

# Warranty & Guarantee Terms and Conditions

This document outlines the warranty, guarantee, and after-sales service terms for products supplied by Zarrin Nema Caspian Co. It is designed to provide clear, user-friendly, and legally structured information for customers and partners.

## Definitions

**Warranty:** A commitment by the supplier to repair or replace defective parts free of charge within a specified period.  
**Guarantee:** A broader service commitment including installation, repair, replacement, or refund under defined conditions.  
**After-Sales Service Period:** A paid service period after warranty expiration including spare parts and technical support.  
**Proper Use:** Use of the product in accordance with manufacturer instructions and guidelines.

## General Warranty Terms

- All products include free installation under standard conditions (up to 5 meters piping for AC units).
- Warranty is valid for 24 months from installation date.
- Compressor warranty is at least 60 months.
- After-sales support (warranty extension) is provided up to 10 years.
- Warranty services are only provided by authorized service centers in Iran.
- Warranty card must be presented for service requests.

## Service & Replacement Policy

- Structural defects within 24 hours of installation may result in replacement.
- Manufacturing defects within 90 days may lead to product replacement.
- Repeated failures may qualify for replacement upon technical approval.
- If repair is not possible within defined timelines, replacement or refund (based on current price) may be offered.
- Refunds consider depreciation after warranty period.

## Customer Responsibilities

- Providing safe installation conditions (scaffolding, access, etc.).
- Covering costs of consumables (pipes, cables, brackets, etc.).
- Ensuring proper usage as per manual.
- Providing required documentation for warranty activation.

## Exclusions from Warranty

- Damage due to improper use or external factors.
- Physical damage such as breakage, dents, or transport damage.
- Unauthorized repairs or modifications.
- Electrical issues outside standard operating range.
- Costs of additional installations or structural modifications.

## Additional Notes

- Gas charge is included up to 5 meters piping; additional length is charged.

- Service transportation within city limits is free during warranty.
- Outside city limits, additional charges apply.
- Some accessories may not be covered under warranty depending on product type.