

Warranty Policy

There appear on this Warranty Policy, Kencar Co. Ltd (C49828), of 168, Industrial Estate, Luqa, hereinafter referred to as the 'Company', the Air Conditioning Indoor Unit, Outdoor Unit and Services installed, hereinafter referred to as the 'Equipment' and the purchaser of such Equipment, hereinafter referred to as the 'Customer'.

The Company warrants that the Equipment, shall be free from defects as far as materials and workmanship are concerned including a warranty for the period stated below (according to the type and use of Equipment) on parts and labour.

Warranty:

- High Wall Split AC System
 - Standard Warranty: 5years on all parts & labour.
 - Extended Warranty: 2years on all parts & labour for a total of 7years.
- Light Commercial System (incl. Multi-Split, Cassette, Ducted, Ceiling/Floor, Console and Floor-Standing Units)
- VRF System
 - Standard Warranty: 3years on all parts & labour.
 - Extended Warranty: 2years on all parts & labour for a total of 5years.

Extended Warranty is applicable on the condition that one yearly service is registered on residential installations; two yearly services are registered on non-residential installations.

All warranties and services are to be registered on our online portals. Any other form of warranties are not acceptable.

Conditions of Warranty:

1. The warranty shall only apply subject to the condition that all maintenance, servicing, repairs and all related works are undertaken by the Company through its appointed representatives or the original installer of the Equipment and that the need thereof is brought to the attention of the Company immediately that the need thereof arises.
2. The warranty shall not apply and shall be deemed to have been renounced by the Customer if the Equipment, is operated outside the parameters of the specifications of the equipment or contrary to the manufacturer's instructions of use, is not protected by an over-voltage regulator (OVR), has been tempered with or operated outside working limits, in case of negligence of use, in case of lack of preventive maintenance programme and/or without the care and attention which would have been exercised by a 'bonus pater familias'. The warranty shall also not apply if the damage, malfunction and/or Equipment breakdown is corrosion or rust on parts of the Equipment that are exposed to outdoor environmental conditions or caused by foreign objects or substances, acts of God, surges in power supply, modifications to the electrical installation, accidents, modifications to the Equipment itself, and other similar and/or related factors over which the Company has no direct control.
3. The warranty is rendered null and void and shall not be applicable if the Equipment is serviced by another technical representative other than the Company without the Company's written authorisation.

Note: The Company reserves the right to update / modify this warranty and its terms and conditions anytime.