



## Chimney Warranty: Smarter Than Before

### BLDC Chimneys

**5** YEARS  
WARRANTY  
COMPREHENSIVE

**15** YEARS  
WARRANTY  
ON MOTOR

Optimus iPro BLDC | Marcella BLDC | Raylene BLDC |  
Imelda BLDC | Celesia BLDC

**3** YEARS  
WARRANTY  
COMPREHENSIVE

**12** YEARS  
WARRANTY  
ON MOTOR

Divina | Darcia | Catalina | Florence | Galaxia Neo | Natalia | Ophelia |  
Serena Plus Series | Viviana | Carmela | Martina

### Other Chimneys

**2** YEARS  
WARRANTY  
COMPREHENSIVE

**10** YEARS  
WARRANTY  
ON MOTOR

Adilio | Aldina | Alicia Neo | Alicia HMS | Arcelia | Celesia | Celia Plus |  
Claudia | Cleo Plus SS / Blk | Cordelia | Delecia | Essence | Letizia | Lexia  
Plus | Maple Blk | Onyx TC MS | Optimus Blk | Optimus iPro Revio Plus |  
Theo Plus | Zinnia | Cravia Neo | Olenna | Cynthia | Oasis SS / Blk |  
Titania | Advencio | Octavia | Lyra | Ornate Duo 90

**2** YEARS  
WARRANTY  
COMPREHENSIVE

**5** YEARS  
WARRANTY  
ON MOTOR

Chromia | Divina | Livia | Mariana | Myra | Scarlet | Verita Series | Zelda |  
Kylis Neo | Darcia | Clara Neo SS / Blk | Delfina Plus | Fabio SS / Blk |  
Kyra | Evita

### Inclusions

- Main PCB, touch PCB/push button, Autoclean heating element, hydraulic motor, blower (both metallic and plastic), blower housing and any manufacturing defect are covered under comprehensive warranty.
- For the first year, all service visits by an authorized technician for manufacturing defects are free. After the first year, you will be charged for service visits, but any spare parts covered under warranty will be provided at no cost.

### Exclusions

- Warranty does not cover consumables like bulbs/LED, switches/knobs, charcoal filters, outer body, metal/Glass/Plastic parts, Filter locks, etc. of the chimney.
- The warranty excludes any damage to the surface paint or finish of the product that happens due to normal usage of the product.
- Not operating the chimney as per the instruction as well as usage manual/ guidelines as issued by the Company. Defects caused by improper or reckless use are not covered.
- Any damages due to the use of abrasive chemicals, or usage in extremely adverse atmosphere, i.e., abnormally corrosive / alkaline / acidic, is not covered under warranty.
- The warranty will not cover Chimneys used for commercial purposes.
- To keep your chimney's warranty valid, you must have it serviced annually by an authorized service center of Company. The customer is responsible for the service cost.
- The warranty is not valid for any damages arising due to erratic power supply.
- The warranty is not valid in case chimney is used on Inverter or Generator.
- The warranty doesn't include the regular servicing of the product.

### General Terms and Conditions

- To avail warranty on product and motor it is mandatory for the products to be registered within the period of 90 days from the date of purchase.
- The copy of the legit bill as well as other documents shall be presented by the customer to the technician at the time of making the claim. The Customer can get any/ all information related to service, warranty, installation & other information through consumer helpline no. & email address as may be provided by the Company to the Customer.
- No installation / modification / alteration / service of any nature is made in the chimney by unauthorized persons. The Installation Charges are to be borne by the customer. Only the parts covered under the Inclusions will be replaced free. The labour charges for the replacement of under warranty parts will be borne by the customer. The charges (within municipal area only) for installation of wall mount chimney should be Rs. 500 + GST 18% /- and for island chimney Rs. 2000 + GST 18% (subject to change from time to time) will be charged extra.
- Warranty starts from Date of Purchase and not from Date of usage / Installation.
- To & Fro travel charge & other incidentals will be levied to customer if the area is out of municipal limits or in areas where the authorised personnel of the Company is not available.
- This warranty does not cover damages due to alterations, unauthorized repairs, tampering or alteration of any part, failure to follow instruction or operation, misuse or negligence in use of the chimney or damages caused by act of god, lightning, fire or flood.
- This warranty does not cover defects resulting from accidents or damage while in transit or during transfer to our service centres.
- The warranty will not cover normal wear and tear of the parts.
- The warranty will not cover damages related to chipping, peeling, plating and denting.
- Defective chimney along with the valid warranty card and purchase bill has to be produced at the dealer or to the authorized and designated service centre for availing warranty offers.
- Whether defective item or components are to be replaced / repaired shall be left to the sole discretion of Hindware Home Innovation Limited ("the Company"). In case of replacement of a part, the defective part removed from the chimney, it becomes the exclusive property of Hindware Home Innovation Limited.
- The unit must be installed and operated strictly as per specifications given in the Installation Manual provided along with the product.
- The warranty shall be void in cases where:
  - a. The unit is installed, opened, tampered or serviced by a person other than our authorized representative.
  - b. Damage to the equipment caused due to abnormalities in the power supply.
  - c. Any modification or structure changes are made to the appliance or if the appliance is not used as per operating standards specified for the product.
  - d. To keep your chimney's warranty valid, you must have it serviced annually by an authorized service center of Company. The customer is responsible for the service cost.
  - e. Any damage / defects occurs because of improper electrical circuits/ inadequate electricity supply outside the appliance or by any electrical supply.
  - f. Any substandard detergent, rinse aid, salt has been used to clean the appliance.
  - g. In case the warranty is void due to any of the reasons listed above: the customer shall be liable to pay the cost of all spares and service charges.
  - h. Broken seals or that show evidence of tampering.
  - i. Mismatched board serial numbers
  - j. Non-conforming or non-Hindware Smart Appliances housings, filters, spares or parts.
  - k. Improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, rusts, breakage of glass etc.) to the surface of the product resulting from misuse/storage.
  - l. In ducting mode, if the chimney duct is used for exhausting fumes of other appliance /gadgets.
  - m. Contact with liquid, water, rain, extreme humidity or exposure to acidic atmosphere, Sand, dirt or the like, extreme heat or food.
  - n. Use of the product for commercial purposes or at places like institutions, hospitals, community halls, hotels, canteens, cafeteria's and other similar applications or any other abnormal usage or conditions.
  - o. Attack of pests / rodents / birds making nests in the duct pipe or other acts which are not the fault of Hindware Smart Appliances
  - p. Using of duct pipe not matching with outlet diameter.
  - q. The use of non-Hindware Smart Appliances branded products, recommended accessories, spares or other peripheral equipment are excluded from coverage
  - r. Unauthorized service or modification, i.e., service, testing, adjustment, installation, maintenance, alteration or modification in any way by someone other than Hindware Smart Appliances or its authorized service centres.
  - s. Erratic Electric supply: Any electronic part gets damaged due to erratic power supply improper electrical circuit.
  - t. Accidents caused due to non-maintenance of the product are excluded from coverage. Fire in kitchen hoods due to non-cleaning of filters.
  - u. Accidents resulting from improper/ incorrect installation
  - v. Charcoal filters directly exposed to flame of cooktop / hob.
  - w. Customer failing to read the right usage of the product from the user's manual customer failing to understand standard features of the product.
  - x. Wrong installation, gap between base of kitchen hood and top of Cook top/ Built in Hob not maintained as mentioned in instruction Manual.
- The company will not be responsible for delay in services of the appliance or complaint resolution if it is due to reasons beyond its control.
- If any time during the tenure of the warranty it is found that the serial number appearing on the equipment is defaced in any manner and/or is not legible, the company shall have the right to discontinue the warranty with immediate effect. In the event, the customer shall not be entitled for any claim against the company.
- These products are not for use by children. The company is not liable for any damage or physical injury arising out of improper use, modification or alteration of the product or due to unauthorized use and poor maintenance of this product.
- Any dispute subject to Gurugram jurisdiction only.