



TO : Sales Department  
Thru : Mr. Christian Keith V. Sarmiento  
National Sales Manager  
FROM : Mr. Alvin C. de Rivera  
Service Assistant Manager  
SUBJECT : PRODUCT WARRANTY EXTENSION  
DATE : April 12, 2024

Good day!

This is to formally announce the launch of warranty extension which could bring more value to our customers and enhance their experience with our products.

The extended warranty will automatically apply to products **purchased starting January 01, 2024**.

Effective immediately

List of products included:

Product	Parts and Labor	All PCB	Compressor
<b>Window Type Air Conditioner</b>			
Quad Series	1 year	3 years (extended)	10 years (extended)
Compact Series – Manual	1 year	n/a	10 years (extended)
Compact Series – Remote Controlled	1 year	3 years (extended)	10 years (extended)
<b>Split Type Air Conditioner</b>			
Primus Gold	1 year	3 years (extended)	10 years (extended)
Certus Series	1 year	3 years (extended)	10 years (extended)

#### General Terms and Conditions

1. This warranty only covers manufacturing defects and applies only if the following are met:
  - Product is proven to be defective by Kolin or its Authorized Service Center.
  - Product is purchased from Kolin Authorized Dealers/Distributors.
  - Installation, servicing and maintenance are rendered by Kolin or its Authorized Service Center.
  - Product is registered online for warranty. Scan QR code located on the product warranty certificate.
2. This warranty is only extended to the original purchaser of this product.
  - Warranty starts on original purchase date.
  - Valid proof of purchase shall be presented to Kolin or its Authorized Service Center when availing of warranty parts and services.

 Kolin Philippines Int'l., Inc.

Plant and Head Office:  
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     [www.kolinphil.com.ph](http://www.kolinphil.com.ph) / [kolinphilippines](http://kolinphilippines)

Operation Office:  
1854 Sta. Rita St, Guadalupe Nuevo,  
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Tel: (632) 8851-2711, 12 or 15  
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3. This product shall be used in accordance with the operating instruction and with reasonable care as stated in the owner's manual.
4. Compressor warranty is reduced if the product is continuously operated 24/7.
5. Defective product or spare parts replaced during the warranty period shall be returned to Kolin or its Authorized Service Center, right after replacement.
6. Customers with unsettled accounts to Kolin or its Authorized Dealer/Distributor and Service Center shall not be entitled to this warranty.

#### **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.
  - Labor cost of replacing the compressor when unit is beyond one (1) year from date of purchase.
2. This warranty excludes plastic parts, remote control, air filters and knobs.
3. This warranty excludes damage or malfunction due to:
  - Misuse, abuse, neglect, accidental damage and modifications.
  - Unit installed 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.
  - Improper unit installation and application that doesn't adhere to standard installation and 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.
  - Infestation, power supply fluctuations and undersized capacity resulting to faulty operation.
  - Failure to adhere with the regular preventive maintenance schedule that is recommended every six (6) months or at least twice a year general cleaning.
  - 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.).

**\*TERMS AND CONDITIONS & WARRANTY EXCLUSIONS ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE**

Please be guided accordingly

  
Apr.12,2024  
Mr. Alvin C de Rivera  
Service Assistant Manager

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