

# **ZUSUKA AIR CONDITIONING – TERMS & CONDITIONS**

## **1. Installation Requirement**

All Zusuka Air Conditioning units must be installed exclusively by an authorized Zusuka dealer. Installation by unauthorized personnel will void all warranties. Upon installation, a Commissioning Report must be completed and signed by both: 1) The Customer (with invoice reference number) 2) The Authorized Dealer (with seal and signature)

## **2. Warranty Coverage**

Domestic Units (High Wall Split AC, Window AC): - Full Warranty: 1 Year from the date of purchase covering manufacturing defects in all parts (except exclusions listed in Section 3). - Extended Warranty: Additional 9 Years (Total 10 Years from purchase date) for Compressor & PCB only. No other spare parts are covered under the extended warranty.

## **3. Warranty Exclusions**

The warranty does NOT cover: 1) Any self-inflicted damage or misuse. 2) Indoor or outdoor cabinet damage due to physical impact or corrosion. 3) Remote control damage. 4) PCB damage caused by power fluctuations, over-voltage, or short circuits. 5) Gas leakage or copper piping damage. 6) Damages due to fire, flood, natural calamities, pests, or unauthorised modifications. 7) Damage to indoor & outdoor unit cabinets, blower, fan blades, remote control, gas, and copper pipes. 8) From the 2nd year of warranty onwards, indoor and outdoor cooling coils and evaporator coils are not covered.

## **4. Maintenance Requirement**

For the 9-year extended warranty to remain valid, the unit must undergo scheduled maintenance service every 4 months by an authorized Zusuka service technician. Maintenance service is chargeable and includes cleaning, inspection, and preventive care. Failure to perform regular maintenance voids the warranty for any part, including Compressor & PCB.

## **5. Spare Parts & Service Charges**

Within the 1-year full warranty period: Spare parts are free of cost, but transportation and labour/repair charges are payable by the customer. Within the extended warranty period (years 2–10): Only Compressor & PCB are free of cost (if covered issue), transportation and labour charges are always payable. If the scheduled maintenance is skipped, no parts will be covered under warranty.

## **6. Power Supply Responsibility**

The customer is responsible for providing a stable and safe power supply to the AC unit. Damage caused by power fluctuations, over-voltage, under-voltage, or improper earthing is not covered under any warranty period.

## **7. Proof of Warranty**

Warranty claims will be processed only if: 1) Original invoice is presented. 2) Commissioning Report is complete and signed. 3) Maintenance service records (every 4 months) are available.

### **8. Zusuka's Final Decision**

Zusuka reserves the right to reject a warranty claim if the above conditions are not met or if the damage falls under exclusions. Zusuka's decision on warranty claims will be final and binding.

**By purchasing and installing a Zusuka Air Conditioning unit, you agree to these Terms & Conditions.**