

KUNHAR Limited Warranty Policy

(W. E. F. January -2009)

All of **Kunhar's** products are warranted for the defects in workmanship and materials, under normal use and service, for the following periods of time from the date of shipment by **Kunhar**. Distributor will be given an additional one-month warranty beyond the standard **Kunhar** warranty in order to provide sufficient time for products to be sold through channel.

Summarized Product Warranty for KPPL products.	
Artis Speakers	
All Models	1 year total Return to service bench
Powersafe UPS	
Built-in battery UPS PS600 / PS1000	Two years total Of which one year onsite / dealer location in selected cities within city limits. 2nd year return to service bench. Battery warranty is one year.
Longer Back-up UPS 600L / 1000L / 2000L	Two years total Of which one year onsite / Dealers location in selected cities within city limits. 2nd year return to service bench.
Powersafe Home UPS	
500i / 1000i / 2000i	Two years total Of which one year onsite / dealer location in selected cities within city limits. 2nd year return to service bench.
Powersafe On-line UPS	
HF & LF Range	One year total For model ranging from 3 KVA & above on-site warranty for all locations. For 1 KVA & 2 KVA model on-site support available in selected cities with-in city limits.
Pronet Networking	
8 / 16 port switch	1 year
24 port Rack-mount	3 years
Print Servers	1 year
Giga Products	3 years
108 W/L Ethernet card / USB adaptor	2 years
All in-door AP / ADSL Routers/ Modems	2 years
IP Cameras	1 year
Out-door AP	1 year
All power adaptor	90 days
VIP SMPS	
All Model	3 years

Notes:

- **For PS 600 & PS 1000 Battery Warranty is One Year, for CFL inverter it is 6 months.**
- **On-site support will be within in corporation limits at Mumbai, Thane, PCMC, Pune, Aurangabad, Nashik, Kolhapur, and Nagpur - at rest, at dealer's location. (Unless otherwise specified)**
- **Battery warranty for longer back-up & online models to be provided by battery dealer / manufacturer as per their policy & term. (Even if batteries are supplied by KPPL)**
- **For all Pronet Networking products & any other "End of Life" (EOL) product, support post warranty period can not be guaranteed.**

Warranty Support from Kunhar

The above warranty means that Kunhar agrees to repair or replace the defective products within a reasonable time during the warranty period. In case the product is phased out or is non-repairable (within warranty period) Kunhar will offer the nearest equivalent to the customer.

All products in warranty period have to be sent by the customer to Kunhar Service Centre, duly insured and freight paid for repairs or replacement. **Kunhar** will bear the return freight cost. Any other charges like Octroi etc. will have to be borne by the customer.

Advance replacements can normally be provided by the distributors only.

Kunhar can consider advance replacement at their discretion and on the merit of the case based on the recommendation of the concerned Kunhar sales manager and on providing the purchase documents.

In case of "Dead on Arrival" (DOA) products Kunhar will provide new replacement.

In case the product has been misused or damaged due to mishandling by the customer the warranty will be void. In such cases Kunhar will try to repair the product only at a cost after acceptance of the repair estimate by the customer in writing. Such repairs charges will have to be paid before the product is dispatched from the Kunhar Service Centre.

In any warranty claim, dated proof of purchase must accompany the product. The warranty will be void if the warranty seal is torn or tampered or the equipment is opened by unauthorized persons. Distributors having Kunhar certified trained staff will be authorized to open and inspect the products on behalf of Kunhar.

In case of any disputes on warranty terms the decision of Kunhar authorized staff will be final and binding on the customer.

What do Kunhar warranties not cover?

Kunhar Limited Warranties do not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems & power conditions. These warranties do not apply to and Kunhar will not be responsible for any defect in or damage to:

- a) the product if it has been misused, neglected, improperly installed, physically damaged or altered, either internally or externally, or damaged from improper use or use in an unsuitable environment;
- b) the product if it has been subjected to fire, water, generalized corrosion, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Kunhar product specifications including high input voltage from generators and lightning strikes;
- c) The product if repairs have been done to it other than by Kunhar or its authorized service centers;

