

# Hisense Middle East Warranty Terms & Conditions

**Dear Customer,**

Thank you for the purchase of a Hisense product.

The following conditions apply to the warranty on your Hisense product, which replaces any other conditions printed or published elsewhere. Please read through the conditions carefully and make sure you understand them. If you have any questions regarding the warranty, please make contact with us on 800 HISENSE or send us an email on [service.me@hisense.com](mailto:service.me@hisense.com) .

## **Registration:**

Your registration will help Hisense Provide you with a faster service and allows you to profit from updates on new products, special offers, and driver updates to get the most of your Hisense product. Please register your limited warranty at: [www.hisenseme.com/product-registration](http://www.hisenseme.com/product-registration) by making a claim under this Limited Warranty, you will be deemed to have accepted its terms. This Limited Warranty does not affect your statutory rights.

## **Terms & Conditions:**

This product is fully guaranteed against manufacturing defaults from the date of purchase under normal use & service for the periods as indicated below:

1<sup>st</sup> year: full warranty including parts & compressor, refrigerant & labor.

2nd – 3rd year: apply once only warranty for compressor.

Kindly contact our Hisense Authorized Service Center to provide warranty related services.

- 1) The warranty provided by Hisense shall apply to manufacturing defects and covers for residential & Commercial household use only.
- 2) This warranty card must be duly completed and returned to us within 14 days from the date of purchase.
- 3) Warranty card is not transferable and not replaceable in the event of loss.
- 4) Warranty is effective for appliance purchased from an authorized Hisense distributor in GCC Countries only.
- 5) The end user is advised to contact Hisense Authorized Service Center for all after sales service.
- 6) The warranty on compressor and parts are subject to the following conditions
  - a) The purchaser is required to present warranty card and original purchase document when service is required.
  - b) Provided that, the appliance is well maintained by periodically cleaning on the air conditioner filters & Evaporator.
  - c) Non observance of clauses 6(a) and 6(b), Hisense service center reserves the right to reject for the warranty claim.
  - d) Labor is excluded after 1 year.
- 7) Under the following circumstances, parts and labour will be chargeable even during the warranty period.

- a) The serial number of the appliance has been altered, tampered with or removed.
  - b) The appliance has been tampered with, subject to misuse, negligence and damaged while in transit.
  - c) The AC has undergone repairs, modifications, or dismantled by any other person prior verification.
  - d) Defect caused by abnormal voltage or in-coming power supply from a generator.
  - e) Defect caused by fire, lightning, electrical disturbance, negligence, accidents and other natural disasters or due to deviation from recommended application and installation.
  - f) Defect caused by household pests such as lizard, rat, cockroach, etc.
  - g) Defect caused by appliances installed near to sources of oil mist in which may adhere to the heat exchanger and result in heat exchange reduction, water mists and spitting, etc.
  - h) Defect caused by chemical reaction, excessive heat, excessive dust, corrosive surroundings, such as cement factory, animal farm, etc.
  - i) Components parts which require replacement in the ordinary course of use due to normal wear and tear by reasons of their characteristic, including accessories and batteries.
- 8) Any AC installed at high rise and risky area which is inaccessible, Hisense service center can impose additional charges for the repair as manpower and equipment is involved to remove appliance.
- 9) All new AC must be installed with new copper tubing.
- 10) The warranty herein will not be valid in the following circumstances: -
- a) When the AC is being operated without Hisense genuine or manufacturer recommended parts.
  - b) The AC has not been installed (refer provided installation guide), maintained or operated in accordance with instruction given by manufacturer.
  - c) When the AC is uninstalled or piping disconnected from the original installation site.
11. Hisense liability under this warranty is limited to repairing and/ or replacing defective products only. The warranty does not cover any losses and damages caused directly or indirectly by the products.