

Warranty

Product Warranty

Your A. O. Smith water heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

1. The customer will notify the Company promptly about defects noticed and give the Company or its Authorised service provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office / Authorised service provider along with the original invoice.
2. Special warranty from the date of purchase is only applicable for the below mentioned components:
 - Tank - 7 Years
 - Heating Element - 2 + 2 Years*
 - Rest of the parts - 2 Years
3. Inspection and Test Report of the Company's Office / Authorised service provider will be treated as final and binding under the warranty for determining the defects, repairs / alterations required or carried out, or certifying working of the goods thereafter.
4. The Company or its Authorised service provider will be entitled to retain any defective part replaced under the warranty.
5. The Company's liability under the warranty will be limited only to defects which occur under conditions of proper installation, normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs / alterations to product or the parts by unauthorised person.
6. The water heater should not be operated without water inside the tank. This will make the warranty null and void.
7. In case of dry heating (water heater operated without water inside the tank), if the water heater or any component of the water heater is changed, then it will be done on a chargeable basis. After any repair or part replacement in the water heater, the basic warranty continues as per the actual date of purchase.
8. Components subject to wear, such as Anode, are not covered under this warranty.
9. The customer will have no claim under this warranty in respect of any personal injury, damage or property or consequential damages, or for utilisation of the goods not in accordance with the user guide.



* Register your product with the A. O. Smith Customer Care Centre [1800-103-2468] within 60 days of purchase and you will get an extended warranty on the element [from 2 years to 4 years]. You can also get an additional changeable Decorative Front Panel in a colour of your choice, without cost.

General Terms of Warranty

1. The “goods” shall mean the goods described in the purchase agreement.
2. “The customer” shall mean the original purchaser under the purchase agreement.
3. “The Company” shall mean A. O. Smith India Water Products Private Limited.
4. The “Purchase Agreement” shall mean the General Terms and Conditions of Sale agreed upon by the customer and the Company as printed on the Invoice.
5. “Invoice” shall mean the Invoice issued for the Unit by the Company or Authorised Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.
6. “User Guide” shall mean the instructions for installation leaflet published by the Company and delivered to the customer.

Note: Follow any one for registration of the Extended Warranty

- Call our dedicated Customer Care Centre 1800-103-2468.
- To register for the warranty details of your water heater visit www.aosmithindia.com.

Post Warranty

1. The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, he has an option to call our Customer Care Centre and get A. O. Smith water heater unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Complaint Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Authorised service providers.
3. In case of product repair after warranty by Authorised service provider, all expenses of transporting the goods to and from the Authorised service provider shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company or Authorised service provider to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

Jurisdiction

The courts of competent jurisdiction at Bengaluru, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.

Expert Company Service - Power of 1

1. Different models has different service delivery levels.
2. Service level mentioned for particular models are applicable for Metros and A Class Cities e.g. Delhi and NCR, Bengaluru, Hyderabad, Kolkata, Pune, Goa, Cochin, Chennai, Chandigarh and Ahmedabad.
3. Service level deliverables are valid up to city municipal limit only.
4. Service level may differ in case of public holidays and unavoidable conditions due to natural climate, any political and regional regulations.
5. Power of 1 valid service is applicable for calls registered at A. O. Smith call centre before 4 p.m. only.