



Air Conditioners – Extended Warranty

AC Extended Warranty (EW) Prices (Exclusive of GST)

Year(s)	Inverter Split AC		Fixed Speed Split AC		Window AC	
	Residential	Commercial	Residential	Commercial	Residential	Commercial
1	Standard Warranty					
Yr 1 of EW (Rs.)	2200	3500	1800	3000	1800	3000
Yr 2 of EW (Rs.)	4400	7000	3600	6000	3600	6000
Yr 3 of EW (Rs.)	6270	9975	5130	8550	5130	8550
Yr 4 of EW (Rs.)	7920	12600	6480	10800	6480	10800

NOTE: Pricing above is inclusive of 5% discount on 3 years EW plan and 10% discount on 4 years EW plan.

TERMS AND CONDITIONS OF THE EXTENDED WARRANTY (EW)

What does this contract cover?

- 1) Preventive maintenance service of the unit will be done twice a year for residential customers and four times a year for commercial customers.
- 2) Extended Warranty covers repairs, rectification or replacement of components like electronic PCB, IDU evaporator coil, ODU condenser coil as well as gas charging. Defective parts shall be replaced with a functionally working or new equivalent part.

What this contract does not cover?

- 1) Repair/replacement of parts that are damaged by misuse or breakage.
- 2) All types of air filters, all plastic and metal parts and remote handset.
- 3) Repairs/replacements that occur due to:
 - Operation at high or low voltage (beyond the 210~230V range).
 - Tampering with or repair by unauthorized personnel during the warranty or extended warranty period.
 - Atmospheric conditions, rusting, corrosion or scaling.
 - Improper maintenance of the product or any use contrary to the instructions specified in user's manual supplied with the product.

General Terms and Conditions

- 1) Applicable on all the Window, Fixed speed Split ACs and Inverter Split ACs up to 2.00 Tr.
- 2) All calls must be registered through Blue Star customer care app, toll-free number, SMS or Whatsapp only.
- 3) This contract is valid only for products within 5 years of purchase.
- 4) The product should be in working condition at the time of Extended Warranty registration.
- 5) Standard Warranty means repair / replacement of any part of the AC found defective due to faulty material or workmanship, subject to the confirmation of the technical experts appointed by Blue Star Limited or its authorised service partners. It excludes all types of air filters, all plastic and metal parts, remote handset and defect caused due to improper maintenance of the product or any use contrary to the operations specified in user's manual supplied with the product.
- 6) Extended Warranty means extension of the warranty period beyond the Standard Warranty period and it starts from the expiry of the Standard Warranty.
- 7) Extended Warranty will be strictly applicable only if the installation, Extended Warranty registration and service are availed through Blue Star authorised channel partner.
- 8) Extended Warranty will be applicable only on installation calls closed in 'Starserv Technician App' with all details and customer's digital signature.
- 9) Based on the details captured in the Starserv App, Customer ID and Product ID will be generated by Blue Star and communicated to the customer and concerned channel partner.
- 10) Customer shall receive Extended Warranty Registration Letter cum Agreement for the Extended Warranty period on e-mail.
- 11) The Extended Warranty can be availed on advance payment for every year of extension before the expiry of the Standard Warranty tenure or ongoing Extended Warranty tenure.
- 12) Customer may choose to pay the Extended Warranty charges on yearly basis or for the maximum allowed Extended Warranty tenure in advance.
- 13) Blue Star reserves the right to decide, at its discretion, replacement of any defective part with a substitute without affecting the performance of the product.
- 14) All defective parts removed by Blue Star shall be the property of Blue Star. In the event Blue Star carries out repairs or replacement of any part during the contract period, the contract coverage shall thereafter continue only for the remaining period of the contract.
- 15) Company's obligation under this contract shall be limited to repair of part/s only. The maximum amount of liability with respect to any product related claim/s, if entertained by Blue Star, will be subject to the maximum retail price of the product purchased or the purchase price, whichever is lower.
- 16) Blue Star shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in repairing due to non-availability of any component or accessory, labour problem, restrictions and regulations of the government, public movement, war and any unavoidable circumstances, specially vis-à-vis the import of supplies and raw material or if Blue Star is otherwise prevented from performing its functions under this warranty.
- 17) Any fresh levies or increase in taxes/levies/rates imposed by the State or Central government or local authority on components or raw materials, installation or service as a whole after the date of the offer and during the contract will be borne by the customer.
- 18) No refund will be made for the balance period of the contract if cancelled during the term.
- 19) Change in address must be notified by customer at least 2 weeks prior to the next scheduled visit.
- 20) This contract is non-transferable.
- 21) The terms and conditions of execution of this Extended Warranty are subject to change at the discretion of Blue Star and without any prior communication.
- 22) All other terms and conditions shall remain the same as mentioned in operation manual of the product.
- 23) All disputes are subject to Mumbai Jurisdiction.



Scan to connect
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