

TO : ALL CONCERNED

FROM : SERVICE DEPARTMENT

SUBJECT : ONLINE PRODUCT WARRANTY REGISTRATION

REF. NO. : SVC-000-2022-06-025

DATE : JUNE 29, 2022

This is to formally announce that Online Product Warranty Registration has been launched and available for use by our customers nationwide;

- ❖ Is created to provide ease and convenience to customers in registering their product warranty using QR code.
- ❖ Enhances operations related to processing of service request as we can get accurate customer information and product information.
- ❖ This covers all Kolin products with QR code sticker on product warranty certificate.

New Product Warranty Certificate

FRONT

BACK

PRODUCT WARRANTY CERTIFICATE

kolin | works for years

KOLIN PHILIPPINES INTERNATIONAL, INC. warrants the Air-Conditioner to the original purchaser / user to be free from defects in material and workmanship. We shall, within one year from date of purchase, repair the unit at no cost to the original purchaser / user using the original parts or their equivalent subject to the General Terms and Conditions and Warranty Exclusions.

GENERAL TERMS AND CONDITIONS

- This warranty only applies to Air-Conditioner sold by Kolin Authorized Dealers / Distributors. Present valid proof of purchase when requesting for warranty services.
- This warranty only applies to this product if installation or warranty services are rendered by Kolin Authorized Service Centers / Installers.
- This product shall be used in accordance with the operating instruction and with reasonable care as stated in the owner's manual.
- Defective product or spare parts replaced during the warranty period shall be surrendered to Kolin Authorized Service Centers / installers right after replacement.
- Customers with unregistered accounts to Kolin or its Authorized Dealers / Distributors, Service Centers / installers shall not be entitled to this warranty.

WARRANTY EXCLUSIONS

- This warranty does not cover any costs associated with the installation, dismantling and/or re-installation, delivery and warranty extension programs.
- This warranty does not cover any additional labor and equipment cost for units installed in elevated or restricted locations where service personnel safety is potentially at risk.
- This warranty does not cover labor costs arising from compressor replacement after one year from date of purchase.
- This warranty excludes plastic parts, remote control, air filter and knobs.
- This warranty excludes damage or malfunction resulting from:
 - a. Abuse, misuse, neglect, accident, installation and servicing by Unauthorized Service Centers of Kolin.
 - b. Unit installed on harsh environment or exposure to abnormally corrosive conditions that result to rust or damage (sea going vessel, pool area, power plant, chemical laboratories, etc.)
 - c. Improper unit installation and application, unstable / fluctuating voltage and main power supply problems (obstructed discharge and fresh air intake, under capacity, etc.)
 - d. Lack of proper maintenance (regular inspection and cleaning of air filters and cooling coils)
 - e. All direct, indirect, consequential injury, loss or damage arising out of the use or inability to use the product.
 - f. Natural disaster or acts of God (earthquake, fire, flood, lightning, etc.)
- Unit not registered within one (1) year from date of purchase. To register this product, kindly scan the QR code below.

PRODUCT	WARRANTY COVERAGE
Window Type Air Conditioner	One (1) year parts and labor Five (5) years compressor

Unique QR Code per serial number

Product Model

Serial Number

Product Model: KAG-80HRE4
Serial Number: 13852010-26808

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 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 accredited service provider 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

KOLIN PHILIPPINES INTERNATIONAL, INC.
KOLIN Building 1024 San Rita St., Quezon City, Quezon City
Service Hotline: (02) 8052-0958 Text Hotline: 0917-8118982 E-mail: service@kolinphil.com.ph

Step-by-Step Guide

- 1 Open QR Code Reader or scanner on your smart phone.



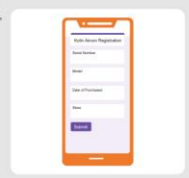
- 2 Hold your device over the QR Code so that the whole QR Code is visible within the screen of your smart phone.



Two things can happen when you correctly hold your smart phone over the QR code:

- a. The smart phone automatically scans the QR code and redirects you to the Registration page.
- b. You will have to click the link that will appear over the QR Code in your QR Code Reader to go to the registration page.

- 3 Once redirected to the registration page, fill out all the required information. Then hit submit.



- 4 Congratulations! Your information is now stored in our domain and we will process your registration.



For Wall Mounted Split Type, Floor / Ceiling, Ceiling Cassette

- Product warranty certificate is found in indoor unit packaging.
- QR code is generated only for indoor unit serial number. No QR code for outdoor unit.

For Flexmatch aircon

- Has separate product warranty certificate found in indoor and outdoor unit packaging.
- Separate QR code is generated for indoor and outdoor unit serial number.

Overview of the System and Actual System Run

1. Customer scans the QR code sticker attached to the product warranty certificate using a smartphone device. If the smartphone can't read the QR code, download QR code scanner or reader. This will redirect to the warranty registration page.
2. Complete the information in the registration page.

Field	Description
Have existing record?	Confirmation if customer has existing registration for warranty. Settings into yes will load the data from previous registration subject for verification.
Model Name	Model name of the unit purchased. Loaded from unit details, not editable.
Model Type	Model type of the unit purchased. Loaded from unit details, not editable.
Serial Number	Serial no. of the unit purchased. Loaded from the unit details, not editable.
Date	QR code scanned date. Loaded and not editable.
Last Name <i>(Required)</i>	Last name of the person to register in the warranty of the unit purchased.
Dealer <i>(Optional)</i>	Name of the dealer where the unit was purchased. Dropdown list.
Given Name <i>(Required)</i>	Given name of the person to register in the warranty of the unit purchased.
Branch <i>(Optional)</i>	The branch where the unit was purchased. Dropdown list.
Middle Name <i>(Optional)</i>	Middle name of the person to register in the warranty of the unit purchased.
Purchase Date <i>(Required)</i>	Date when the unit was purchased. Should be the date of O.R. or S.I.
Email Address <i>(Optional)</i>	Email address of the person to register in the warranty of the unit purchased.
Type of Use <i>(Required)</i>	Whether for residential or commercial use. Dropdown list.
Mobile Number <i>(Optional)</i>	Mobile number of the person to register in the warranty of the unit purchased.
Installer <i>(Optional)</i>	Name of Installer who installed the unit.
Primary Number <i>(Required)</i>	Primary phone number of the person to register in the warranty of the unit purchased.
Proof of Payment <i>(Required)</i>	Picture of proof of payment. Attached clear copy of O.R. or S.I. File size capacity: up to 5.0MB
Local Number <i>(Optional)</i>	Local number of the person to register in the warranty of the unit purchased, if available.
Address <i>(Required)</i>	Address of the person to register in the warranty of the unit purchased. Should be the address where the unit is installed.
Warranty Details	Displays the warranty coverage of the unit purchased. Loaded by the system, not editable.
Warranty Acknowledge Button <i>(Required)</i>	Acknowledge button for the warranty details.
Submit Button	Button for submission of the completed warranty registration.

3. Once completed, read and check the warranty terms and conditions acknowledgement and submit by clicking “**SUBMIT**” button.


Illustration 1 – Customer has no existing registration / 1st unit purchased

**Step 1 - Scan QR Code
to access registration
page**




KAG-80HRE4
13852010-26808

Step 2 - Fill out the information in the registration page



kolin
air conditioner



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for
years

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 1854 Sta. Rita St., Guadalupe Nuevo, Makati City
 (02) 8852 6868 / 0917-811-8982
 service@kolinphil.com.ph
 www.kolinphil.com.ph
 kolinphilippines @kolinphilippines kolinphilippines

Select “No” for 1st time registration

Has existing records?
☐ No

Loaded by the system from data stored in QR code

Model Name
KAG-80HRE4

Serial
13852010-26808

Manual Input

Last Name (required)

Given Name (required)

Middle Name (optional)

Email Address (optional)

Mobile Number (optional)

Primary Number (required)

Local Number (optional)

Model Type
Window Type-Regular

Date
06/07/2022

Dealer (optional)

Branch (optional)

Purchase Date (required)

Type of Use (required)

Installer (optional)

Proof of Payment (required)

Upload

Loaded by the system

Registration date. Loaded by the system

Select from dropdown list

Should be the date of O.R. or S.I.

Select from dropdown list

Address

Room No. / Unit No. / Floor / Building Name (required)

House No. / Block No. / Lot No. / Street Name (required)

Subdivision / Village Name (required)

Barangay / District Name (required)

City / Municipality (required)

Province (required)

Manual Input

Dropdown list

Manual Input

Step 3 - Submit completed warranty registration

Loaded by the system

Warranty Details

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- This warranty does not cover any costs associated with the installation, dismantling and/or re-installation, delivery and warranty extension programs.
- This warranty does not cover any additional labor and equipment cost for units installed in elevated or restricted locations where service personnel safety is potentially at risk.
- This warranty does not cover labor costs arising from compressor replacement after one year from date of purchase.
- This warranty excludes plastic parts, remote control, air filter and knobs.
- This warranty excludes damage or malfunction resulting from:
 - a) Misuse, abuse, neglect, accident, installation and servicing by Unauthorized Service Centers of Kolin.
 - b) Unit installed on harsh environment or exposure to abnormally corrosive conditions that result to rust or damage (sea going vessel, port area, power plant, chemical laboratories, etc.)
 - c) Improper unit installation and application, unstable / fluctuating voltage and main power supply problems (obstructed discharge and fresh air intake, under capacity, etc.)
 - d) Lack of proper maintenance (regular inspection and cleaning of air filters and cooling coils)
 - e) All direct, indirect, consequential injury, loss or damage arising out of the use or inability to use the product.
- Natural disaster or acts of God (earthquake, fire, flood, lightning, etc.)

Warranty acknowledgement by the customer

☒ By clicking here, I state that I have read and understood the terms and conditions of this warranty.

Notice: This information system is administered by R.A. 10173 otherwise known as the Data Privacy Act of 2012 and all applicable rules and regulations of *Kolin Philippines*. Continuing with this process signifies your consent to *Quadrant Alpha Solutions* to collect and process the personal information that you entered herein.

Click submit

Submit

Step 4 – Notification of successful registration

Customer reference no. (System generated warranty registration code)

Registration Success!

✔ Thank you. Your warranty registration code is WRT-00000241.

Click continue button to view completed warranty registration. Requires authentication

Continue

- One-time registration per serial number

Step 5 – View completed registration (requires verification)

Verification code is the serial below the QR Code print, Contact number must be same with the primary number on warranty details.

Authentication



Serial number printed on QR code sticker →

Primary number previously registered →


Click to view completed warranty registration →

Details of Completed Warranty Registration. Not editable.

System generated warranty code →



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kolinphilippines @kolinphilippines kolinphilippines

Warranty Code	Model Type
WRT-00000241	Window Type-Regular
Model Name	Date
KAG-80HRE4	06/07/2022
Serial	Dealer (optional)
13852010-26808	KMI
Last Name (required)	Branch (optional)
	Branch
Given Name (required)	Purchase Date
	04/11/2022
Middle Name (optional)	Type of Use (required)
Middle Name	Residential
Email Address (optional)	Installer (optional)
Email Address	
Mobile Number (optional)	Proof of Payment (required)
0000 0000 0038	
Primary Number (required)	
0000 0000 0038	
Local Number (optional)	
Local Number	

Address

Room No. / Unit No. / Floor / Building Name *(required)*

Barangay / District Name *(required)*

Brgy Pansol

House No. / Block No. / Lot No / Street Name *(required)*

Lot 1001 Block 100

City / Municipality *(required)*

PILA

Subdivision / Village Name *(required)*

General Services Corporation

Province *(required)*

Laguna

Warranty Details

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 - c) Improper unit installation and application, unstable / fluctuating voltage and main power supply problems (obstructed discharge and fresh air intake, under capacity, etc.)
 - d) Lack of proper maintenance (regular inspection and cleaning of air filters and cooling coils)
 - e) All direct, indirect, consequential injury, loss or damage arising out of the use or inability to use the product.
- Natural disaster or acts of God (earthquake, fire, flood, lightning, etc.)

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Illustration 2 – customer has existing registration / 2nd unit purchased

Step 1 - Scan QR Code to access registration page



KAG-100HRE4
13862103-27266

Step 2 - Fill out the information in the registration page

Select "Yes" if with existing registration

Verification Code: Serial number of previously registered unit

Loaded from previous registration

Primary number previously registered

Click to load data from previous registration

Registration date. Loaded by the system

Manual input

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air conditioner

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(02) 8852 6868 / 0917-811-8982
service@kolinphil.com.ph
www.kolinphil.com.ph
kolinphilippines @kolinphilippines kolinphilippines

Has existing records? ☒ Yes

13852010-26808 0926-6304688 Load

Model Name: KAG-100HRE4
Serial: 13862103-27266
Model Type: Window Type-Regular
Date: 06/07/2022

Last Name (required):
Given Name (required):
Middle Name (optional):
Email Address (optional):
Mobile Number (optional):
Primary Number (required):
Local Number (optional):

Dealer (optional): KMI
Branch (optional): -- Select Branch --
Purchase Date (required): 04/11/2022
Type of Use (required): Residential
Installer (optional): -- Select Installer --
Proof of Payment (required):

Address

Room No. / Unit No. / Floor / Building Name (required):
House No. / Block No. / Lot No / Street Name (required):
Subdivision / Village Name (required):
Barangay / District Name (required): Brgy Pansol
City / Municipality (required): PILA
Province (required): Laguna

Step 3 - Submit completed warranty registration

Loaded by the system →

Warranty Details

KOLIN PHILIPPINES INTERNATIONAL, INC. warrants this Air-conditioner to the original purchaser / user to be free from defects in material and workmanship. We shall, within one year from date of purchase, repair the unit at no cost to the original purchaser / user using the original parts or their equivalent subject to the General Terms and Conditions and Warranty Exclusions.

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 - a) Misuse, abuse, neglect, accident, installation and servicing by Unauthorized Service Centers of Kolin.
 - b) Unit installed on harsh environment or exposure to abnormally corrosive conditions that result to rust or damage (sea going vessel, port area, power plant, chemical laboratories, etc.)
 - c) Improper unit installation and application, unstable / fluctuating voltage and main power supply problems (obstructed discharge and fresh air intake, under capacity, etc.)
 - d) Lack of proper maintenance (regular inspection and cleaning of air filters and cooling coils)
 - e) All direct, indirect, consequential injury, loss or damage arising out of the use or inability to use the product.
- Natural disaster or acts of God (earthquake, fire, flood, lightning, etc.)

Warranty acknowledgement by the customer → ☒ By clicking here, I state that I have read and understood the terms and conditions of this warranty.

Click submit →

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Step 4 – Notification of successful registration

Customer reference no. (System generated warranty registration code) →

Registration Success!

✔ Thank you. Your warranty registration code is WRT-00000244.

Click continue button to view completed warranty registration. Requires authentication →

- One-time registration per serial number

Step 5 – View completed registration

Verification code is the serial below the QR Code print, Contact number must be same with the primary number on warranty details.

Authentication

Serial number printed on QR code sticker →

Primary number previously registered →

Click to view completed warranty registration →

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 service@kolinphil.com.ph
 www.kolinphil.com.ph
 kolinphilippines @kolinphilippines kolinphilippines

System generated warranty code →

Model Name

Serial

Last Name (required)

Given Name (required)

Middle Name (optional)

Email Address (optional)

Mobile Number (optional)

Primary Number (required)

Local Number (optional)

Model Type

Date


Dealer (optional)

Branch (optional)

Purchase Date

Type of Use (required)

Installer (optional)

Proof of Payment (required) 

Address

Room No. / Unit No. / Floor / Building Name (required)

House No. / Block No. / Lot No. / Street Name (required)

Subdivision / Village Name (required)

Barangay / District Name (required)

City / Municipality (required)

Province (required)

Data 3 – customer has existing registration / 3rd unit purchased by the customer

Step 1 - Scan QR Code to access registration page



KAG-80HRE4
13852010-26765

Step 2 - Fill out the information in the registration page

Kolin Philippines International Inc.
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service@kolinphil.com.ph
www.kolinphil.com.ph
kolinphilippines @kolinphilippines kolinphilippines

Has existing records?

☒ Yes ☐ No

13862103-27266

0926-6304688

Load

Model Name

KAG-80HRE4

Model Type

Window Type-Regular

Serial

13852010-26765

Date

06/07/2022

Last Name (required)

Serial

Given Name (required)

Branch (optional)

-- Select Branch --

Middle Name (optional)

Middle Name

Purchase Date (required)

04/11/2022

Email Address (optional)

Email Address

Type of Use (required)

Residential

Mobile Number (optional)

0926 6304688

Installer (optional)

-- Select Installer --

Primary Number (required)

0926-6304688

Proof of Payment (required)

Local Number (optional)

Local Number

Address

Room No. / Unit No. / Floor / Building Name (required)

Barangay / District Name (required)

Brgy Pansol

House No. / Block No. / Lot No / Street Name (required)

City / Municipality (required)

PILA

Subdivision / Village Name (required)

Province (required)

Laguna

Select "Yes" if with existing registration

Verification Code: Serial number of previously registered unit

Primary number previously registered

Click to load data from previous registration

Registration date. Loaded by the system

Manual input

Loaded from previous registration

Step 3 - Submit completed warranty registration

Loaded by the system →

Warranty Details

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 - c) Improper unit installation and application, unstable / fluctuating voltage and main power supply problems (obstructed discharge and fresh air intake, under capacity, etc.)
 - d) Lack of proper maintenance (regular inspection and cleaning of air filters and cooling coils)
 - e) All direct, indirect, consequential injury, loss or damage arising out of the use or inability to use the product.
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Click submit → **Submit**

Step 4 – Notification of successful registration

Customer reference no. (System generated warranty registration code) →

Click continue button to view completed warranty registration. Requires authentication →

Registration Success!

✔ Thank you. Your warranty registration code is WRT-00000246.

Continue

- One-time registration per serial number

Step 5 – View completed registration

Verification code is the serial below the QR Code print, Contact number must be same with the primary number on warranty details.

Authentication

Verification Code

Contact Number

Continue

Serial number printed
on QR code sticker

Primary number
previously registered

Click to view
completed warranty
registration

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years

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System generated
warranty code

Warranty Code

WRT-00000246

Model Type

Window Type-Regular

Model Name

KAG-80HRE4

Date

06/07/2022

Serial

13852010-26765

Dealer (optional)

KMI

Last Name (required)

Customer

Branch (optional)

Branch

Given Name (required)

Customer

Purchase Date

04/11/2022

Middle Name (optional)

Middle Name

Type of Use (required)

Residential

Email Address (optional)

Email Address

Installer (optional)

Mobile Number (optional)

Customer

Proof of Payment (required)



Primary Number (required)

Customer

Local Number (optional)

Local Number

Address

Room No. / Unit No. / Floor / Building Name (required)

Customer

Barangay / District Name (required)

Brgy Pansol

House No. / Block No. / Lot No / Street Name (required)

Customer

City / Municipality (required)

PILA

Subdivision / Village Name (required)

Customer

Province (required)

Laguna

End of Customer Registration

Guidelines:

1. Customer must register the purchased product to avail of warranty services
(Refer to back page of product warranty certificate for the Step-by-Step Registration Guide)

1.1 Successful registration results to;

- ❖ System generated warranty code – serves as registration reference number of the customer. Unique warranty code per unit serial number.
- ❖ Automatically stores the customer information, product details and proof of purchase to warranty database.
- ❖ No need for the customer to present proof of purchase to avail of warranty services if they upload accurate and clear copy of proof of payment.

1.2 In case the customer is unable to register online due to unavailability of smart phone or internet connection;

- 1.2.1 Customer may send the following information to Service Mobile Hotline – **0917-8118982** or e-mail at service@kolinphil.com.ph

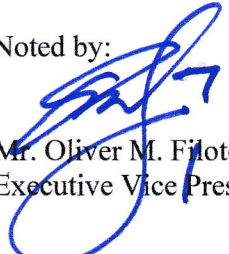
- ❖ Customer Name
- ❖ Complete Address
- ❖ Contact Number
- ❖ Dealer Name
- ❖ Product Model Name
- ❖ Product Serial Number
- ❖ Date of Purchase
- ❖ Proof of Purchase (via e-mail)
- ❖ Installer Name

- 1.2.2 Registration submitted thru Service Mobile Hotline or e-mail shall be encoded to Service Management System. System generated customer code will be given to customer as their warranty registration reference number.

Prepared by:


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Noted by:


Mr. Oliver M. Filoteo
Executive Vice President / COO