

Service Policy – HEKA Air conditioners

Customer Contact Point

Customer will reach our call center at -----in case of any issue

Call center will function from morning 8 am to 10 pm

Any customer issue will be recorded in Jeeves CRM and transferred to respective service center

Service center & SLA

The Installation/Complaint received at call center will be transferred to our PAN India service partner M/S Jeeves

Jeeves will attend to all Installation/Service request within 48 Hrs from the time of delivery of unit in all 9000 pin codes and within 36 hrs at location which are mapped as upcountry

Gas charging if required will be done at customer place by Jeeves

The SLA will be reviewed with Jeeves team on every Monday and corrected action taken

Warranty

Livpure ACs will be covered in warranty against any manufacturing defects for 1 full year from the date of purchase.

Compressor warranty as below

1. Inverter AC – 10 Years
2. Fixed Speed AC – 5 Years

Customer will be offered, on demand 2 Free Preventive maintenance as below

1. Dry service (Cleaning of indoor filter, blowing air in the outdoor unit to clean the dust. Customer should allow use of blower at home), Checking the temperature, Noise and function.
2. Wet Service (Cleaning of indoor filter, using water to clean outdoor unit), checking temperature, noise and functions.

Gas charging will be done free of cost, if there is a compressor failure during compressor warranty period.

Replacement of Unit

Any unit which is found defective within 1 month of Installation will be replaced by Flipkart and the approval of replacement will be taken from Brand

The defective units will be handled by Flipkart and Jeeves

In case of any manufacturing problem, the unit will be returned to Brand

Charges

Standard Installation

1. Split – 1600/- (Including Tax)
2. Window – 650/- (Including Tax)
3. Stand Cost – 600/- to 800/- depending on the choice of stand

Service

4. Service Repair – 450/- (any part replacement) + Tax **(After 1 year warranty)**

5. Technician Visit – 250/- (No part replacement) + Tax **(After 1 year warranty)**
6. Gas Charging
 - a. Split 1.5 T – 1800/- + Tax **(After 1 years warranty)**
 - b. Split 2 T – 2000/- + Tax **(After 1 year warranty)**
7. Transportation - Actuals (Only in case repair has to be carried at service center)
8. Service beyond the Municipal limit of the city will be chargeable on actual

Spares Handling

All spares will be kept at a central location – Bangalore under Livpure warehouse

Spares ordered by Jeeves will be couriered directly to their service center

Information will be entered in Jeeves CRM

Reconciliation of spares will be done every month

Currently we shall monitor and maintain stock in Excel

Escalation Handling

All escalation will be given to Jeeves operation team, with a copy to Key accounts Manager

Feedback will be collected by Coordinator and recorded

Escalation Matrix will be shared with call center

Warranty Card

Company..... name..... warrants your HEKA air conditioner against failure due to defect in materials or factory workmanship under normal use and maintenance during the warranty period and subject to the conditions and exclusions set forth below. If the any functional part (“Part’s”) of the Product fails due to defect during the applicable warranty period, HEKA or its authorized representative will provide a new or re-manufactured Part, at HEKA option, to replace the failed defective Part. Alternatively, and at its option, HEKA will provide equivalent Part. This limited warranty is subject to all provisions, conditions, limitation and exclusion listed below on the warranty card. Any replacement Part will meet the intended fit and function of the original Product or Part and is warranted for the unexpired portion of the original warranty period of the Product.

Sl.no	Part Type	Type of Air conditioners	Warranty Period (From the Date of Purchase)
1	Electrical parts	Invertor	1 Year
2	Grills & Plastic parts	Invertor	No warranty
3	Compressor	Invertor	10 Years
4	Accessories	Invertor	No warranty
5	Refrigerant	Invertor	1 Year

Warranty Condition

1. Product is purchased from an authorized HEKA dealer and customer has a copy of Invoice
2. In case Invoice is not available, then the warranty period begins sixty (60) days from the date of Product manufacture (as indicated by the model and serial number)
3. Proof of purchase must be shown at time of service.

4. The warranty only applies to Products and Parts remaining in their original installation location.
5. The Product or Part must be installed properly and by HEKA authorized Partner/Technician.
6. Installation, use, care, and maintenance must be normal and in accordance with instructions given in Owners instructions
7. The Product is always serviced by a HEKA authorized Partner/Technician
8. Company will retain the replaced part/parts
9. Earthing provision is necessary for safety of self and product. The domestic wiring is done using an ISI standard wire and necessary safety devices are provided in the supply connection
10. The area where the Air conditioner is Installed is free from rodents/Insects, as it may cause harm to the Air conditioner and its functioning

Warranty Does not Cover

1. All Costs incurred for Installation of Air conditioner
2. All transportation and handling expenses incurred while repairing will be payable by the customer in advance
3. For any Air Conditioner installed beyond the

municipal limits of the jurisdiction of the authorized customer service center, charges towards technician's visit will be borne by the customer

4. While the company will make every effort to carry out the repairs at the earliest, it however is made expressly clear that the company is under no obligation to do so in a specified period of time.
5. Failure, damage or repairs including, but not limited to, any loss of data or property caused by (a) any third party product, service, or system connected or used in conjunction with the Product or Part
6. Accident, misuse, abuse or negligence by the end user.
7. Improper matching of Product components or use of parts not supplied or designated by HEKA.
8. Use of accessories or components that are not compatible with the Product.
9. Failure, defects or damage or repairs due to voltage conditions, blown fuses, open circuit breakers, the inadequacy, unavailability or interruption of electrical, Internet or mobile device carrier services or your home/building network.
10. Failure, damage or repairs including, but not limited to, any loss of data or property caused by
 - a. Any third party product, service, or system connected or used in conjunction with the Product or Part
 - b. Any use that is not designed or intended for the Product or Part.
 - c. Modification, alteration, abuse, misuse, negligence, or accident.
 - d. improper storage, installation, maintenance, repair or operation including, but not limited to, operation of electrical equipment at voltages other than the range specified on the Product nameplate or in the Owner's Manual;
 - e. Any use in violation of written instructions or specifications provided by HEKA
 - f. Any acts of God including, but not limited to, fire, water, storms, lightning, or earthquakes; or any theft or riots.

- g. A corrosive atmosphere or contact with water or corrosive materials such as, but not limited to, chlorine, fluorine, salt, sulfur, urine, fertilizers, rust, or other damaging substances or chemicals.
11. Increased utility costs and additional utility expenses.
 12. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
 13. Damage or failure caused in shipping, transit or removal.
 14. Products or Parts that have had a serial number or any part thereof altered, defaced, or removed.
 15. **ANY PERSONAL INJURY, PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.**