



## Air Conditioners – Annual Maintenance Contract

AC AMC Prices (Exclusive of GST)

Model category	Window Air Conditioner	Split Air Conditioner (Fixed Speed)	Split Air Conditioner (Inverter)	Split Air Conditioner (Inverter)
Capacity (TR)	Upto 2 TR	Upto 2 TR	Upto 1 TR	1 TR to 2 TR
Comprehensive AMC (Rs.)	2250	2800	4250	4990
Labour only AMC (Rs.)	1600	2000	3000	3000

### TERMS AND CONDITIONS OF THE ANNUAL MAINTENANCE CONTRACT (AMC)

#### TYPES OF AMC CONTRACTS:

There are two types of AMCs – Comprehensive and Labour only.

#### What does this contract cover?

##### Comprehensive Annual Maintenance Contract:

- 1) Preventive maintenance service of the product.
- 2) Visiting charges of all breakdown calls.
- 3) Repairs, rectification or replacement of components like electronic PCB, IDU evaporator coil, ODU condenser coil and gas charging.

##### Labour Only Annual Maintenance Contract:

- 1) Preventive maintenance service of the product.
- 2) Visiting charges of all breakdown calls

#### What this contract does not cover?

- 1) Repair/replacement of parts that are damaged by misuse or breakage.
- 2) All types of air filters, all plastic and metal parts and remote handset.
- 3) In case of labour only contract, spares are not covered under this warranty.
- 4) Repairs/replacements that occur due to:
  - Operation at high or low voltage (beyond the 210~230V range).
  - Tampering with or repair by unauthorized personnel during the warranty period or during extended warranty period.
  - Atmospheric conditions, rusting, corrosion or scaling.
  - Improper maintenance of the product or any use contrary to the instructions specified in user's manual supplied with the product.

#### General Terms and Conditions

- 1) Applicable on all the Window, Fixed speed Split ACs and Inverter Split ACs up to 2.00 Tr.
- 2) All calls must be registered through Blue Star customer care app, toll-free number, SMS or Whatsapp only.
- 3) This contract is valid only for products within 5 years of purchase.
- 4) The product should be in working condition at the time of annual maintenance contract registration.
- 5) Standard Warranty means repair / replacement of any part of the AC found defective due to faulty material or workmanship, subject to the confirmation of the technical experts appointed by Blue Star Limited or its authorised service partners. It excludes all types of air filters, all plastic and metal parts, remote handset and defect caused due to improper maintenance of the product or any use contrary to the operations specified in user's manual supplied with the product.
- 6) Repair / replacement of any part of the product found defective is subject to the confirmation of the technical experts appointed by Blue Star Limited or any of its authorized channel partner.
- 7) Blue Star reserves the right to decide, at its discretion, replacement of any defective part with a substitute without affecting the performance of the product.
- 8) All defective parts removed by Blue Star shall be the property of Blue Star. In the event Blue Star carries out repairs or replacement of any part during the contract period, the contract coverage shall thereafter continue only for the remaining period of the contract.
- 9) Company's obligation under this contract shall be limited to repair of part/s only. The maximum amount of liability with respect to any product related claim/s, if entertained by Blue Star, will be subject to the maximum retail price of the product purchased or the purchase price, whichever is lower.
- 10) Blue Star shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in repairing due to non-availability of any component or accessory, labour problem, restrictions and regulations of the government, public movement, war and any unavoidable circumstances, specially vis-à-vis the import of supplies and raw material or if Blue Star is otherwise prevented from performing its functions under this warranty.
- 11) Any fresh levies or increase in taxes/levies/rates imposed by the State or Central government or local authority on components or raw materials, installation or service as a whole after the date of the offer and during the contract will be borne by the customer.
- 12) No refund will be made for the balance period of the contract if cancelled during the term.
- 13) Change in address must be notified by customer at least 2 weeks prior to the next scheduled visit.
- 14) This contract is non-transferable.
- 15) The terms and conditions of execution of this AMC are subject to change at the discretion of Blue Star and without any prior communication.
- 16) All other terms and conditions shall remain the same as mentioned in operation manual of the product.
- 17) All disputes are subject to Mumbai Jurisdiction.



Scan to connect  
on WhatsApp  
829 100 1177



24x7 Customer care  
(Toll Free) 1800 209 1177  
Email: customerservice@bluestarindia.com



Scan for  
Customer  
Care App

Registered office: Blue Star Limited, M.T. Advani Chowk, Jamshedji Tata Road, Churchgate, Mumbai - 400020, India.  
Visit us at [www.bluestarindia.com](http://www.bluestarindia.com)