

TO : All Concerned

FROM : Service Department

SUBJECT : Amend the Warranty Policy to Incorporate Provisions for Upcoming New Products (R3)

DATE : July 30, 2025

REF : SVC-000-25-7-057

CC : File, DCO, SAL, OP, MKTG, KMI, AUD, ADM, FIN, MIS, PLANT

Good day!

This supersedes memo no. SVC-000-24-7-044 to include warranty coverage and provisions for upcoming new models of Air Circulator, Household Fan and Floor Mounted Inverter.

This warranty will automatically apply to products **purchased starting January 1, 2024.**

Effective immediately.

List of products included:

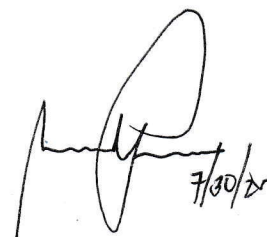
Product	Parts and Labor	All PCB	Compressor
Window Type Air Conditioner			
Quad Series	1 year	3 years	10 years
Creo Series	1 year	3 years	10 years
Compact Series – Manual (R32)	1 year	n/a	10 years
Compact Series – Remote Controlled (R32)	1 year	3 years	10 years
Split Type Air Conditioner			
Primus Gold	1 year	3 years	10 years
Certus Series	1 year	3 years	10 years
Flexmatch Inverter III	1 year		5 years
Versa Match Series	1 year		5 years
Light Commercial			
Floor Mounted Regular			
• KLG-SF40-WBR6H1M32	1 year		3 years
• KLM-SF70-4F1M410	1 year		3 years
Floor Mounted Inverter			
• KLG-IF40-5G1M32	1 year		5 years
• KL-IF40-G6H1M32	1 year		5 years
• KL-IF60-G6H1M32	1 year		5 years
• KLG-IF70-5G1M32	1 year		5 years
• KLM-IF70-4F3M410	1 year		5 years
• KLG-IF100-4F3M410	1 year		5 years
Floor Ceiling Inverter			

• KLM-IC40-AA1M32 / KLM-IX40-AA1M32	1 year		5 years
• KLM-IC60-AA1M32 / KLM-IX60-AA1M32	1 year		5 years
Ceiling Cassette Inverter			
• KLM-IS40-AA1M32 / KLM-IX40-AA1M32	1 year		5 years
• KLM-IS60-AA1M32 / KLM-IX60-AA1M32	1 year		5 years
Portable Air Conditioner	1 year		5 years
Product	Parts and Labor	DC Fan Motor	Compressor
Air Essential			
Air Cooler	1 year	5 years	n/a
Air Curtain	1 year		n/a
Air Purifier	1 year		n/a
Dehumidifier	1 year		5 years
Other Products			
Air Circulator			
• KCF-10SRD	1 year	1 year	n/a
• KCF-10TRD	1 year	1 year	n/a
• KCF-10TRGDC	1 year	1 year	n/a
• KCF-12SRWDC	1 year	5 years	n/a
• KCF-14SRGDC	1 year	5 years	n/a
• KCF-14WRWDC	1 year	5 years	n/a
Industrial Fan (DC Motor)	1 year	5 years	n/a
Household Fan (DC Motor)	1 year	5 years	n/a
Coffee Tea Bar	1 year	n/a	5 years
Water Dispenser	1 year	n/a	5 years
Refrigerator	Labor	Parts	Compressor
Personal Refrigerator	1 year	1 year	5 years
Showcase Chiller	1 year	2 years	5 years

Kolin Philippines Int'l., Inc. warrants this "product?" to the original purchaser / user to be free from defects in material and workmanship. We shall, within one year from original purchase date, repair the unit at no cost using genuine parts or their equivalent subject to the General Terms and Conditions and Warranty Exclusions.

GENERAL TERMS AND CONDITIONS

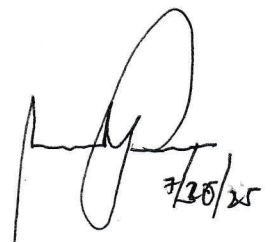
1. This product **requires carry-in service**. Kindly bring this unit to Kolin or its Authorized Service Partners for servicing and repairs. (applies only to air circulator, industrial fan, household fan, air purifier and dehumidifier)
2. This warranty only covers manufacturing defects and applies only if the following are met:
 - Product is purchased from Kolin Authorized Dealers/Distributors.
 - Product is proven to be defective by Kolin or its Authorized Service Partners.
 - Installation, servicing and maintenance are rendered only by Kolin or its Authorized Service Partners. (applies only to air-conditioner)

- Product is registered online for warranty. Scan QR code located on the product warranty certificate.
3. Proof of original purchase receipt/invoice shall be presented to Kolin or its Authorized Service Partners when availing of warranty parts and services. For customers who register their product online, warranty code reference no. generated from online registration system can be provided in lieu of original purchase receipt/invoice.
 4. This product shall be used in accordance with the operating instructions and with reasonable care as stated in the owner's manual.
 5. Compressor warranty is reduced if the product is on a 24/7 continuous operation. (applies only to air-conditioner)
 6. Any product or defective spare parts replaced during the warranty period shall be returned to Kolin or its Authorized Dealers/Distributors and/or Authorized Service Partners.

WARRANTY EXCLUSIONS

1. This warranty does not cover any cost associated with:
 - Installation, dismantling and/or re-installation, handling, transportation and warranty extension programs.
 - Additional labor and equipment cost by reason of unit inaccessibility due to elevated or restricted locations where service personnel safety is potentially at risk. (applies only to air-conditioner)
 - Labor cost of replacing the compressor when unit is beyond one (1) year from original purchase date. (applies only to products with compressor)
2. This warranty does not cover remote control, filters, plastic parts, control knobs and buttons, glass door, door hinges, LED lights, shelves, caster wheels and power adaptor.
3. This warranty does not cover damage or malfunction due to:
 - Accidents, negligence, misuse, abuse or failure to follow operating instructions as stated in the owner's manual.
 - Improper handling, transportation, shipment or unboxing the product resulting to breakage or cracks.
 - Unauthorized modification, alteration, tampering or if the product is used for other than the intended purpose.
 - Incorrect usage of electrical supply and voltage fluctuations resulting to faulty operation.
 - Operating the unit in a harsh environment, exposure to chemicals and abnormally corrosive conditions that could prematurely degrade the product such as heavy industrial zone areas, coastal areas and sea going vessel.
 - Undersized capacity and improper installation that doesn't adhere to standard measurement clearances around the unit which can lead to overheating due to lack of ventilation, inefficient operation and safety risks. Refer to owner's manual. (applies only to air-conditioner)
 - Failure to adhere with the regular maintenance service that is recommended every six (6) months or at least twice a year general cleaning. (applies only to air-conditioner)



- Pest infestation, natural disaster or Acts of God such as earthquake, fire, flood, lightning, etc.

To register product warranty, kindly scan the QR code below.

PRODUCT

Product Model

WARRANTY COVERAGE

XXXX

XXXX

QR Code Sticker

Product Model:
Serial Number:

DATA PRIVACY POLICY

Kolin Philippines Int'l., Inc. values the privacy of personal data our customers share with us. Kolin is committed to implement reasonable and appropriate security measures to protect personal data against accidental loss, destruction, unlawful access, fraudulent misuse, alteration, contamination, in accordance with the **Data Privacy Act of 2012 (DPA)**.

The collection, storage, sharing with our Authorized Service Partners and retention of the personal data we collect from you is performed in order to complete the service transaction you requested from us. Personal data are also collected for warranty tracking of your purchased Kolin items.

For inquiries regarding **Data Privacy Policy** and the processing of your personal data, as well as any concern or complaint pertaining to our **Data Privacy Policy**, please send an email to **dpo@kolinphil.com.ph**

Prepared by:

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Service Manager

Approved by:

Mr. Oliver M. Filoteo
Chief Executive Officer (CEO)