



KAFF



===== **WARRANTY GUIDE** =====

w.e.f 1st Nov 2023 till 31 Mar 2024



CHIMNEYS

Model	Warranty on Product**	Motor Warranty
Basic Range		
Base LX 60 BLK	1 + 1 Years	2 Years
Base LX 60 SS	1 + 1 Years	2 Years
Expo MX 60	1 + 1 Years	2 Years
Theme MX 60	1 + 1 Years	2 Years
Essential Range		
Ace BF 60	1 + 1 Years	5 Years
Elbaa BF DHC 60	1 + 1 Years	5 Years
Flo BF 60	1 + 1 Years	5 Years
Jiff 60	1 + 1 Years	5 Years
Liz DHC 60/90	1 + 1 Years	5 Years
Max BF 60	1 + 1 Years	5 Years
Max BF DHC 60	1 + 1 Years	5 Years
Mel LX BF 60	1 + 1 Years	5 Years
Nova SV	1 + 1 Years	5 Years
Nova TC 60	1 + 1 Years	5 Years
Pro DHC 60	1 + 1 Years	5 Years
R-Pro DHC 60	1 + 1 Years	5 Years
Tannic DHC 60	1 + 1 Years	5 Years
Premier Range		
Aspro DHC 60/75- Aspro DHC 60G /75G	1 + 1 Years	7 Years
Bell 60	1 + 1 Years	7 Years
Casto DX DHC 60/75	1 + 1 Years	7 Years
Clara DHC 75/90	1 + 1 Years	7 Years
Electra DHC 90	1 + 1 Years	7 Years
Hawk DHC 60	1 + 1 Years	7 Years
Lazio DHC 60	1 + 1 Years	7 Years
Mainz DHC 60/90	1 + 1 Years	7 Years
Marina DHC 60/90	1 + 1 Years	7 Years
MILL DHC 60	1 + 1 Years	7 Years
Nobelo (TX/LX) DHC 60/75/90	1 + 1 Years	7 Years
Opec TX DHC 60/70/90	1 + 1 Years	7 Years
Prima TX DHC 60/75/90	1 + 1 Years	7 Years
Rover DHC 60	1 + 1 Years	7 Years
Stella DHC 90 BS	1 + 1 Years	7 Years
Stella DHC 90 SS	1 + 1 Years	7 Years
Sigma DHC 60	1 + 1 Years	7 Years
Sirio DHC 60/75/90	1 + 1 Years	7 Years
Vasco Dhc 60/75/90	1 + 1 Years	7 Years
Vito DHC 60	1 + 1 Years	7 Years
Collection Range		
Airframe SM DHC 90	1 + 1 Years	12 Years
Albury (LX) DHC 60/75/90	1 + 1 Years	7 Years
Canary BF DHC 90	1 + 1 Years	7 Years
Falcon DX 90	1 + 1 Years	12 Years
Falmarc DHC 90A	1 + 1 Years	7 Years
Hegen 90	1 + 1 Years	10 Years
Lyra DHC 60/75	1 + 1 Years	7 Years

T & C

- Lifetime Warranty (LTW) means 7 years
- Consumable items (like Bulb, Outer Body, Switches, Knobs, Charcoal, Filters, Metal/Glass/Plastic Parts & Filters locks) are not covered under the scope of this warranty.
- 2/5/LTW Warranty is applicable only on Motors rest all Parts i.e. PCB, Blower, Touch, Button / Switches will be covered under this 02 years of warranty.



CHIMNEYS

Model	Warranty on Product**	Motor Warranty
Missoni	1 + 1 Years	12 Years
Nevis DHC 90	1 + 1 Years	7 Years
Newbury 90	1 + 1 Years	10 Years
Proform 90	1 + 1 Years	12 Years
Viola DHC 90	1 + 1 Years	7 Years
Vistosi LX DHC 90	1 + 1 Years	7 Years
Island Range		
Canary DHC 90 IS	1 + 1 Years	10 Years
Flora Twin Dx IS 120	1 + 1 Years	10 Years
Opec DHC 90 IS	1 + 1 Years	12 Years
Townsville 90 IS	1 + 1 Years	10 Years
Skyvent 110	1 + 1 Years	10 Years
Vistosi LX DHC 90 IS	1 + 1 Years	10 Years
Leone OR 41 IS / Leone BL 41 IS	1 + 1 Years	10 Years

T & C

- Consumable items (like Bulb, Outer Body, Switches, Knobs, Charcoal, Filters, Metal/Glass/Plastic Parts & Filters locks) are not covered under the scope of this warranty.
- 2/5/7 Years Warranty is applicable only on Motors rest all Parts i.e. PCB, Blower, Touch, Button / Switches will be covered under this 02 years of warranty.
- 1 + 1 Years means 1st year comprehensive, 2nd year visit & labour charges applicable



BUILT-IN HOBS

Model	Warranty on Product**	Spare Parts Covered In Warranty
NE 4B 60 SS	1 + 1 Years	Burners, Ignition Wire, Switch, Bypass & Generator
NE 4B 60 GF	1 + 1 Years	Burners, Glass, Ignition Wire, Switch, Bypass & Generator
Series Crista		
CRH 804, CRH 783, CRH 604	1 + 1 Years	Burners, Glass, Ignition Wire, Switch, Bypass & Generator
Series Milano		
MFB 603, MFB 604, MFB 763, MFB 764	1 + 1 Years	Burners, Glass, Ignition Wire, Switch, Bypass & Generator
Series Milano-X		
MFB-X 603, MFB-X 604, MFB-X 763, MFB-X 764	1 + 1 Years	Burners, Glass, Ignition Wire, Switch, Bypass & Generator
Series Novara		
NVH 603, NVH 604, NVH 783, NVH 804	1 + 1 Years	Burners, Glass, Ignition Wire, Switch, Bypass & Generator
Series FBB		
FBB 603, FBB 604, FBB 783	1 + 1 Years	Burners, Glass, Ignition Wire, Switch, Bypass & Generator
Series VRH		
VRH 603, VRH 604, VRH 783, VRH 784	1 + 1 Years	Burners, Glass, Ignition Wire, Switch, Bypass & Generator
Series Alton		
ALNF 865, ALNF 784, ALNF 783, ALNF 604, ALNF 603	5 Years	Burners
	2 Years	Glass, Ignition Wire, Switch, Bypass & Generator
ALN 865, ALN 784, ALN 783, ALN 604, ALN 603	5 Years	Burners
	2 Years	Glass, Ignition Wire, Switch, Bypass & Generator
Series Asford		
ASF 865, ASF 784, ASF 783, ASF 604, ASF 603	1 + 1 Years	
	5 Years	Burners
	2 Years	Glass, Ignition Wire, Switch, Bypass & Generator
Series HBR		
HBR 804A, HBR 784C, HBR 783B, HBR 604A, HBR 603 B	1 + 1 Years	
	5 Years	Burners
	2 Years	Glass, Ignition Wire, Switch, Bypass & Generator
Series KH		
KH 100 4BG, KH 86 BR 53, KH 78 BR 47, KH 60 BR 31	1 + 1 Years	
KHB 60 BR 4	5 Years	Burners
	2 Years	Glass, Ignition Wire, Switch, Bypass & Generator
Series Bellini		
BLH 865, BLH 804, BLH 604	1 + 1 Years	
	10 Years	Glass
	5 Years	Burners
	2 Years	Ignition Wire, Switch, Bypass & Generator
Series Bellini-F		
BLHF 100, BLHF 865, BLH 804, BLH 783, BLHF 784	1 + 1 Years	
BLHF 604, BLHF 302	10 Years	Glass
	5 Years	Burners
	2 Years	Ignition Wire, Switch, Bypass & Generator
Series Massimo		
MSM 100, MSM 865, MSM 804, MSM 783, MSM 604	1 + 1 Years	
	10 Years	Glass
	5 Years	Burners
	2 Years	Ignition Wire, Switch, Bypass & Generator
Series Nordic		
Marmor1104, Marmor 823	1 + 1 Years	
Crystal Noir 1104, Crystal Noir 823	10 Years	Glass
	5 Years	Burners
	2 Years	Ignition Wire, Switch, Bypass & Generator
Series Infra		
INF 804, INF 783, INF 604	1 + 1 Years	
	5 Years	Burners
	2 Years	Glass, Ignition Wire, Switch, Bypass & Generator

Note : BRASS BURNERS COATED WITH BLACK HEAT RESISTANT COATING ARE NOT COVERED UNDER WARRANTY FOR ITS DISCOLOURING



REST OF APPLIANCES

Model	Warranty on Product**	Spare Parts Covered In Warranty
Built-In-Oven (All Models)	1 + 1 Years	Element, Selector & All Electrical parts
Built-in Microwaves (All Models)	1 + 1 Years	Element, Selector, Magnetron and All Electrical Parts
Built-in Refrigerator (All Models)	1 Years 7 Years	All Electrical Warranty on compressor
Free Standing/ Built-in Dishwasher (All Models)	5 Years 2 Years	Warranty on Motor & Washing pump only Thermostat, Pressure Set, Inlet Valve, Heating Element and Drain Pump
Wine Cooler (All Models)	1 Year	All Electrical
Air Purifier (All Models)	1 Year	Electronic Parts Only
Bar-be-que (All Models)	1 Year	Bypass, Spark Plug & Thermostat
Deep Fryer (All Models)	1 Year	Bypass, Spark Plug & Thermostat
Induction Hobs (All Models)	1 Year 2 Years	PCB , Coil & All Electricals On Glass
Warmer Drawer (All Models)	1 Year	PCB , Coil & All Electricals
Cooking Range (All Models)	1 Year	Bypass, Burner, Ignition Wire, Coil & Generator
Cooktops (All Models)	1 Year 2 Years 5 Years	Pan Supports, Bypass, Ignition, Generator Glass Burners
OTG (All Models)	2 Years	Heating Element, Thermostat & All Electrical Parts
Built-in Coffee Machine	1 Year	
Free Standing Coffee Machine	1 Year	



OTHER PRODUCTS

Model	Warranty on Product**	Remarks
Ventilation Fan	1 Years	Motor, Coil and LED Lamp
Sink	NA	Life Time Warranty/ 7 Year
Furniture & Fitting Hardware	NA	Life Time Warranty/ 7 Year
Kitchen Accessories	NA	Life Time Warranty/ 7 Year
Gas Spring	NA	Life Time Warranty/ 7 Year



****Product Warranty**

- Product warranty is applicable subjected to installation done by KAFF approved Engineers or through Authorised Service Provider of the Company. This is important for proper installations & the better performance of the appliances.
- In case any damage occurs due to wrong installation done by an unauthorized person, in that case company will not be responsible for that damage & the customer will be required to bear all expenses made towards that repair work.
- It is mandatory to upload duly filled Registration Form along with Invoice Copy & Installation Job Sheet within 30 Days of Installation of the product on KAFF website : www.kaff.in
- It is mandatory to provide Valid Invoice Copy or Warranty Letter issued from the company to claim warranty of the product.
- Product General Service/Cleaning or Deep Cleaning / To & Fro Charges beyond Municipal limits are not covered under this warranty.
- Visit charges will be taken from customers after the completion of One Year from the date of purchase of the product.
- Units installed beyond the municipal limits of the jurisdiction of the company service centre/authorized service associate, the expenses incurred towards the to and fro visit charges of the service engineer and charges for part replaced and the supportings required will be borne by customer.

General Information

1. The warranty extends on all parts against any manufacturing defects inherent or apparent except filter, bulbs, electrical cord & plug, and fitting used for installation of the product.
2. The warranty also excludes normal wear & tear on the surface affecting the paint or finish of the product.
3. Top glass, oven glass, bulbs & timer are not covered under the warranty.
4. For all units installed beyond the municipal limits of the jurisdiction of the company service centre/authorized service associate, the expenses incurred with regards to deputing the service personnel towards to & fro travel, conveyance and other incidentals will be borne by customer.
5. Company is not liable for any damage or physical injury, arising out of improper use, modification or alteration of specifications or unauthorized and poor maintenance of this product.
6. The warranty shall be void due to any of the reasons enumerated below and the customer shall be liable to pay for the cost of all spares and service charges.
 - The unit is installed, opened, tampered or serviced by person other than KAFF authorized service person.
 - Damage to the equipment due to abnormalities in the power supply.
 - Any modification or structural changes made to the appliance or it is not used as per the operating instructions mentioned in the product manual
 - The specified periodic maintenance is not done.
 - Defective or Sub Standard parts are substituted in the place of genuine spares.
 - Any defects arising due to use of optional accessories like trolleys etc.
 - Any damages / defects occur by improper electrical circuits outside the appliance or by any electrical supply
 - Any substandard detergent, rinse aid, salt used in the dishwasher.
 - The warranty will not be applicable, if the appliance is used for commercial purpose or at places like hotels, restaurants, hostel, or any other similar place.
 - Rusting due to environmental effect, misuse, negligence and mishandling of the product.

NOTE: -

The warranty shall be void due to any of the reasons enumerated above, the customer shall be liable to pay for the cost of all spares and servicing.



LIFE TIME WARRANTY* (7 YEARS)

DEFINITION

Lifetime means expected life of a product. 'KAFF' undertakes that all the products are marketed by them under the 'KAFF' brand after thorough inspection by Quality Control Wing. 'KAFF' extends this warranty only in the case of manufacturing defects and / or defects in workmanship and undertakes to replace or repair parts, at the sole discretion of 'KAFF'.

This warranty is subject to the terms and conditions mentioned below:

1. Lifetime warranty means seven-year warranty.
2. To avail the LTW it is mandatory for the Customer to install the product from an authorised kaff service centre only.
3. The registration form should be duly filled & uploaded on website along with the copy of invoice & installation service order number within 30 days of installation.
4. Warranty is valid only on showing the life time warranty letter & bill/invoice.
5. In case warranty is not registered within 30 days from date of purchase, LTW will be null & void.
6. To register for LTW after 30 days, submitting a proof of invoice along with a payment of INR 700/- is mandatory.
7. In Chimney Life Time Warranty covers the Motors only. Warranty on all other parts like Blower, PCB & switch will be two years. It does not cover consumable parts and parts which are subjected to normal wear and tear like Charcoal Filters, Bulbs, Glass Parts, Metal Body, etc.
8. Routine maintenance / service visits made by the 'KAFF' Technician for repair of the items covered under warranty / out of warranty will be on chargeable basis.
9. The Company undertakes no liability in the matter of consequential loss and/or damages caused to the Customers or third party due to misuse/mishandling/failure/malfunctioning of the Product. 'KAFF' obligation under this warranty shall be limited to repairing or replacing the defective part only.
10. The Warranty becomes null and void in following cases, but not limited to :
 - a) Installation / Service / Repair / Modification is carried out by person other than those authorized by 'KAFF'.
 - b) Failure on account of non-genuine parts.
 - c) Failure on account of user's inaction towards minor maintenance such as cleaning of filters.
 - d) Removal, alteration or tampering of Serial No. of the Product and its components.
 - e) Change of ownership.
 - f) Failure on account of power fluctuation .
 - g) Damage resulting to the unit due to operation in an abnormally corrosive alkaline / acidic atmosphere, and / or use of harmful chemicals.
 - h) Failure due to misuse / negligence, and / or Acts of God.
 - i) In case warranty is not registered within 30 days from date of purchase,
11. For units installed beyond the municipal limits of the area of operation of the Authorized Service Centre of 'KAFF', or in areas where no Service Centre is Present, all expenses incurred towards loading, unloading etc., will be borne by the customer and will be payable in advance.
12. The registration of Lifetime Warranty will be as the sole discretion of "KAFF Appliances India Pvt. Ltd."
13. The decision of 'KAFF' with regard to the settlement of all the claims under this Warranty shall be final. . In case of any dispute, it will be applicable to exclusive jurisdiction of Gurgaon Courts only.

KAFF

KAFF APPLIANCES (INDIA) PVT LTD

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