



Warranty Terms for Residential Products

These terms apply to Carrier & Toshiba wall, floor, ceiling or portable products and dehumidifiers up to 8kW, with the exception of the hydronic units. These terms are valid only for the Greek market. For other countries please contact our local office or the local distributor or dealer.

We guarantee that all Carrier & Toshiba products are free of any defects in materials and workmanship and we declare that each warranty covers a single machine, if the interior and the exterior part are split-type.

The warranty is effective:

- A. For products sold in Greece by AHI Carrier Southeastern Europe Air-Conditioning S.A.
- B. For installation which was carried out by a specialized licensed technician (refrigeration technician), with the proper tools and based on the technical manuals and instructions provided by AHI Carrier Southeastern Europe S.A, without any modifications to the product's connections or fittings.
- C. For failures not due to faulty installation, improper operation, misuse, mishandling, deficient servicing, connection with voltage or power supply other than the specified, voltage changes by the power supply companies or damage from corrosive environments (e.g. coastal areas or areas with excessive dust, etc.)
- D. For a period of five (5) years for the compressor and three (3) years for all other parts of the unit, provided the unit's annual service is carried out by a specialized licensed technician. The annual service is mandatory after the 1st year of operation and must be proven by furnishing the corresponding service provision receipts.
- E. The warranty covers the cost of the spare part that replaces the defective part of the product. The replacement of the part of the product does not extend the time period of the original air-conditioner's warranty.
- F. The warranty covers any work for the repair of part or the entire air-conditioner for a 2 year term, from the date of purchase (based on invoice or purchase receipt).

The warranty does not cover:

- A. The cost of the mandatory annual service, which is the owner's responsibility.
- B. The transportation charges of the product for repair or replacement.
- C. Any damages incurred through transport made by the buyer.
- D. The works that may be required for safe access to the machine (scaffolding/lift).
- E. Loss of the remote control.

All the above costs are borne by the owner.

The liability of the company is strictly limited to the operation of the product under warranty and does not, by any means, cover any use or exploitation of the unit, and therefore it bears no liability for any loss or damage (direct, indirect or consequential) arising from the financial or any other use or exploitation of the unit (loss of income, etc).