Midea India Authorized service partner. Each PMS service will cost ₹699 + GST. Post two paid compulsory PMS, customer will not be charged for service charges. If minimum two paid PMS in each year is not availed, then the extended warranty will be void. (For example, if a customer avails one PMS in a year and fails/omits to take second PMS then the extended warranty will be void).
- ❖ Extended Warranty covers repairs, rectification or replacement of the components only including the PCB of Indoor unit (IDU), IDU Evaporating Coil, ODU Condenser Coil, motor, and Labour/service charges. Defective parts shall be replaced with a functionally working, repaired or new equivalent part only if it cannot be repaired. The decision of Carrier Midea India will be final in this regard.
- ❖ Apart from this Extended Warranty Terms and Conditions, the warranty terms & conditions as mentioned in the User Manual shall also be applicable and be binding.

Exclusions:

Post completion of 1-year standard warranty, under the extended warranty, component warranty will include all functional components other than plastic parts, sheet metals, remote control, accessories, gas charging & transportation.

The Extended warranty will be null and void in the following conditions:

- a. If two compulsory paid PMS are not availed in each year of extended warranty period of four years.
- b. This warranty shall stand automatically terminated in the event of the said unit being installed, de-installed, re-installed, serviced, repaired, or otherwise attended to by any third person or party or organization or agency or by the said purchaser himself (by whatever name called), other than the Authorized Service Partner of the company.
- c. Damage is caused by improper usage or due to faulty electricity supply/connection (as per specifications).



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- d. In additions to warranty conditions mentioned over here, all standard warranty terms & condition including exclusions in the user/owner manual will be applicable during this extended warranty period.

Extended warranty is applicable for individual consumers through Retail Stores and CMI E-store (www.cmiestore.com) sale. This offer is not applicable for institutional/corporate/commercial application/customers & e-commerce portal purchases/customers.

Customers can decide if they feel so to not opt for the offer, and will only get standard 1 year warranty

Note: Extended warranty offered shall be as per the Company's Policy & shall be subject to change without prior notice. For T&C and Warranty Registrations, Refer to our website; www.carriermideaindia.com