

Annual Maintenance Contract (AMC) Terms & Conditions

1. Haier Appliances India Private Limited (HIL) or its authorised partners are permitted to enter into AMC agreements. The validity period of the AMC shall be as stated in the form or on the HIL invoice, and it must be duly signed by a representative of HIL or an HIL-authorised partner.
2. All payments for the AMC must be made in advance, along with the duly completed AMC form.
3. If the AMC is purchased after the expiry of the warranty period or a previous AMC, it will be granted only after an inspection of the equipment by a company representative to verify that it is in working condition. If the product is found to be defective and requires repair, it must first be repaired at the customer's expense (including Labor and parts) before AMC services will commence.
4. If the product is out of warranty, the AMC will start 30 days after the invoice date. Any service call raised within these 30 days will be chargeable to the customer.
5. Renewal of the AMC can only be requested within 30 days before its expiry. Customers are not permitted to purchase more than one AMC at the same time.
6. All complaints must be registered exclusively through Haier's authorized channel. Any change of address must be communicated by the customer in advance.
7. The company shall have no obligation to provide repair or service if the issue arises due to improper use; unauthorized alteration, modification, or substitution of any part; alteration, defacement, or removal of the machine's serial number; abnormal voltage fluctuations; rat bites; neglect; acts of God (such as floods, lightning, earthquakes, etc.); or any cause other than ordinary use. If services are required due to any of the aforementioned causes, such services will incur additional charges.
8. Main liner cracks, doors, bulbs, rubber pads, remotes, stabilizers, consumables, grills, sheet metal parts, and any damage to aesthetic components are not covered under this contract. If the same or similar parts are required during service or repair, the charges will be borne by the customer.
9. Damage to the product or any parts caused by transportation or shifting is not covered under this contract.
10. This contract does not include any software support or installations. Haier Appliances India Pvt. Ltd. shall not be responsible for any damage to, or loss of, programs, data, or removable storage media, including any consequential loss or damage.
11. Haier Appliances India Pvt. Ltd. provides no warranty whatsoever on any third-party peripherals, whether purchased as part of a system or bundled with it (e.g., USB drives, CDs, stabilizers, etc.).
12. AMC coverage will not apply if the product is used for commercial purposes.
13. All defective components shall be replaced with compatible working parts. The replaced defective parts shall become the property of the company.
14. While every effort will be made to give preferential attention to emergency breakdowns, the company shall not be held responsible for any loss arising, including but not limited to consequential losses.
15. Equipment brought to the service centre will remain there at the customer's risk. The company will not be responsible for any damages caused by factors beyond its control.
16. If the customer wishes to cancel the AMC before the completion of the period mentioned in the form, there shall be no refund for the unexpired period.
17. The contract is non-transferable in the event of resale or gifting to any other person, and no refund shall be given.
18. The Comprehensive AMC contract shall cover the following functional parts:

AC & Home Appliances Products: Compressor, Thermostat, Relay, OLP, Fan Motors, Timers, PCB, Heaters, Air dampers, Ice Maker, Temperature sensors, Evaporators, Condensers, Refrigerant charging, Driers, Capillary, Blowers, Fan Blade, Control Box, Magnetron, Electrical switches, Internal Transformers, Diodes, Capacitors, Wire harness, Wash & Spin motors, Gear Box,

Clutch Assembly, Drum, Inner tub, Bellows, Bearing & Lip Seal, Drain motor, Pump, Electrical Valves, Buzzer, Suspension, Key Membrane, Remote PCB.

Consumer Electronics Products: Chassis, PCB, Tuner, Picture Tube or Panel, SMPS, FBT, Guns, Speakers, Capacitors, Diodes, Transformer, Transistors, IC, Remote PCB.

19. Gas charging is covered for all cooling products registered under the Comprehensive AMC contract only.
20. In the event that services cannot be provided under this AMC due to non-availability of spares or parts, Haier Appliances India Pvt. Ltd.'s depreciation policy shall apply.

Month from Date of Invoice	Depreciation						
	Washing Machine	Refrigerator	Air Conditioner	MWO	LED	Freezer	Water Heater
0-12 Months	0%	0%	0%	0%	0%	0%	0%
13-24 Months	20%	20%	20%	20%	30%	30%	15%
25-36 Months	45%	45%	45%	45%	50%	50%	30%
37-48 Months	65%	65%	65%	65%	70%	70%	45%
49-60 Months	80%	80%	80%	80%	90%	90%	60%
61-72 Months	100%	100%	100%	100%	100%	100%	75%
73-84 Months	100%	100%	100%	100%	100%	100%	90%
>84 Months	100%	100%	100%	100%	100%	100%	100%

21. This contract is not valid for any item not supplied or certified by Haier Appliances India Private Limited (HIL) and covers only the base configuration as originally shipped from Haier Appliances India Pvt. Ltd. Any additions or alterations to hardware will not form part of this contract and will be chargeable to the customer.
22. Haier Appliances India Pvt. Ltd. will repair or replace any defective parts and correct any problems resulting from workmanship free of charge. Haier Appliances India Pvt. Ltd. reserves the right to use reconditioned parts with performance parameters equal to those of new parts in connection with any services performed under this AMC. Defective parts must be submitted to Haier Appliances India Pvt. Ltd. or an SF/ASC (Service Franchisee/Authorised Service Center) and will become the property of Haier Appliances India Pvt. Ltd.
23. All disputes are subject to New Delhi jurisdiction.
24. For Split & Commercial air conditioners, the AMC will cover both the indoor and outdoor units under a single contract. The serial numbers of both units will be recorded in the system.
25. In the case of a Comprehensive AMC for Commercial Air-conditioners, condenser and evaporator coils, thermostat, plastic parts, and remote controls are not covered under the AMC contract.
26. During a preventive maintenance visit, the SF/ASC (Service Franchisee/Authorised Service Centre) engineer will inspect the product, clean both external and internal components, clean the condenser and drip tray (for refrigeration products), and provide product usage tips.
27. Entitlement to Preventive Maintenance Services:
 - Customers holding a Comprehensive AC AMC are entitled to **1 dry service and 1 wet service per year** as part of the preventive maintenance schedule.
 - Customers holding a Comprehensive Commercial Air-Conditioner (CAC) AMC are entitled to **1 wet service per quarter** as part of the preventive maintenance schedule. (4 PMS Yearly*)
 - Customers holding a Comprehensive KA-Hood/Hob AMC are entitled to **1 dry service and 1 wet service per year** as part of the preventive maintenance schedule.

Labor AMC Additional Highlights (Only for Labor AMC)

1. Under Labor AMC, customers are entitled to **1 dry service and 1 wet service per year**.
2. Labor AMC covers **only Labor charges**. All other charges, such as gas and spare parts, will be borne by the customer.
3. All the terms and conditions remain the same as the Comprehensive AMC, **excluding points 18 and 19**.

Note: - Customer has to log in to the Service Request (For PMS) through the Haier platform (Website/ Toll Free No/ WhatsApp)