

Whitelion Systems Pvt. Ltd



# **Service Policy**

Whitelion Projects  
Financial Year 2024-25

## Warranty Policy

By purchasing any product of **WHITELION SYSTEMS PVT. LTD.**, you agree to the terms and conditions of warranty of that product as mentioned below:

We, **WHITELION SYSTEMS PVT. LTD.**, herein referred to as a "Company", provide warranty after installation to end users as per annexure available on our website [www.whitelion.in](http://www.whitelion.in). The warranty assures that the company will repair/replace the product or part of the product on manufacturing defects within the warranty period. Any service or visit after the warranty period may be a chargeable service/visit. Any service/visit within a warranty period will be chargeable if there are found any issues other than manufacturing defects.

To avail installation by company personnel, charges will be applicable as per product.

1. The applicable warranty period commences from the date of purchase or 6 months additional from the date of manufacturing, for each relevant Product (hereinafter defined) under the categories of Normal Household Use Only and Commercial Use Only. During the said applicable warranty period, **WHITELION SYSTEMS PVT. LTD.** (hereinafter referred to as "We", "Us" or "Our") will furnish without charge labour, transport, and/or replacement parts (or pay for same) necessary to repair or replace the Product specified under the warranty card ("Product") due to defects in the material or manufacturing faults subject to the terms and conditions hereunder.
2. This limited local warranty ("this warranty") does not cover minor imperfections in Products that meet design specifications or imperfections that do not materially alter functionality. We make no satisfaction guarantees, performance guarantees, risk-free guarantees, error-free guarantees, any express or implied warranties including but not limited to fitness for a particular purpose, performance, use or merchantability. Whether by statute, common law or otherwise are excluded to the maximum extent permissible by applicable laws.
3. **TIME FOR SERVICE** : Service will be available during Our Operation Hours.
4. **PLACE OF SERVICE** : Service will be provided on-site or at the location of Our Customer Service Center depending on the type of warranty covering the Product.
5. To be eligible for the warranty coverage, (i) You will have to show the invoice that came with the Product; and/or (ii) Show valid proof of purchase as and when required. Please note that Products that are not registered under the terms and conditions herein, without valid proof of purchase and/or with proof of purchase that has been altered or illegible, shall be deemed to be outside the cover of this warranty
6. If there are any missing part(s), faults and/or defects which do not conform to the sales contract, invoice or packaging ("Defects") which can reasonably be discovered through visual inspections on the date of purchase or immediately thereafter must be reported within seven (7) days of the date of purchase, failing which, no Defects will be deemed to be present at the time of purchase. Claims relating to such Defects must be supported in writing by; or processed through, the authorized distributor or retailer where you have purchased the Product.
7. If the customer has defaulted in payments of any of its dues to the dealer/retailer/distributor, this warranty shall stand suspended till the time the customer clears all his dues and such shall be counted in calculating the total period of warranty. In this type of circumstances, the Company reserves the right to repair/replace under this policy at its discretion.
8. In case of support, the customer shall report their complaint through proper channels only.
9. We reserve the right to impose charges for services on the Product which are outside the cover of the warranty. We also reserve the right to decline to provide service where the Product is obsolete, no longer deemed serviceable or replaceable for any reason. Products after servicing or inspections must be collected within three (3) months from the date of notification. We may dispose of the Product which remains uncollected after three (3) months, without notice to you, in any way We deem fit and We may also claim any damages from you including any costs for the storage of the Product. We reserve the right of lien for unpaid charges.
10. Time shall not be of the essence as our services can be inadvertently affected by factors outside our control. We shall not be liable for any losses or damages howsoever arising out of delays, loss of use, etc.; nevertheless, We shall make reasonable efforts to inform you in the event where the service may exceed 5 working days from the date of service request.
11. If the Product or a unit, consumables, part or subassembly requires repair, We may, at Our option and discretion, repair, replace or exchange it with an equivalent Product, unit, consumables, part or subassembly that is new or refurbished. We will retain the replaced part or Product that is exchanged during service as Our property, and the replacement part or Product will become your property. Repaired, replaced or exchanged parts or Products will continue to be under warranty for the remaining Product warranty period.
12. If service is required, you agree to make the Product reasonably accessible to Us. Products not reasonably accessible or cannot be safely accessed will be deemed to be outside the cover of this warranty.
13. We shall reserve the right to vary the coverage or refuse to cover Products which, in Our records, are indicated as "End-of-Line" or "Clearance".
14. This warranty is good only to the person named as the owner of the Product in the invoice and the Product whose serial and/or model number corresponds with the Product Installation Location specified under the Product registration portal and is not assignable and/or transferable.
15. We shall reserve the right to vary, modify or change the terms and conditions herein due to change(s) in the availability of services, Products and/or spare parts or to comply with applicable policies, rules, regulations and law, without notice.
16. **LIMITATIONS OF COVERAGE** – This warranty does not cover:
  - (i) Any Product purchased outside India.
  - (ii) Damage, fault or failure due to alteration or repairs made by anyone other than Us, or the use of supplies and accessories other than those manufactured by Us.
  - (iii) Damage, fault or failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, improper installation, damage caused by spillage of foods/liquids, wrong usage of electrical supply and voltage, abnormal voltage, excessive heat, dust, corrosive surroundings, chemical reaction, failure to maintain the Product, failure to operate or use the Product according to instructions, accident, mishandling, misuse, tampering, vandalism, theft, fire, lightning, flood, wind, freezing, power failure, static, normal wear and tear, pests, vermin, foreign matter entering the Product, inadequate or excess power supply, unusual atmospheric conditions, or acts of war or acts of God.
  - (iv) Damage, fault or failure resulting from software, virus(es), electrical wiring and connections, user facilitated minor adjustments and settings, external antenna or local reception problems, structural problems of your premises, inaccessible Products or parts, negligence, misuse, tampering or abuse, whether willful or not.
  - (v) Damage, fault or failure due to improper transportation, inappropriate storage conditions or materials, improper ventilation, reconfiguration of the Product, movement of the Product.
  - (vi) Damage, fault or failure due to or arising out of, transit or delivery, packing, unpacking, assembly, installation, routine maintenance, dismantle, relocation or removal.
  - (vii) Non-failure problems that do not require parts and intermittent issues, including without limitations, reception and/or incompatibility issues, demonstration, training, reminders, adjustments, set-up, installations, battery change, replenishing of consumables, short circuit, routine maintenance and servicing, periodic check-ups, cleaning, checking of improper operation or incorrect use. We will not pay for adjustments or repairs required because of conditions at your location or specific to you.
  - (viii) Products where the serial number is removed, defaced or made illegible, parallel imported sets, Products purchased overseas or from non-authorized dealers or retailers, second-hand sets, Products sold "AS IS", "REFURBISHED" or bearing similar notations.
  - (ix) Cosmetic defects, reduced or impaired functionality, reduced lifespan or limitations of Products which, in Our records indicate, are second hand, "Used", "Refurbished", "Open Set" or "Display Sets".
  - (x) Any utilization of a Product that is inconsistent with either the design of the Product or the way the manufacturer intended the Product to be used. Any installation and/or modifications that prevents normal service. Any cases in which a reasonable manufacturer of such a Product would not honour the warranty of the Product.
  - (xi) Normal wear and tear and cosmetic damage such as but not limited to corrosion, scratches, dents, rust, stains. Non-functional parts such as, but not limited to, plastics and finishes. Expendable or lost items, such as but not limited to cables, earbuds or headphones.
  - (xii) Consumables. Consumables are defined as any part or component of an expendable nature and/or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not and whether such consumables originate from Us or not. Consumable items include without limitation, replacement parts, gas refills, refrigerant and other miscellaneous materials for the Product, installation materials, which include without limitation, inlet/outlet hoses, insulation materials, copper piping, PVC piping and electrical wiring.
  - (xiii) Consequential losses and/or damages as a result of malfunctioning of, damage to, failure of an operating part of the covered Product, or damages, fault or failure as a result of any repairs or replacements under this warranty. Damages, fault or failure caused by delays in the rendering of Our services or loss of use during servicing or otherwise awaiting parts are not covered. You are responsible for creating backups of all your data and software regularly.
  - (xiv) Damages, fault, failure, imperfections, caused by abuse, tampering, illegal use, negligence, prolonged use or operation.
  - (xv) Products that are leased, rented, used exceeding normal limits, used continuously and/or subject to abuse, unreasonable, abnormal or extreme operations.
  - (xvi) Invoice is altered, defaced or erased in any manner whatsoever.

We reserve the right to charge you for any reasonable and applicable costs and expenses (at prevailing rates) relating to or arising out of the repair or replacement under these excluded circumstances.

17. Product warranty may vary from country to country. This limited warranty is only applicable to Products purchased from Our authorized dealers and retailers in India. Servicing is available only in India. The Product when covered under this limited manufacturer warranty shall include only its original configuration, design or specifications. Unless otherwise provided herein, coverage does not and will not apply to any consumable items, non-functional parts, accessories that are used in conjunction with or to enhance the performance of the covered Product.
18. To the maximum extent possible under applicable laws, we (including our affiliates, our agents and contractors) will not under any circumstances or under legal theory (whether based in contract, tort or otherwise) be liable for any indirect, incidental or consequential losses and/or damages, including without limitation, property damage, lost time, loss of use, loss of data, delays in servicing or the inability to render service on any covered Product.
19. The defective Products or parts thereof covered under this warranty shall be repaired or replaced (with comparable and/or refurbished equipment or parts) as determined by us at our sole discretion free of charge. To save for personal injury and death caused by our negligence and to the maximum extent permitted by applicable laws, the remedies in this warranty are your sole and exclusive remedies and our liability, howsoever arising out of, relating to or in connection with this warranty, shall not under any circumstances exceed the Product purchase price.
20. None of Our employees, distributors, dealers, retailers, contractors, agents has the authority to vary, modify or amend any of the terms and conditions of this warranty.
21. Our decisions regarding all matters concerning this warranty shall be final and binding.
22. This warranty is governed under the laws of India and does not affect your statutory rights as a consumer in any way
23. This policy is issued at Surat, Gujarat, India and courts here shall have exclusive jurisdiction on matters covered by or arising out of this policy. The customer agrees to the exclusive jurisdiction at the court of Surat, Gujarat, India

## Replacement Charges

City	Replacement charge per model(Qty) - INR	Time to service (Working days)
<b>Gujarat</b>		
Surat	300	2
Ahmedabad	300	2
Vadodara	300	2
Rajkot	300	2
Gandhidham	300	5
Bhuj	300	5
Jamnagar	300	5
Bhavnagar	300	5
Ananad	300	4
Bardoli	300	4
Navsari	300	4
Vapi	300	4
Bharuch	300	5
Ankleshwar	300	5
Valsad	300	7
Mahesana	300	7
Morbi	300	7
<b>Rajasthan</b>		
Jaipur	300	2
Kota	300	4
Bikaner	300	5
Churu	300	5
Jhunjhunu	300	5
Sikar	300	5
Ajmer	300	5
Bundi	300	5
Bhilwara	300	5
Jodhpur	300	5
<b>Uttar Pradesh</b>		
Lucknow	300	2
Kanpur	300	5
Gorakhpur	300	5
Mathura	300	5
<b>Maharashtra</b>		
Mumbai	300	2
Pune	300	2
Kolhapur	300	4
Nashik	300	4
Uran	300	4
Dombivalli	300	4
Sangli	300	5
Icchakaranji	300	5
Amravati	300	5
Akola	300	5
Nagpur	300	7
<b>Chhattisgarh</b>		
Raipur	300	7
<b>Delhi NCR</b>		
Delhi	300	2
Gurgaon	300	4
Noida	300	4
<b>Jharkhand</b>		
Ranchi	300	5
Jamshedpur	300	5
<b>Bihar</b>		
Patna	300	5
<b>Madhya Pradesh</b>		
Neemuch	300	2
Indore	300	4
<b>West Bengal</b>		
Kolkata	300	2
<b>Karnataka</b>		
Bangalore (Urban)	300	2
Bangalore (Rural)	300	4

\*\*1 Working Day = 12 Hours



Model Warrantee Policy							
Model	A	B	C	D	E	F	G
Posh	1.5	1	Free	6	Replacement Charge	Replacement Charge + Spare Parts	MRP
Quartz	1.5	1	Free	6	Replacement Charge	Replacement Charge + Spare Parts	MRP
Mocha	1.5	1	Free	6	Replacement Charge	Replacement Charge + Spare Parts	MRP
Wi-Fi Chip	1.5	1	Free	6	Replacement Charge	Replacement Charge + Spare Parts	MRP

**Note:** In warrantee and guarantee period only manufacturing defects are covered, Non manufacturing defect treated as charges "after warrantee period(G)".

- A =** Buffer Period (In Years)
- B =** Guarantee Period (In Years)
- C =** Charges under Guarantee Period
- D =** Warrantee Period (In Years)
- E =** Charges under Warrantee Period (Manufacturing Defect)
- F =** Charges under Warrantee Period (Physical Damage)
- G =** Charges after Warrantee Period

**Buffer Period :** The buffer period refers to the time span between the bill date and 1.5 years from that date. This period is counted similarly to the guarantee period.



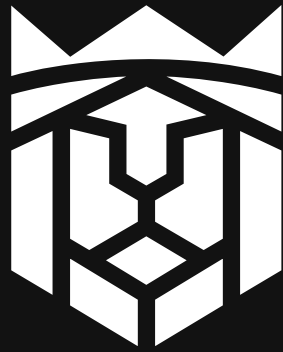
## Model Warrantee Policy

Model	Warrantee Period (in Months)	Upgradeable Warrantee Period	Charges under Warrantee Period	Charges under Upgradeable Warrantee Period	Charges after Warrantee Period
Motion Sensor	12	2 Year (Upgradeable on registration)	Free	Free	MRP
HL	12	NA	Free	NA	MRP
RC2	6	NA	Free	NA	MRP
<b>AirHome Configuration Support</b>					
Onsite	12	NA	Free	NA	₹ 1000
On-call	12	NA	Free	NA	₹ 500
<b>Alexa Configuration Support</b>					
Onsite	6	NA	Free	NA	₹ 500
On-call	6	NA	Free	NA	₹ 250
<b>Google Home Configuration Support</b>					
Onsite	6	NA	Free	NA	₹ 500
On-call	6	NA	Free	NA	₹ 250



## Spare Part Cost

Model	Touch	Power Module	Model	Touch	Power Module
<b>POSH</b>			<b>Quartz</b>		
2I	₹ 775	₹ 775	2P 6A-13A	₹ 545	₹ 545
2M	₹ 1225	₹ 1225	2P 6A	₹ 1095	₹ 1095
2C	₹ 1275	₹ 1275	2I	₹ 1495	₹ 1495
2B	₹ 925	₹ 925	2M	₹ 1995	₹ 1995
2A	₹ 1275	₹ 1275	2C	₹ 2005	₹ 2005
2S-AC	₹ 1725	₹ 1725	2B	₹ 1445	₹ 1445
2S-DC	₹ 1725	₹ 1725	2A	₹ 1825	₹ 1825
3M	₹ 1675	₹ 1675	2S-AC	₹ 2745	₹ 2745
3SC	₹ 2720	₹ 2720	2S-DC	₹ 2745	₹ 2745
3C	₹ 2060	₹ 2060	3M	₹ 2375	₹ 2375
4M	₹ 2050	₹ 2050	3SC 1	₹ 3995	₹ 3995
4F	₹ 2175	₹ 2175	3C	₹ 3090	₹ 3090
4SC	₹ 3130	₹ 3130	4M	₹ 2895	₹ 2895
4HI	₹ 1950	₹ 1950	4F	₹ 3175	₹ 3175
4HO	₹ 2070	₹ 2070	4SC	₹ 4620	₹ 4620
4HISC	₹ 3130	₹ 3130	4IP	₹ 2515	₹ 2515
6M	₹ 2375	₹ 2375	4MP	₹ 3040	₹ 3040
6F	₹ 2525	₹ 2525	4HI	₹ 2925	₹ 2925
8M	₹ 3050	₹ 3050	4HO	₹ 3090	₹ 3090
8F	₹ 3200	₹ 3200	4HISC	₹ 4620	₹ 4620
8F2	₹ 3350	₹ 3350	6M	₹ 3825	₹ 3825
2S	₹ 1745	₹ 1745	6F	₹ 4075	₹ 4075
3S	₹ 2790	₹ 2790	6MP	₹ 3980	₹ 3980
4S	₹ 3225	₹ 3225	6FP	₹ 4250	₹ 4250
6S	₹ 3625	₹ 3625	6MP2	₹ 3995	₹ 3995
8S	₹ 4175	₹ 4175	8M	₹ 4795	₹ 4795
<b>OTHER</b>			8F	₹ 5095	₹ 5095
<b>Model</b>		<b>Charge</b>	8F2	₹ 5345	₹ 5345
Wi-Fi Chip		₹ 2160	8MP	₹ 4900	₹ 4900
HL		₹ 790	8FP	₹ 5145	₹ 5145
Remote		₹ 840	8MP2	₹ 4895	₹ 4895
MW C101		₹ 2160	2S	₹ 2745	₹ 2745
MW S102		₹ 2240	3S	₹ 3475	₹ 3475
PIR C101		₹ 2040	4S	₹ 4375	₹ 4375
PIR S102		₹ 2090	6S	₹ 5250	₹ 5250
TVWD 1.1		₹ 2360	8S	₹ 6250	₹ 6250
			8FA2 GB	₹ 10150	₹ 10150
			8A2F2 GB	₹ 10940	₹ 10940
			8AF2 GB	₹ 9930	₹ 9930



**WHITELION**

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**For Additional Information Contact Us**

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