

**Carrier (Malaysia) Sdn Bhd (3896-A)**No. 10F-1, 10<sup>th</sup> Floor, Tower 5 @ PFCC

Jalan Puteri ½, Bandar Puteri

47100 Puchong

Selangor Darul Ehsan

Tel **[603] 8966 3762**Fax **[603] 8090 9275** (Sales & Marketing)**[603] 8090 9396** (Service & Operation Department)**Warranty Terms & Conditions**

1. Carrier / Toshiba guarantees the material and/or equipment (Product) are free from manufacturing defects arising from normal operating conditions for the periods as indicated below:

Equipment/Product	Standard Warranty Period
Residential – High Wall	12 Months
Light Commercial – Cassette, Console, Ducted, Floor Standing, Multi Split, Water Cooled Package Unit	
VRF Systems	

*\*For products which is not stated above, please check its warranty details with your sales representative.*

2. The proof of purchase (e.g. invoice) or warranty registration must be produced for warranty claims
3. All warranty claims must be filed through the Company or our authorised dealer/retailer.
4. The Company reserved the right to replace defective parts of a component of the product rather than the whole component.
5. Under the following circumstances service and parts will be chargeable even within the warranty period.
  - a) Full particulars not clearly shown or alterations made against the actual information such as alteration of the date of purchase, serial no. or removal of name plate or if the warranty card bears no endorsement of Carrier (M) Sdn. Bhd.
  - b) Unauthorised repair, alteration or modification carried out on the unit.
  - c) Where the Product has been damaged in transit.
  - d) Where the damage / defect was caused by household pests, such as lizard, rat, cockroach, ants, bird nest, etc.
  - e) Where the damage / defect was caused by natural causes such as fire, flood or lightning, etc.
  - f) Where the damage / defect was caused by chemical reaction, excessive heat, excessive dust, or corrosive environment, such as cement factory, seaside, etc.
  - g) Where the damage / defect was caused by abnormal voltage or if the in-coming power supply to the Product is from a generator set.

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6. There is no warranty for batteries, electrostatic filter and carbon active filters.
7. Other than the warranty stated herein, the Company and its affiliates and manufacturer will not in any way be liable for any damage or injury whatsoever to any property or person caused directly or indirectly or howsoever by the Product or any part thereof or any use or thereof.
8. Warranty is void when the Product is removed or relocated from the original installation site.
9. All warranty not expressly stated herein whether implied by law or statute are hereby expressly excluded.
10. The Carrier standard product warranty does not cover labour cost involved in removal of defective part or installation of new part, or any service charge.
11. By registering this warranty and providing your data, you agree to the terms and conditions in the Carrier Personal Data Protection Policy for Customers, a copy of which is available at <https://www.carrier.com/commercial/en/my/legal/privacy-notice/>