

## WARRANTY PERIOD

1. Daikin Malaysia Sales & Services Sdn Bhd (DMSS) warrants that our products distributed by DMSS are free from manufacturing defects in materials from the date of purchase under normal use & service for the periods as indicated below:
  1. Purchase of indoor and outdoor together
    1. Compressor (1hp to 6hp)5 years
    2. Compressor (More than 6hp)1 year
    3. Stainless Steel Tank1 year
    4. Other parts1 year
  2. Purchase only indoor/outdoor and couple with DAIKIN outdoor/indoor 1 year
  3. Purchase only indoor/outdoor but couple with other brands no warranty
  4. Purchase any air purrifier set
    1. All Parts1 Year
  5. Purchase any freezer
    1. Compressor5 Year
    2. Other parts1 Year
  6. Purchase any air curtain unit
    1. All parts1 Year
2. For compressor warranty claim during the first year of the warranty period, DMSS will repair or replace faulty compressor free of charge. For the remaining years of the warranty period, DMSS will repair or replace the faulty compressor but the end users shall bear the associated labour cost. End users shall only engage DMSS authorised dealer to provide warranty related services.

## WARRANTY CONDITIONS

1. The warranty provided by DMSS shall apply to manufacturing defects only.
2. Warranty card is irreplaceable in the event of loss and is non-transferable.
3. The warranty only covers product serviced by DMSS authorized dealer and is only valid in Malaysia
4. Upon presentation of warranty registration certificate/warranty card, all defective parts shall be repaired or replaced during warranty period. DMSS reserves the right to make the final decision on the repair or replacement of the said defective part
5. The warranty on compressor and parts are subject to the following conditions:-
  1. Provided the customer and produce warranty registration certificate/warranty card.
  2. Provided that, in the case of all air conditioners, the air conditioners are serviced by DMSS authorized dealer regularly during the full warranty period at the customer's cost. The customer must produce proof of such routine servicing when lodging a claim against DMSS
  3. Non observance of clauses 5(a) and 5(b) will render the warranty on the compressor and parts null and void.
6. Under the following circumstances, parts, compressor and labour will be chargeable even during the warranty period:-
  1. The warranty card cannot be produced when claims are made.
  2. The warranty card are soiled, altered or otherwise tampered with.
  3. The serial number of the product unit or compressor has been altered, tampered with or removed.
  4. The product unit have been tampered with, subject to misuse, negligence and damage while in transit.
  5. The product unit has not been installed, maintained or operated in accordance with instructions given by manufacturer
  6. The product unit has undergone repairs, modifications, or dismantled by any other person prior to verification or approval by DMSS
  7. Defects caused by abnormal voltage on the incoming power supply is from a generator.
  8. Defects caused by fire, lightning and other natural disasters or due to deviation from recommended application and installation.
  9. Defects caused by household pests such as lizard, rat, cockroach, etc.
  10. Defects caused by indoor unit 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.
  11. Defects caused by chemical reaction, excessive heat, excessive dust, corrosive surroundings, such as cement factory, animal farm, etc.
  12. The refrigerant and labour cost to replace and install compressor will be chargeable after 12 months from date of purchase.
7. DMSS products must be installed at a location easily accessible or with sufficient space for maintenance and servicing works. Or else DMSS reserves the right to request the dealer, subcontractor or installer to remove and bring down the product before any maintenance or servicing works (repairs) is carried out.
8. This warranty does not cover the refrigeration gas contains in the condensor unit.

9. All new units must be installed with new copper tubes.
10. DMSS's liability under this warranty is limited to repairing /and or replacing defective product's only. The warranty does not cover any losses and damages caused directly or indirectly by the products.
11. This warranty does not cover external appearance against scratches, dents and abnormal wear and tear.
12. The purchaser or end user must be aware of the inherent risk of damage that is involved when storing non-durable good in freezer. **DMSS** shall not in any event or circumstances whatsoever be responsible or liable for any goods damages or losses as the result of product breakdown or malfunction.

## **EXCLUSION**

The warranty herein will not be applicable in the following circumstances :-

1. When the product is being operated without DAIKIN genuine or manufacturer recommended parts
2. When the equipment is removed or relocated from the original installation site.
3. When the equipment is no longer owned by the original purchaser as specifier by the warranty registration certificate/warranty card with DMSS verification

Version: DWCH1016-1

**Head Office:**

TB-L22, Level 22, Tower B, Plaza 33,  
No. 1, Jalan Kemajuan, Seksyen 13,  
46200 Petaling Jaya, Selangor Tel : 03-79538388

**Branches:**

**Kedah:** 047330235/7305670 **P. Pinang:** 043311670 **Perak:** 055482307

**Melaka:** 062881133 **Johor:** 075577788 **Kelantan:** 097474578/678

**Pahang:** 095676778 **Sabah:** 088722194/5 **Sarawak:** 082333299

Visit us at : [www.daikin.com.my](http://www.daikin.com.my) Email : [customer\\_service@daikin.com.my](mailto:customer_service@daikin.com.my)

Call Centre Hotline: 1300-88-9675