

TERMS AND CONDITIONS

4 Years COMPREHENSIVE MAINTENANCE CONTRACT

(Window Room AC / Fixed Speed Split AC / Inverter Split AC)

- ❖ The Carrier Midea India's (CMI) 4 years Comprehensive Maintenance Contract (hereinafter referred to as MC) is an Optional Service Contract, to cover product(s) under the MC for ensuring working condition. This MC is offered by Carrier Midea India Pvt. Ltd who is a service provider to Carrier & Midea brands to the purchaser.
- ❖ **The product will have coverage on functional parts (other than plastic part) from the date of invoice subjected to following conditions:**
 - a. This MC shall become applicable only when the customer purchases MC within 1 year from date of purchase/ Invoice.
 - b. Customers can avail two free Preventive Maintenance Services(PMS) in each year of MC period starting from completion of one year from the date of invoice (standard 1 year warranty period) and lasting till completion of 5th year from the date of invoice, from Carrier Midea India Authorized Service Partner. To avail this free services customer has to register the call at CMI through any of call log option available to customer.
- ❖ This MC covers repairs, rectification or replacement of the parts/components, covering only the PCB of Indoor unit (IDU) and / or Outdoor unit (ODU), IDU Evaporating Coil, ODU Condenser Coil, Motor, Gas Charging and Labour/ Service charges and it will not cover any plastic parts as mentioned in exclusions below. Defective parts shall be repaired/ replaced with a functionally working, repaired or new equivalent part only if it cannot be repaired and the decision of Carrier Midea India will be final in this regard.
- ❖ All faulty parts which are covered under MC, when replaced with compatible working parts, must be handed over to the Authorized Service personnel.
- ❖ In addition to the Terms and Conditions mentioned in this MC, the warranty terms & conditions as mentioned in the User Manual shall also be applicable and binding.
- ❖ While all effort shall be made to give preferential attention to emergency breakdown of the product, the company shall not be held responsible for any loss arising due to delay in service.
- ❖ Service will be provided during the normal business hours on working days of the Service provider. Customer are requested to ensure that engineer who is attending/visiting for complaint, shall carry his ID card for identification.
- ❖ All disputes are subject to Gurgaon Jurisdiction.

❖ **Exclusions:**

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

The MC shall stand null and void in the following condition:

This MC 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 representative / Dealer of the company.

CUSTOMER HELPLINE	
  1800 103 3333  carriercare@carriermidea.com	  1800 419 3333  mideacare@carriermidea.com

TERMS AND CONDITIONS

ANNUAL MAINTENANCE CONTRACT

(Window Room AC / Fixed Speed Split AC / Inverter Split AC)

1. The Carrier Midea India's (CMI) Annual Maintenance Contract (hereinafter referred to as AMC) is an Optional Service Contract, to cover product(s) under the AMC for ensuring working condition. This AMC is offered by Carrier Midea India Pvt. Ltd who is a service provider to Carrier & Midea brands to the purchaser.
2. This AMC is offered to the customers who are residing within the municipal limits of the city/town of the company's authorized service centres. However, customers residing outside the municipal limits of the city/town of our Service centre can also opt for this AMC, but in this case, the service will be undertaken only as per journey cycle of service engineer to that location. In case of Gas charging & compressor replacement, the customer will have to bring the set at his own expense to the service centre or transportation charges are to be paid by customer if service is requested by customer at Home in case of Gas Charging & Compressor replacement.
3. AMC will be offered to the customer only after inspection of the set & ensuring that the set is in the working condition, However, if set is outside warranty & not in working condition, then the set will be repaired on chargeable basis first & then AMC can be taken/issued to customer.
4. AMC shall be valid for a period as mentioned in the work order form, or the CMI invoice, duly signed by CMI representative.
5. Acceptance/Renewal of AMC after expiry of the AMC shall be at the discretion of the company.
6. The company shall be under no obligation to provide repair/ service under AMC if the set is not working because of improper use, unauthorized alteration, modification or substitution of any part or serial number of the machine is altered, defaced or removed, abnormal voltage fluctuation, rat bite, negligence on part of customer, acts of god like floods, lightening, earthquakes etc. or causes other than ordinary use. If our services are required as a result of the causes stated above, such services shall be at extra charges as per company price list
7. While all effort shall be made to give preferential attention to emergency breakdown of the product, the company shall not be held responsible for any loss arising due to delay in service.
8. AMC covers repairs, rectification or replacement of the components only including the PCB of Indoor unit (IDU) and / or Outdoor unit (ODU), IDU Evaporating Coil, ODU Condenser Coil, Motor, Gas Charging and Labour / Service charges. Defective parts shall be replaced with a functionally working, repaired or new equivalent part only if it cannot be repaired. All operational parts covered. Operational parts are only those component parts that are critical to the performance of the product's essential function. Plastic & Rubber Parts, Lamp, Interconnecting cable, Rubber pads for Remote Control interconnecting Copper Tubes, aesthetic parts, stabilizer are not covered under this AMC. Un-installation & reinstallation is also not covered under AMC in case of change of location of product.
9. The Company's Authorized Service Partner/ engineer will only be authorized to perform Service under this AMC for all covered product(s). Customer will have to register his complaint at Call Center numbers mentioned in this form.
10. Service will be provided during the normal business hours on working days of the Service provider. Customer are requested to ensure that engineer who is attending/visiting for complaint, shall carry his ID card for identification.
11. All faulty parts which are covered under AMC shall be replaced with compatible working parts & replaced parts must be handed over to the Authorized Service personnel.

12. In case the customer wants to cancel the AMC before the completion of the AMC period, there shall be no refund of the charges for unexpired period, however the purchaser may transfer AMC if location of the product is changed within the service network of CMI in any state, only in condition that the un-installation & re-installation of the product from one place to another place is done by authorized personnel of CMI only, therefore, customer has to register his request at call center of CMI to change of location. CMI authorized service center will carry out un-installation & reinstallation on chargeable basis & thereafter, the AMC will continue for unexpired period.
13. During AMC, in case where the set cannot be repaired at the location of the customer & is required to be repaired at company's service center, then Transportation charges will be borne by customer.
14. All payments are to be made in advance along with AMC work order Form.
15. All disputes are subject to Gurgaon Jurisdiction.

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