

Warranty Information:

Product Range and Warranty Offering

Category	Model	Warranty Days/Years
Ceiling Fan	Efficio / Efficio+ /Studio	2 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Renesa / Renesa + /Renesa Smart +	
	Renesa Alpha	1 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Studio +	
	Naveo	
TPW series	Pedestal (Efficio)	2 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Pedestal (Efficio+)	1 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Wall Fan (Efficio)	2 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Wall Fan (Efficio+)	1 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
Exhaust Fan	Efficio	1 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Studio	1 Year (Standard) & 1 Year (Extended - If Warranty registered with-in 1st Year of purchase)
	Studio+	1 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)

*The Warranty offering is valid for customer bought units from Authorised Online/e-commerce, Modern Trade and General Trade Partners in India (Type of service : Onsite)

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Office : 844-844-9442
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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 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: **8448449442**

Email: **support@atomberg.com**

OFFICIAL TIMINGS 10:00 - 18:00

MONDAY TO SATURDAY

(Except Public & National Holidays)

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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 customer will have to produce valid POP for claiming repair warranty. However, final warranty condition will be decided basis Elementary Level Screening (ELS) of device performed by 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 and warranty will be void for any damage to the fan and its components due to use of 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. 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.

Additional Warranty conditions:

1. Warranty wobbling issue will be considered only within 30 days from the date of purchase.
2. Repairs carried out by company on out-warranty product are warranted for a period of 15 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. 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 needs to be submitted to ATPL or Authorized Service Center and becomes property of ATPL.
4. The Company and the customer agree that there will be no complete replacement of the 'Atomberg' product whatsoever. Only claims within terms and conditions of the warranty will be entertained.
5. 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.
6. In the event of refund, subject to the sole discretion of ATPL – Beyond serviceability cases, Request will be processed on pro-rata basis w.r.t. remaining warranty duration.

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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. 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.
3. It will be helpful if the customer check the ATPL service manual/homepage for examining product, Follow safety guidelines or seeking the trouble shooting or contact customer care to know more.
4. It is not recommended to repair the product by own.
5. The defective parts replaced while undertaking the repairs of the product will not be returned to the customer.
6. 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
7. 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.
8. As per IS374 standard, For RPM $\pm 10\%$ tolerance. For wattage, the tolerance is ± 2 to $\pm 4W$.
9. Remote model:
 - The fan will not function with Square type inverter if the Voltage is above 285V and 400V peak.
10. 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.

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. 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.
4. 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.
5. 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.
6. 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.

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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 a technical inspection after the owner returns defective products.
3. 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.
4. 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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