

Warranty Information:

Product Range and Warranty Offering

Category	Model	Warranty Days/Years
Ceiling Fan	Efficio / Efficio+ /Studio Renesa / Renesa + /Renesa Smart +	2 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Renesa Alpha / Studio + / Naveo	1 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
TPW series	Pedestal (Efficio) & Wall Fan (Efficio)	2 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Pedestal (Efficio+) & Wall Fan (Efficio+)	1 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
Exhaust Fan	Efficio / Studio / Studio+	1 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
Mixer Grinder	MG 1.0	2 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
Accessories	Remote, Blade Set	1 Year
	Shackle kit, Downrod, Canopy, etc.	15 days (Against transit damage only)
Gift Items / Batteries / Other not specified above		Nil

Note- The Warranty offering is valid for units bought from ATPL's Online/e-commerce, Authorised dealers-retailers, Modern Trade and General Trade Partners in India appointed from time to time (Type of service : Onsite only unless otherwise specified)

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Office : 844-844-9442
Email : support@atomberg.com

Warranty Scope

1. For availing free home/onsite service, the Product must be within warranty period.
2. For Serialized Product, with Sticker/Printed Manufacture Month – Warranty will be considered for from End User Sale Invoice date, till the time period mentioned in above table.
3. For Serialized Product, without Sticker/Printed Manufacture Month – Start date will be considered from End User Sale Invoice date, till the warranty period mentioned in above table.
4. For any query or complaint about the Product, the customer needs to register a complaint only to the Company's centralized call centre number provided below.
5. End User Sale Invoice should have a below things clearly mentioned on invoice: -
 - Valid GST Number
 - Complete address and contact number of the shop or the platform from where the product was purchased
 - Date of purchase, Model & Serial number of Product.
6. The warranty period starts from the date of the original purchase of the SKU(s) by the first end-user. The invoice may consist of different SKU(s) having different warranty periods.
7. The Company will not entertain any complaint with incomplete warranty details & service charge(s) as per company policy may apply.

Customer Helpline & Official Timing

For any assistance, please contact:

Call Centre No: **0-844-844-9442**

Email: **support@atomberg.com**

Or [Click here](#)

OFFICIAL TIMINGS 10:00 - 18:00
MONDAY TO SATURDAY
(Except Public & National Holidays)

-Same time is applicable for our field operation team (direct & authorized service partners)
-Providing services on Sunday or on non-working days depends on the availability of service technician/employee, scope & subject to the sole discretion of ATPL.

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Atomberg Limited Warranty (India)

Terms and Conditions:

1. The warranty is valid only in India.
2. Atomberg provides a Limited warranty. The limited warranty is not transferable to subsequent owners.
3. Repairs under warranty period shall be carried out by Atomberg Authorized Service Partner personnel only.
4. If, date of activation is not available then the customer will have to produce valid proof of purchase (POP) for claiming repairs under warranty. However, final warranty condition will be decided basis Elementary Level Screening (ELS) of device performed by Atomberg service partner (ASP).
5. In the event of repairs of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. The time taken for repair and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
6. Warranty does not cover user manuals, un-authorized repair, non-manufacturing defects or any normal wear and tear.
7. Warranty does not cover If the original serial number is removed, obliterated, or altered from the product.
8. Warranty registration is to be done within 1 year to avail extended warranty.
9. Loss or Damage in Transit- All claims related to loss, shortage, damage or breakage to Goods received shall be registered in writing within 7 days of delivery. Claims outside this period will not normally be considered by the Company.
10. Storage condition: After delivery of the product, customer/channel partners must crosscheck the packaging to see product is free from any damage. Product must be stored in dry place/room temperature. No related claim of damage will be entertained after 7 days of delivery.

Warranty is not valid if:

1. The defects or modification or alterations of any nature made in any part of the product by the purchaser or unauthorized personnel, as determined by Authorized Service Partner.
2. Warranty does not cover damage due to battery leak inside remote
3. Warranty does not cover voltage supply other than 160V - 250V.
4. The fan will not function above Input voltage more than 285V.
5. For remote variant Fans, Use of regulator is strictly not permitted (regulator must be bypassed) and warranty will be void for any damage to the fan and its components due to use of regulator.
[Click here to know how to bypass the regulator](#)
6. Warranty does not cover if the damage to motor winding due to usage of power supply through inverter/generator or beyond voltage range.
7. Failure to use the Product(s) in accordance with the User's Guide that may accompany the Product(s), or any other abuse or neglect with respect to the Product(s)
8. Company shall not be obliged to undertake repair of products found waterlogged, liquid damaged or tampered because of repair carried out by unauthorized repairers.

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Warranty Limitations:

1. Company is not liable for any delays, non-performance, failure or non-delivery of the products to contingencies arising from any force majeure, acts of GOD, storm, earthquake, accident, strikes, lock-out, industrial dispute, labor trouble, Pandemic, transportation embargo, imminence or the existence of any state emergency, war, war like condition, civil commotion right, inability to obtain any material, refusal of license, approval or imposition of sanctions, any measures taken by government which renders it impossible or impractical to company to perform, supply, service or deliver the product to the customer.
2. Warranty does not cover if the defects caused by household pets, rats, cockroaches or any other animals or insects.
3. Replacement of parts would be purely at the discretion of ATPL alone. In case the replacement of the entire unit is being made, (subject to the sole discretion of ATPL), the same model shall be replaced and in the event such model has been discontinued, it shall be replaced with the model equivalent as deemed by ATPL.
4. Replacement/swapping will only be done after service technician's report evaluation done by ATPL's technical head
5. In case, due to any reason ATPL or ATPL's ASPs unable to reach on location then " Customer has to bring in the product to the nearest service center for service" at own cost.
6. No warranty will be provided against the accessories purchased by the customer (Unless wrong/damage/non-functional items)- Same has to be claimed within max 7 days of delivery.
7. Company reserves the right to reject any service request from a particular area if the Company does not have any authorized service center in such area.
8. Certain parts of the equipment are not covered by the ATPL warranty due to the fact they require replacement after multiple uses. For example: All buttons, Seal, Outer connectors, etc. These parts will eventually require replacement at the owner's cost.
9. If the product is used/operated for the purpose or at a location other than the specified one in the Instruction and Guideline, the warranty will be void and stand to be terminated. In such cases, ATPL shall not be liable for any service, repair, damage, compensation, refund etc. of whatever manner.

Additional Warranty conditions:

1. Warranty for wobbling issue will be considered only within 30 days from the date of purchase.
2. Repairs carried out by company on out of warranty product are warranted for a period of 7 days from the date of handing over of the products to the customers. Related claim will be processed against the similar symptom & part related concern only.
3. **SLA:** As per standard SLA/Turn around time we are aiming to resolve the concern/query within 72hours (i.e. 3 working days) – SLA will start from the 1st working minute of the business day – In the event of upcountry cases (Beyond municipal limits/No service center zone) or cases where replacement is required – SLA will be equal to transit time of the shipment as per courier partner or 5-7 working days.
4. ATPL will repair / replace any defective parts and correct any problems resulting from workmanship free of charge. ATPL reserves the right to use reconditioned parts with performance parameters equal to those of new parts in connection with any services performed under ATPL limited warranty. Defective parts need to be submitted to ATPL or Authorized Service Center and becomes property of ATPL.

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5. The Company and the customer agree that there will be no complete replacement of the ‘Atomberg’ product whatsoever after completion of return and replacement policy. Only claims within terms and conditions of the warranty will be entertained.
6. Acceptance of the equipment and completion of the job are subject to availability of spares. If the equipment cannot be repaired due to non-availability of spares, the equipment will be returned to the customer ‘return without repair’ condition after charging the inspection charges.
7. In the event of obsolescence of a product or any other reason whatsoever, if ATPL is not able to repair/replace the product during the warranty period, ATPL will have the option to offer a product with equivalent features or give refund (within 7 working days post product returned by the customer to the ATPL), based on the utilization period of the product. The decision of Atomberg in this regard shall be final. For the purposes of refund, the calculation will be done based on the purchase invoice value not exceeding the MRP. Original proof of purchase (invoice) is mandatory to be submitted to ATPL.

Period of Purchase	Refund %
Within Three months or part thereof	80%
Between Three months up to Twelve Months	50%
Between Twelve Months up to 2 Years	30%
Between 2 Years to 3 years (Applicable for 3yr warranty product only)	10%

Charges will be applicable if:

1. In case of improper installation, service visit will be on chargeable basis. (Installation guidelines must be followed)
2. Inspection charges to be taken only when customer refuse for repair after inspection.
3. All products on which the warranty has expired will be repaired / serviced on chargeable basis only, subject to availability of spare parts and payment for the same to be made upfront.
4. Service charges per fan repair will be Rs.300 (Inclusive of labor charges & Taxes) * & Cost for any spare will charges separately. Tax/GST Invoice shall be given by the brand/authorized agency.
5. The charges for labor as well as spares used for out-warranty repair shall be as per the applicable price list approved & recommended by company at its sole discretion.
6. The estimate given at the time of acceptance of the product for repairs is provisional and may vary at the time of the detailed inspection. The final expected charge be more than initial estimate, company will proceed only after taking the approval from the customer unless it is only up to 20% more than the estimated amount.
7. In case of any damage to the product / misuse detected by Atomberg Authorized Service Partner personnel, the warranty conditions are not applicable, and repairs will be done subject to availability of parts and on chargeable basis only.
8. Re-install /second demo/ explanation/ visit proves Customer end issue /external connections or requests like connecting the external device, Regulator bypassed work etc. are on chargeable basis to customer (even though the product is in In-warranty). If not paid then warranty will be void. Example: Check whether the product is normal or abnormal, Air delivery confirmation, Regulator bypass checking.

*Final Charges/commercial can be changed time to time as it is depending on multiple factors.

*Upon no recovery of mandatory charges - Brand may void the further warranty benefits.

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Instructions & Guidelines:

1. If installation/repair of product is/to be done in place where it will be difficult to reach (on height) for service technician or in complicated places like duct, near to any valuable machinery, etc. at such time client need to arrange for equipment (like Ladder, Stool or related assistance etc) to reach at product or liable to take down the product for service by Atomberg's technician.
2. Atomberg technician's work scope is limited to Atomberg product only – Electrical/wiring, False ceiling work etc will be under customer scope – ATPL will not be liable for any compensation if any damage addressing these areas.
(Atomberg recommend False ceiling hole must be minimum 4 inch in diameter to avoid any crack due to fan shaking/swinging).
3. The customer must receive the job sheet when the product is repaired by authorized service center & the contents of the job sheet must be verified by the customer.
4. It will be helpful if the customer checks the ATPL service manual/homepage for examining product, Follow safety guidelines or seeking the trouble shooting or contact customer care to know more.
5. It is not recommended to repair the product by own.
6. The defective parts replaced while undertaking the repairs of the product will not be returned to the customer.
7. By accepting the job sheet (if provided), it is deemed that the customer agrees to all the terms and conditions mentioned in the job sheet. For any queries, please feel free to mail us at support@atomberg.com or call at 8448449442
8. The Product (Ceiling Fan) are meant to be used for household, office, indoor commercial premises. Any other use/purpose of the fan other than specified herein the company should be informed about the same & should be approved and confirmed by the ATPL.
9. Maintenance guidelines for the Fan category (till the product lifetime):
 - Monthly cleaning of Fan's blade (Moisten a cloth & wipe blades gently. Don't spray liquid on the fan and don't apply heavy pressure, which can bend the blades.
 - At the time of cleaning/maintenance, ensure all the screws and nuts of the product should be well tightened.
 - If any issue with the performance or any crack/bend on the blade or any manufacturing defect/abnormalities, then the customer must report to the Atomberg support team.
10. All products are IPX0 rated (IPX1: For special orders to B2B segments if stated in PO).
IPX0: The product offers no special protection from water. IPX1: Can resist some water that drips vertically onto the product.
(Avoid using at humid places and at extreme environmental conditions –Read user manual & Connect to Atomberg customer care team to know more so to avoid losing on warranty)
11. As per IS374 standard, For RPM $\pm 10\%$ tolerance. For wattage, the tolerance is ± 2 to $\pm 4W$.
12. Remote model:
 - The fan will not function with Square type inverter if the Voltage is above 285V and 400V peak.
13. Regulator model:
 - The fan will not function with Square type inverter if the Voltage is above 285V and 400V peak.
 - With a non-compatible Stepless (Triac based) regulator, The fan will not operate at a lower range.

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Legal:

1. This warranty is the sole and exclusive warranty. No employee, agent, dealer, or other person is authorized to alter this warranty or make any other warranty on behalf of Atomberg (ATPL).
2. Limitation on Liability: ATPL will not be held responsible for damages or monetary losses related to the purchase or the use of their equipment. ATPL excludes his responsibility for all physical and moral damages linked to the purchase and use of their products. In all cases, the damages cannot exceed the purchase price paid by the initial owner. Final decision to honor the warranty will be taken by ATPL after Company's authorized Technician-technical team inspects the defective product(s) return by the owner.
3. ATPL shall not be liable/responsible directly or indirectly for any claim for compensations, damages, any losses etc. under this "Limited Warranty" due to inconvenience, loss of time, loss of profits, loss of business opportunity, loss of data, loss of goodwill, work stoppage, any personal and / or commercial loss, compensation for mental agony, anxiety etc. resulting from the use of the product(s) or any direct or indirect loss of any nature whatsoever (including any personal injury or death).
4. The Company reserves the right, at its discretion, to change, modify, add, or remove portions of these Terms at any time by posting the amended Terms. Please check these Terms periodically for changes. Your continued use of the site or Services after the posting of changes constitutes your binding acceptance of such changes. In addition, when using any particular services, you may be subject to any posted guidelines, rules, product requirements or sometimes additional terms applicable to such services. All such guidelines, rules, product requirements or sometimes additional terms are hereby incorporated by reference into the Terms.
5. The product (ceiling fan) is meant to be used for indoor premises such as households, hotels, offices, indoor industrial/commercial premises only. The customer before purchasing the product should confirm the fitness or compatibility of the product with the ATPL if the customer intends (at its sole risk) to install the product at a premises/location other than mentioned herein. In the event the customer at its sole risk uses the product for any purposes other than listed above, the Company, its directors, or officers shall not in any manner be responsible or liable for any loss or defect, or damage that may be caused to the product or life of the customer or any other people/living being who get affected by injury or otherwise because of the product. Further, it is clarified in case of such use which is not permissible as above, the product warranty will not be applicable in its entirety and shall be void and no part or full refund or damages to life or property in any manner will be provided by the Company and/or its directors, officers or employees.
Lastly, the company and/or its directors and/or its officers shall not be responsible in any manner for any damage / normal wear and tear caused to the ceiling and/or false ceiling and/or roof while installation/inspection of the product.
6. These Terms & Conditions shall be governed by the laws of Republic of India and the courts at Mumbai shall have exclusive jurisdiction.

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