



Our ref: DMSS/WR/SP/LKS/0719/001

Date: 10 July 2019

Attn: To whomever it may concern,

Dear Sir,

PRODUCT WARRANTY FOR DMSS PART SALES

Daikin Malaysia Sales & Service Sdn. Bhd. (DMSS) warrants our product is free from manufacturing defects from the date of parts purchase under normal use & service for the periods as indicated below:

- | | |
|---|---------------|
| a. Compressor, accessories & installation materials | - no warranty |
| b. Other core parts | - 2 months |
| c. External water pump | - 1 year |

WARRANTY CONDITIONS

1. The warranty provided by DMSS shall apply to manufacturing defects only.
2. Warranty card (if applicable) is irreplaceable in the event of loss and is non-transferable.
3. This warranty only covers product installed in Malaysia only.
4. Upon presentation of warranty card / proof of purchase, all defective parts shall be returned to DMSS sales office. DMSS reserves the right to make the final decision on the replacement of the said defective parts.
5. Under the following circumstances, parts warranty will be void even during the warranty period:
 - a. The warranty card cannot be produced when claims are made.
 - b. The warranty cards are soiled, altered or otherwise tampered with.
 - c. The serial number of product has been altered, tampered with or removed.
 - d. The product unit has been tampered with, subject to misuse, negligence and damaged while in transit.
 - e. The product unit has not been installed, maintained or operated in accordance with instruction given by manufacturer.
 - f. The product unit has undergone repairs, modifications, or dismantled by any other person prior verification or approval by DMSS.
 - g. The core parts are not installed in DMSS air conditioning products
 - h. Defects caused by abnormal voltage or the in-coming power supply from a generator.
 - i. Defects caused by fire, lightning and other natural disasters or due to deviation from recommended application and installation.

DAIKIN MALAYSIA SALES & SERVICE SDN. BHD.

(109719-M)

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Branches	: Johor	: +607-557 7788	Fax: +607-558 8608	Penang	: +604-3311 670 / 3311 667	Fax: +604-3311 671 / 3314 348
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	: Pahang	: +609-567 6778	Fax: +609-567 9778			

- j. Defects caused by household pests such as lizard, rat, cockroach, etc.
 - k. Defects caused by chemical reaction, excessive heat, excessive dust, corrosive surroundings, such as cement factory, animal farm, etc.
6. **DMSS' liability under this warranty is limited to defective products only. The warranty does not cover any losses and damages caused directly or indirectly by the products.**

Thank you.

Yours Sincerely,



JOSEPH LEONG
(Senior Manager, Part Sales)