

WATER PURIFIER: FREE INSTALLATION - TERMS & CONDITIONS

Standard Working Hours

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Call Centre	Pan India	9 AM to 7 PM	Monday to Saturday (Except Public Holidays)
		9 AM to 6 PM	Sunday (Except Public Holidays)
Service & Installation	Delhi NCR, Mumbai, Kolkata, Chennai, Bangalore, Hyderabad and Pune and Kochi	9 AM to 10 PM	Monday to Sunday (Except Public Holidays)
	Rest of India*	10AM to 6PM	Monday to Saturday (Except Public Holidays)

*Standard time for processing the installation request is 48 hours from the installation request received by the Company. However, locations beyond municipality limit may takesome extra time.

How To Raise Installation Request

You may raise the installation request through any of the following modes within 30 days from the delivery of the Water Purifier:

Website: www.vguard.in/waterpurifier

Phone: 1800 103 1300 (TOLL FREE) | 1860 180 3000 (TOLL)

E-mail: waterpurifier@vguard.in

While raising the request please clearly mention your mobile number and complete address.

Installation Pre-Requisites

1. The installation area must be safe for workmanship and product usage. Adequate lighting must be provided on the site.
2. The installation area must be easily accessible. Above man-height locations such as above-the-ceiling or outside the kitchen are not acceptable.
3. The old water purifier, if any, should be easily dismantlable. While dismantling the old water purifier, if anything gets damaged then V-Guard could not be held responsible.
4. The free installation kit that comes along with the main unit consists of User manual, External Pre-Filter, Wall Mounting Kit, 3/8 White Tube, 1/4 White Tube, SMPS Adapter, Integrated Diverter Valve and RO Membrane. In case anything else is required for installation, it will have to be purchased separately.
5. Input Water TDS should not exceed 2000ppm (maximum limit) while its pressure should be between 5 to 40 psi. If it is not so, you will require additional solutions otherwise it will affect your product's performance. These additional solutions can be purchased from V-Guard technicians at extra cost.
6. An operational power source and water source must be available in the proximity of the installation area.
7. The user should be able to furnish a valid proof of purchase i.e. original invoice copy.

Services Included

1. V-Guard technician will dismantle the old water purifier (if any) if the process does not require any additional cutting/special tools.
2. After dismantling, the technician will mount your V-Guard Water Purifier and will connect it to pre-existing sources of water and power.
3. The technician will make sure the product is ready to use and will also help you with a detailed product demonstration.

Services Not Included

1. Non-standard or complex installation/dismounting of the old water purifier that requires additional equipment, labor support, ladder, etc.
2. Non-operational Power and Water Source - if additional work is required to make power or water sources operational or to bring them closer to the water purifier mounting site.
3. Any additional services such as plumbing, electrical work, etc. and any additional items such as tube, booster pump, taps, wires, switches, etc.
4. If the quality of your input water does not conform to the specifications stated in the user manual, then you will require additional solutions which are not covered under Free Installation and will have to be purchased at extra cost.

Any disputes are subject to Kochi, State of Kerala, and courts at Kochi shall have exclusive jurisdiction

Note: V-Guard reserves the rights to amend the product specifications, features, and services at any time without any prior notification. Any dispute arising out of or in connection with this Terms & Conditions shall be subject to the exclusive jurisdiction of the Courts at Kochi, Kerala.
