



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:

Components	Warranty Period	System Coupled To Indoor Unit (Type)
a. Rotary Compressor (2.5hp & below)	5 Years	Hi-wall, underceiling, slim package, cassette, window RAC
b. Rotary Compressor (2.5hp & below)	1 Year	Ducted FCU
c. Reciprocating Compressor (3.0hp & above)	1 Year	Hi-wall, underceiling, slim package, cassette
d. Rotary Compressor (3.0hp & below)	1 Year	Water cooled split unit
e. Toshiba Rotary Compressor (3.0hp & below)	5 Years	Hi-wall, underceiling
f. Parts other than compressor	1 Year	
g. Carrier Refrigeration and Transportation Air Conditioning	1 Year	

2. In the event the warranty card is not produced by the purchase in a warranty claim. The Company is not obliged to honour the warranty herein.
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) Failure to present the warranty card in the event of claim.
 - b) 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.**
 - c) Unauthorised repair, alteration or modification carried out on the unit.
 - d) Where the Product has been damaged in transit.

Carrier (Malaysia) Sdn Bhd (3896-A)

No. 10-F1, 10th Floor, Tower 5 @ PFCC,
Jalan Puteri 1/2, Bandar Puteri,
47100 Puchong, Selangor Darul Ehsan, Malaysia.

Tel [603] 8065 6228 (General Line)

Fax [603] 8090 9275 (Sales Department)

[603] 8090 9396 (Service and Operation Department)



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- e) Where the damage / defect was caused by household pests, such as lizard, rat, cockroach, ants, bird nest, etc.
 - f) Where the damage / defect was caused by natural causes such as fire, flood or lightning, etc.
 - g) Where the damage / defect was caused by chemical reaction, excessive heat, excessive dust, or corrosive environment, such as cement factory, seaside, etc.
 - h) Where the damage / defect was caused by abnormal voltage or if the in-coming power supply to the Product is from a generator set.
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.