

Warranty Information

PRODUCT CATEGORY	PRODUCT MODEL TYPE	WARRANTY CRITERIA
Ceiling Fan	Smart / PCB Based Fans	> (Complete Fan Except PCB)-24 / 30 Month from date of Purchase/Manufacture, whichever is earlier. > (PCB)-12 / 18 Month from date of Purchase/Manufacture, whichever is earlier.
	Non-Smart Fans	> 24 / 30 Month from date of Purchase/Manufacture, whichever is earlier.
Table Fan	High Speed / Low Speed	> 24 / 30 Month from date of Purchase/Manufacture, whichever is earlier.
Wall Fan	High Speed / Low Speed	> 24 / 30 Month from date of Purchase/Manufacture, whichever is earlier.
Pedestal Fan	High Speed / Low Speed	> 24 / 30 Month from date of Purchase/Manufacture, whichever is earlier.
Exhaust Fan	Metal Body / Plastic Body / Axial Exhaust	> 24 / 30 Month from date of Purchase/Manufacture, whichever is earlier.
Upgrade Kit	Upgrade Kit	6 Months from Date of Purchase
Accessory	Accessory	6 Months from Date of Purchase
Remote	Remote	12 Months from Date of Purchase

*The Warranty offering is valid for customer bought units from Authorised Online/e-commerce, Modern Trade and General Trade Partners in India (Type of service: Onsite only unless otherwise specified)

Warranty Scope

1. For availing free home/on-site service, the Product must be within warranty period.
2. For Serialized Product, with Sticker/Printed Manufacture Month – Warranty will be considered for from End User Sale Invoice date or Manufacturing date, till the time period mentioned in above table.
3. No Warranty coverage will be entertained in case Serial No. Sticker on Fan is damaged.
4. For any query or complaint about the Product, the customer needs to register a complaint through App or through Company designated no.
5. End User Sale Invoice should have a below things clearly mentioned on invoice: -
 - Valid GST Number
 - Complete address and contact number of the shop or the platform from where the product was purchased
 - Date of purchase, Model & Serial number of Product.
6. The warranty period starts from the date of the original purchase of the SKU(s) by the first end-user. The invoice may consist of different SKU(s) having different warranty periods.
7. The Company will not entertain any complaint with incomplete warranty details & service charge(s) as per company policy may apply.

Customer Helpline & Official Timing

For any assistance, please contact:

WhatsApp No:

Missed Call No:

Email: wecare@ottomate.com

OFFICIAL TIMINGS 10:00 - 18:00

MONDAY TO SATURDAY

(Except Public & National Holidays)

-Same time is applicable for our field operation team (direct & authorized service partners)

-Providing services on Sunday or on non-working days depends on the availability of service technician/employee, scope & subject to the sole discretion of ATPL.

Ottomate Limited Warranty (India)

Terms and Conditions:

1. The warranty is valid only in India.
2. Ottomate provides a Limited warranty. The limited warranty is not transferable to subsequent owners.
3. Repairs under warranty period shall be carried out by Ottomate Authorized Service Partner personnel only.
4. If, date of first use start is not available then customer will have to produce valid POP for claiming repair warranty. However, final warranty condition will be decided basis Elementary Level Screening (ELS) of device performed by ASP.
5. In the event of repairs of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. The time taken for repair and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
6. Warranty does not cover user manuals, un-authorized repair, non-manufacturing defects or any normal wear and tear.
7. Warranty does not cover If the original serial number is removed, obliterated, or altered from the product.
8. Warranty registration is to be done within 30 days of purchase.
9. Loss or Damage in Transit- All claims related to loss, shortage, damage or breakage to Goods received shall be registered in writing within 7 days of delivery. Claims outside this period will not normally be considered by the Company.
10. Storage condition: After delivery of the product, customer/channel partners must crosscheck the packaging to see product is free from any damage. Product must be stored in dry place/room temperature. No related claim of damage will be entertained after 7 days of delivery.

Warranty is not valid if:

1. The defects or modification or alterations of any nature made in any part of the product by the purchaser or unauthorized personnel, as determined by Authorized Service Partner.
2. Warranty does not cover damage due to battery leak inside remote
3. Warranty does not cover voltage supply other than 160V - 250V.
4. The fan will not function above Input voltage more than 280V.
5. For remote variant / PCB Based Fans, use of regulator is strictly not permitted and warranty will be void for any damage to the fan and its components due to use of the regulator.
6. Warranty does not cover if the damage to motor winding due to usage of power supply through inverter/generator or beyond voltage range.
7. Failure to use the Product(s) in accordance with the User's Guide that may accompany the Product(s), or any other abuse or neglect with respect to the Product(s)
8. Company shall not be obliged to undertake repair of products found waterlogged, liquid damaged or tampered because of repair carried out by unauthorized repairers.

