

TERMS AND CONDITIONS FOR PRODUCT WARRANTY

1. WARRANTY COVERAGE

1.1 THIS PRODUCT COMES WITH A ONE-YEAR WARRANTY COVERING FACTORY DEFECTS FROM **SINGAPORE AUTHORISED RESELLER**S PURCHASED AND THE DATE OF INSTALLATION.
1.2 THE WARRANTY COVERS DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE, AS DETERMINED BY THE MANUFACTURER.

2. 1-TO-1 EXCHANGE POLICY

2.1 A 1-TO-1 EXCHANGE IS APPLICABLE ONLY FOR FACTORY DEFECTS AND CAN BE CLAIMED WITHIN 7 DAYS FROM THE INSTALLATION DATE.
2.2 EXCHANGE IS SUBJECT TO INSPECTION AND APPROVAL BY THE MANUFACTURER.

3. ON-SITE WARRANTY

3.1 THE FIRST MONTH FROM THE INSTALLATION DATE IS COVERED UNDER ON-SITE WARRANTY, WHERE SERVICE AND REPAIRS WILL BE PROVIDED AT THE INSTALLATION LOCATION.
3.2 CUSTOMERS MUST CONTACT THE MANUFACTURER TO ARRANGE ON-SITE SERVICE.
3.3 SERVICE REQUESTED ON-SITE ATFER FIRST MONTH PERIOD FROM INSTALLATION DATE (FEES APPLIED- WEST / CENTRAL $40 , NORTH /EAST $35) EXCLUDING PARTS REPLACEMENT FEES

4. OFF-SITE WARRANTY

4.1 AFTER THE FIRST MONTH, THE WARRANTY CONTINUES AS AN OFF-SITE WARRANTY FOR THE REMAINING 11 MONTHS (A TOTAL OF 1 YEAR FROM THE INSTALLATION DATE).
4.2 UNDER OFF-SITE WARRANTY, THE CUSTOMER IS RESPONSIBLE FOR SENDING THE PRODUCT TO THE MANUFACTURER'S SERVICE CENTER FOR REPAIRS.

5. SELF-INSTALLATION WARRANTY

5.1 IF THE PRODUCT IS SELF-INSTALLED, THE ONE-YEAR OFF-SITE WARRANTY REMAINS APPLICABLE.
5.2 ANY DAMAGE CAUSED DURING SELF-INSTALLATION IS NOT COVERED UNDER WARRANTY.
5.3 REPLACEMENT PARTS DUE TO SELF-INSTALLATION DAMAGE WILL BE SUBJECT TO ADDITIONAL CHARGES.

6. EXCLUSIONS & LIMITATIONS

6.1 THE WARRANTY DOES NOT COVER:
• PHYSICAL DAMAGE CAUSED BY IMPROPER INSTALLATION, MISUSE, OR ACCIDENTS.
• DAMAGE DUE TO UNAUTHORIZED MODIFICATIONS OR REPAIRS.
• NORMAL WEAR AND TEAR OR COSMETIC DEFECTS THAT DO NOT AFFECT FUNCTIONALITY.
6.2 WARRANTY CLAIMS MUST BE ACCOMPANIED BY PROOF OF PURCHASE AND INSTALLATION DATE.

7. WARRANTY CLAIM PROCESS

7.1 TO INITIATE A WARRANTY CLAIM, CONTACT THE MANUFACTURER'S SERVICE CENTER WITH PURCHASE DETAILS AND A DESCRIPTION OF THE ISSUE.
7.2 THE MANUFACTURER RESERVES THE RIGHT TO INSPECT THE PRODUCT BEFORE APPROVING ANY WARRANTY SERVICE.