

Air Conditioner/Premium AC Terms and Conditions

- 1) Extended Warranty coverage is applicable for labour, Gas and repair of functional components (Blower, Capacitor, Capillary, Compressor and its accessory, Condenser Coil, Display PCB, Electrical Spares, Evaporator Coil, Flare Nut, Louver Motor, Motor, PCB, PFC Coil, Sensor, Thermostat, Valve). Components will be repaired or replaced with the same or equivalent components.
- 2) The Extended Warranty does not entitle for a product replacement in case of any delay in repairs. In case Voltas is not able to repair and make the product functional due to non-availability of components, Voltas shall replace the unit with a new equivalent model as a replacement after charging depreciation value of 20% of the purchased value for each year after expiry of standard warranty.
- 3) The Extended warranty will be void in case the appliance / product is
 - a) Improperly installed by third party, repaired by unauthorized personnel, modified, improper usage, or due to faulty electric supply/connection, Voltage fluctuations, etc.
 - b) Damage is caused by accident, fire or misuse; or
 - c) The original serial numbers are removed, obliterated or altered from the air conditioner.
- 4) Customer to register Preventive Maintenance Service every SIX (6) months with Voltas, for the entire period of Warranty and Extended Warranty. Only Voltas Authorized Service Partner to carry out the Preventive Maintenance Service. Standard Labor Charges towards carrying out this Preventive maintenance will have to be borne by customer as per rate prevailing at that point of time. This is required to ensure proper functioning of the unit and to enjoy the benefits of Warranty and Extended Warranty on components, labor and gas.
- 5) The Extended warranty plan is valid only for "Household customers" & is not applicable for commercial usage. Not applicable if the unit needs to be installed in an office.
- 6) Notwithstanding anything contained in this Extended warranty and also in the event of our inability to provide services under this EW due to non-availability of spares /parts, our total liability under this Extended warranty shall not exceed the EW amount that has been received by us under the EW
- 7) FORCE MAJEURE CLAUSE – Voltas will not be liable for any breach or non-performance or delay in carrying out the obligations contained in this maintenance service terms & conditions including the servicing /repairing of the unit as a result of a strike, lock-out, industrial / labor disturbance, fire / accidental damage, a restriction imposed by the government, any act of God, riot, war or any condition arising from similar causes beyond control of Voltas.

Air Cooler Terms and Conditions

- 1) Extended Warranty coverage is applicable for labour, Gas and repair of functional components (Blower, Capacitor, Display PCB, Electrical Spares, Louver Motor, Motor, PCB, Pump, Sensor). Components will be repaired or replaced with the same or equivalent components.
- 2) The Extended Warranty does not entitle for a product replacement in case of any delay in repairs. In case Voltas is not able to repair and make the product functional due to non-availability of components, Voltas shall replace the unit with a new equivalent model as a replacement after charging depreciation value of 20% of the purchased value for each year after expiry of standard warranty.
- 3) The Extended warranty will be void in case the appliance / product is
 - a) Improperly installed by third party, repaired by unauthorized personnel, modified, improper usage, or due to faulty electric supply/connection, Voltage fluctuations, etc.
 - b) Damage is caused by accident, fire or misuse; or
 - c) The original serial numbers are removed, obliterated or altered from the air conditioner.
- 4) Notwithstanding anything contained in this Extended warranty and also in the event of our inability to provide services under this EW due to non-availability of spares /parts, our total liability under this Extended warranty shall not exceed the EW amount that has been received by us under the EW
- 5) FORCE MAJEURE CLAUSE – Voltas will not be liable for any breach or non-performance or delay in carrying out the obligations contained in this maintenance service terms & conditions including the servicing /repairing of the unit as a result of a strike, lock-out, industrial / labor disturbance, fire / accidental damage, a restriction imposed by the government, any act of God, riot, war or any condition arising from similar causes beyond control of Voltas.

Water Dispenser & Water Cooler Terms and Conditions

- 1) Extended Warranty coverage is applicable for labour, Gas and repair of functional components (Adaptor, Cabinet, Capacitor, Capillary/Filter Drier, Compressor and its accessory, Condenser Coil, Electrical Spares, Motor, PCB, Tank, Tap, Thermostat, Display PCB, Evaporator Coil, Pump, Sensor). Components will be repaired or replaced with the same or equivalent components.
- 2) The Extended Warranty does not entitle for a product replacement in case of any delay in repairs. In case Voltas is not able to repair and make the product functional due to non-availability of components, Voltas shall replace the unit with a new equivalent model as a replacement after charging depreciation value of 20% of the purchased value for each year after expiry of standard warranty.
- 3) The Extended warranty will be void in case the appliance / product is
 - a) Improperly installed by third party, repaired by unauthorized personnel, modified, improper usage, or due to faulty electric supply/connection, Voltage fluctuations, etc.
 - b) Damage is caused by accident, fire or misuse; or
 - c) The original serial numbers are removed, obliterated or altered from the air conditioner.
- 6) Notwithstanding anything contained in this Extended warranty and also in the event of our inability to provide services under this EW due to non-availability of spares /parts, our total liability under this Extended warranty shall not exceed the EW amount that has been received by us under the EW
- 7) FORCE MAJEURE CLAUSE – Voltas will not be liable for any breach or non-performance or delay in carrying out the obligations contained in this maintenance service terms & conditions including the servicing /repairing of the unit as a result of a strike, lock-out, industrial / labor disturbance, fire / accidental damage, a restriction imposed by the government, any act of God, riot, war or any condition arising from similar causes beyond control of Voltas.

Geyser/Water Heater Terms and Conditions

- 4) Extended Warranty coverage is applicable for labour and repair of functional components (Tank, Heating Element, Safety Valve, Thermostat and Electrical spares). Components will be repaired or replaced with the same or equivalent components.
- 5) The Extended Warranty does not entitle for a product replacement in case of any delay in repairs. In case Voltas is not able to repair and make the product functional due to non-availability of components, Voltas shall replace the unit with a new equivalent model as a replacement after charging depreciation value of 20% of the purchased value for each year after expiry of standard warranty.
- 6) The Extended warranty will be void in case the appliance / product is
 - a) Improperly installed by third party, repaired by unauthorized personnel, Internal Rusting of part due to water quality, improper usage, or due to faulty electric supply/connection, Voltage fluctuations, etc.
 - b) Damage is caused by accident, fire or misuse; or
 - c) The original serial numbers are removed, obliterated or altered from the air conditioner.
- 8) Notwithstanding anything contained in this Extended warranty and also in the event of our inability to provide services under this EW due to non-availability of spares /parts, our total liability under this Extended warranty shall not exceed the EW amount that has been received by us under the EW
- 9) FORCE MAJEURE CLAUSE – Voltas will not be liable for any breach or non-performance or delay in carrying out the obligations contained in this maintenance service terms & conditions including the servicing /repairing of the unit as a result of a strike, lock-out, industrial / labor disturbance, fire / accidental damage, a restriction imposed by the government, any act of God, riot, war or any condition arising from similar causes beyond control of Voltas.

OTHER Terms and Conditions

1. The Company will make their best of efforts to repair or replace the required parts as and when required in the best possible time by using same/equivalent part, but will not be bound for repair/replacement within a specified period of time.
2. Any breakage of part, Component due to customer handling or accessories external to the unit will not be in the scope of Extended warranty.
3. In case the Extended warranty obligation could not be met due to any condition beyond our control, commercial settlement will be done considering the depreciation value of the product, based on the purchase date. The company's decision in this regard shall be final.
4. This Extended warranty becomes void if there is any tampering, alteration, modification, misuse, damage, Rat bites of wires, Squirrel/insects presence inside the unit or unit repaired by other than the Voltas authorized service personnel.
5. This Extended warranty is not applicable to any defects and damages arising from force majeure conditions, accident, negligence, misuse, Corrosion & other environmental reasons.
6. Defective parts replaced under the Extended warranty will be taken back by voltas authorized personnel.
7. If the provided details are found to be incorrect at any point of time during the said period then Extended warranty will not be applicable.
8. This Extended warranty is not transferrable in case the unit is sold by the original purchaser to someone else
9. To avail Services, Call to be registered with Voltas by using WhatsApp Number 9650694555 or Customer Care call center number 9650694555/1860 599 4555, wherein only cleaning or the unit/part in the unit due to dust accumulation on portions of the unit, general explanations are not to be considered as defect.
10. Request you to verify your details given above and in case of any corrections required or further assistance (or) complaint, kindly call us on – 9650694555/1860599455 or write to us as <Vcare@voltas.com>. Our customer self-service website <https://www.voltasservice.com> or reach us on WhatsApp 9650694555
11. For Extended warranty related query please write us on WTA@voltas.com
12. This Extended warranty scope base is from manufacturer warranty and for basic details of Product warranty – Please refer User manual provided along with product.
13. The decision of Voltas Limited with regard to the settlement of all claims under this Extended warranty shall be final
14. In case of any dispute or claims settlement arising out of current Extended warranty

will be subject to jurisdiction of court in Mumbai only.