

**KELON AIR CONDITIONING WARRANTY DOCUMENT RESIDENTIAL & LIGHT COMMERCIAL
12 MONTH LIMITED WARRANTY ON UNIT and PARTS
60 MONTH LIMITED WARRANTY ON COMPRESSOR
(ON MACHINES UP TO 72,000 BTU ONLY)**

DEFINITIONS

1. Company: Refers to KELON Air Conditioning.
2. Authorized: Refers to an installer, engineer, or technician accredited by KELON.
3. Compensation: Refers to the replacement or repair of defective parts at the Company's discretion.
4. Consumer/Purchaser: Refers to a natural or legal person purchasing goods from KELON.
5. Defective Part: Refers to a part that has malfunctioned due to a manufacturing fault.
6. Goods: Refers to air conditioning units and related products supplied by KELON.

WARRANTY TERMS AND CONDITIONS

1. Warranty Coverage

Subject to the terms and conditions stated herein, KELON provides a warranty to the original purchaser of the KELON Air Conditioner for 12 months on unit parts and 60 months on the compressor from the date of installation. This warranty is valid only if the product is serviced in accordance with the service standards outlined in the service schedule and complies with corrosive environment requirements. Failure to adhere to the service schedule will render this warranty null and void. This warranty applies only to products purchased on or after 1 January 2025.

2. Scope of Warranty

This warranty covers defects arising from original manufacturing faults, defective assembly, or faulty materials. It does not cover:

- a. Defects caused by incorrect installation or subsequent service.
- b. Repairs or replacements due to normal wear and tears, improper operation, or failure to maintain the product.
- c. Damage from improper cleaning methods, insect or vermin infestation, maltreatment, misuse, or excessive use (exceeding 80 hours per week).
- d. Damage caused by incorrect voltage, power surges, load shedding, lightning, accidents, flooding, fire, acts of God, public disturbances, or rust and corrosion (due to environmental or other factors).
- e. Work carried out by unauthorized personnel or incorrect sizing of the unit for the required application.

3. Warranty Repairs

During the warranty period, defects covered by this warranty will be repaired by the installing dealer or an authorized KELON service center. Only the cost of parts will be covered. Labor costs for repairs will not be covered by KELON and is to be covered by the installing dealer for the warranty period.

4. Exclusions

KELON shall not be responsible for:

- a. Charges related to dismantling, reassembling, transportation, or storage of the product.
- b. Injury to persons or property, work stoppage, impairment of other goods, or any consequential damages.
- c. Repairs carried out by unauthorized dealers or service providers.

5. Warranty Transferability

This warranty is non-transferable and is valid only for the original purchaser of the product.

6. Unauthorized Repairs or Alterations

The warranty will lapse if:

- a. Repairs are carried out by unauthorized personnel.
- b. Any unauthorized alterations are made to the product.

7. Service Requirements

To maintain the validity of this warranty, the product must be serviced as follows:

- a. Domestic Applications: Annually.
- b. Commercial Applications: Every 6 months.
- c. Corrosive Environments: Monthly.
- d. Dusty or Dirty Environments: Every 3 months.

Proof of service must be maintained by the purchaser.

8. Export Warranty

For export purposes, the warranty is applicable on a parts-only basis, with parts to be collected in the country of purchase.

9. Legal Rights

This warranty is in addition to any statutory rights or warranties provided by law.

ADDITIONAL WARRANTY TERMS (INSPIRED BY KELON WARRANTY)

1. Dead on Arrival (DOA) Policy

- a. A DOA warranty is provided to the distributor or customer for 12 months on unit parts and 24 months on the compressor from the date of delivery at the distributor's premises.
- b. The distributor must provide a technical report, including photographs, to KELON within 48 hours of the DOA claim.
- c. The warranty will be void if the product is not installed according to manufacturer specifications.

2. Spares Allocation

- a. KELON will provide spare parts to the value of 1.0% of all container shipments to the distributor.
- b. The distributor must submit a purchase order for the 1.0% spares allocation. If no order is received, KELON will provide factory-suggested spares.
- c. The distributor is responsible for maintaining sufficient stock of major spare parts to uphold the warranty.

3. Post-Installation Warranty

- a. This warranty applies only to products purchased on or after 1 January 2025.
- b. It covers defects caused by manufacturing faults but excludes issues arising from incorrect installation, misuse, or environmental factors.
- c. Repairs must be carried out by authorized KELON service providers.

4. Limitations

- a. KELON shall not be liable for incidental, consequential, or indirect damages, including lost profits or data.
- b. The remedies described in this warranty constitute the full extent of KELON's obligations.

DOA CREDIT REQUEST FORM

KELON DEALER INFORMATION

Date of Submission:

Dealer Name:

Contact Number:

Technical PIC:

Mobile Number:

DOA PRODUCT DETAILS

Model Number:

Serial Number:

Specify Issue of Product:

CLIENT OF DEALER DETAILS

Client/Company Name:

Contact Number:

Product Images:
(Attach clear images of the defective product)

Dealer Signature:

PRIVACY POLICY

Introduction

This Privacy Policy regulates how KELON collects, uses, and protects your Personal Information. By using our Website, Services, or providing your information, you agree to the terms of this Privacy Policy.

Personal Information

Personal Information refers to information that can identify you, such as your name, contact details, and payment information. We collect this information directly from you, public sources, or third parties.

Children's Privacy

We do not intentionally collect information from children under 18. If necessary, we will process such information with parental consent.

How We Use Your Information

We use your Personal Information to:

- Provide and improve our Services.
- Communicate with you.
- Conduct market research and analysis.
- Comply with legal obligations.

Information Sharing

We do not sell your Personal Information. We may share it with authorized service providers, legal authorities, or business partners as required.

International Transfers

Your Personal Information may be transferred to other countries, but we ensure adequate data protection measures are in place.

Your Rights

You have the right to access, correct, or delete your Personal Information. You may also object to its processing or withdraw consent.

Security

We implement technical and organizational measures to protect your Personal Information. However, internet transfers are not completely secure.

Direct Marketing

We may send you marketing communications if you consent. You can opt out at any time.

Retention of Personal Information

We retain your Personal Information only as long as necessary for the purposes outlined in this Privacy Policy.

Lodging a Complaint

If you have concerns about our privacy practices. You may also lodge a complaint with the Information Regulator.

SERVICE SCHEDULE

To ensure optimal performance and maintain warranty validity, the following service tasks must be performed by an authorized KELON dealer:

- Clean indoor and outdoor coils.
- Check indoor and outdoor fan motors.
- Inspect fan blades for damage or imbalance.
- Verify all electrical connections.
- Check for oil spots on refrigerant piping.
- Clean and inspect condensate drains.
- Replace or clean air filters.
- Verify cooling and heating operation (if applicable).
- Check refrigerant pressures and running current.
- Measure on/off coil temperatures (indoor and outdoor).
- Clean unit cabinets and inspect for corrosion.
- Apply or reapply corrosion protection treatments as needed.

WARRANTY REGISTRATION AND SERVICE RECORD

Customer Name:

Customer Address:

Indoor Model No:

Indoor Serial No:

Outdoor Model No:

Outdoor Serial No:

Company Name of Installer:

Installer Name:

Contact Number:

Date of Installation:

WARRANTY PERIODS:

- First 12 Months:** Unit Parts and Labor.
- First 60 Months:** Compressor Parts Only.

