

keus[®]



Out of the Box Warranty and Service Coverage Policy & Extension Program



Introduction

This document confirms that Keus Home Automation System (Keus') and its related parts, components, systems and sub systems, keus accessories as well as 3rd party accessories have been installed at the following site-

Client ID	
Customer Name	
Site Location	
Installation Date	

Vide this document, the customer acknowledges that the installed material is covered by the Keus **Out of the Box Warranty and Service Coverage Policy & Extension Program** Terms and Conditions as set forth below. A Brief Summary of Warranty terms and related conditions was already mentioned in the final quote/s that were finalised between the Client and Keus. For clarity and future reference, the full terms and conditions are detailed herein and further expanded upon. Vide this document, the customer also confirms the option being opted for warranty coverage beyond the standard coverage which is provided by Keus.

Warranty and Support

Warranty Coverage

- **Standard Warranty:**

All Keus products are warranted against manufacturing defects for a period of **2 years from the date of installation** as indicated on this certificate. This warranty covers repair or replacement, as needed, at no additional charge and is included in the purchased solution.

- **Third-Party Products:**

Any third-party components, if present in the Keus Quote and installed at the Site Location, will be governed by the respective manufacturer's or OEM's warranty terms.

- **Exclusions:**

Batteries and other consumable items are **not** covered under this warranty.

- **No Coverage if Payment is Outstanding:**

If any payment is overdue from the customer no warranty and no support will be provided.

Maintenance Support During the 2-Year Warranty Period

- **Service Provision:**

All customer service and support calls related to the Keus products are provided free of charge. This includes necessary firmware and software updates.

- **Response and Resolution:**

Keus commits to addressing service calls promptly without additional cost during the warranty period.

Maintenance and Product Support Beyond the 2-Year Warranty Period

In order to continue to extend the **Out of the Box Warranty and Service Coverage Policy**, as well as continue to receive All Firmware and Software Updates, beyond the initial 2-year period, please select from the below mentioned options:

Comprehensive Support Extension Program

- **Program Details:**

The customer may opt to extend the Out of the Box Warranty and Service Coverage Policy & Opt for the Extension Program for an additional 3 years.

- **Fee Structure and Choice being Opted for:**

☐ **Option 1**

One Time fee of 10% of the final bill value of the installed system.

(Coverage Extended til -----/----/-----) (*Note - Option 1 is only offered if payment is done along with Initial System Commissioning. Else Option 2 can be chosen.*)

☐ **Option 2**

Annual fee of 7% of the final bill value of the installed system.

(*Note - Out of the Box Warranty and Service Coverage Policy ends 2 years after commissioning date mentioned above. Before this date, 7% of the final bill value of the installed system needs to be paid to Keus to Opt for the Extension Program for 1 year. Thereafter, it is client responsibility to Pay same amount before end of 3rd year and before end of 4th year from commission date mentioned above, in order to be continually covered vide the Extension Program.*)

- **Coverage:**

Under the extension program, all firmware and software updates, all service and support calls—including repair or replacement of components affected by manufacturing defects—will be provided at no extra cost, subject to the terms and exclusions listed herein.

Note - For Upcountry Support Visits (other than Metro Cities and State Capitals), travel and stay cost at actuals will be to client account, however service and support and parts cost are covered if under warranty coverage/ under extended support coverage as per above chosen options.

- **Program Confirmation:**

Coverage commences upon signing this document and payment realization for the option chosen, as applicable.

Post-Warranty Paid Support (Without Program Subscription)

- **Service Charges:**

If the customer does not subscribe to the extension program or does not make the payment due as outlined above, support beyond the 2-year period will be available on a **man (labour) and material (products, parts and consumables etc) basis at a rate of Rs. 1000 per service call**, with applicable taxes charged extra at actual cost.

Note - For Upcountry Support Visits (other than Metro Cities and State Capitals), travel and stay cost at actuals will be to the client account, additionally other costs same as above will be charged for i.e. on man and material basis at a rate of Rs. 1000 per service call, with materials and applicable taxes charged extra at actual cost. .

- **Service Availability:**

In line with industry practices, support for all products continues until they are declared End of Support by Keus.

Note - End of Support will be declared at least 12 months in advance.

Note - Firmware and Software Updates maybe limited to support and stability updates and not feature updates and upgrades

Service Level Agreement (SLA)

- **Standards & Safety:**

Keus utilizes industry-recognized methods and/or proprietary techniques for maintenance and ensures all necessary safety precautions are observed.

- **Response Times:**

Initial Response: Standard SLAs are 1 working day from the time a complaint is logged.

Repair/Replacement: Standard SLAs are typically 3 working days with a maximum of 7 working days in case product repair or replacement is required.

- **Service Personnel:**

Keus employs trained service technicians equipped with the necessary tools and instruments to perform the required support services.

Customer Responsibilities

- **External Equipment:**

The customer is solely responsible for any external equipment connected to the Keus system. Damage resulting from incorrect or malfunctioning external equipment or adapters will void this warranty and support policy.

- **Payment of Invoices:**

It is the customer's responsibility to ensure all outstanding service, material, and extension program invoices are paid promptly. Failure to do so will result in withdrawal of warranty and support services.

- **Safe Working Conditions:**

The customer must provide safe and appropriate working conditions for the proper functioning of the Keus system. Keus cannot render support without access to such conditions.

- **Site Access and Modifications:**

The customer must grant Keus access to all parts of the installation at any time. Any modifications that may impair system performance must be communicated to Keus immediately.

- **Notification:**

Defects, damages, or modifications must be reported to Keus as soon as they are noticed.

- **Support Equipment and Personnel:**

The customer must provide necessary support equipment (e.g., step ladders, scaffolding), enable availability if needed of site electrician, carpenter, PMC etc to enable Keus service personnel to perform maintenance operations.

- **Unauthorized Access:**

Any attempt by unauthorized personnel to access, service, or remove Keus products will void the warranty and all associated support services.

Warranty and Support Coverage Exclusions

The following scenarios are excluded from the warranty and support coverage:

- **Damage during Transport or Relocation:**

Any damage incurred during transport, relocation, accidents, misuse, or negligence by the customer or its representatives.

- **Deliberate or Wilful Damage:**

Any deliberate damage or physical abuse of the products.

- **Natural Disasters and Force Majeure:**

Damage resulting from fire, flood, natural disasters, or any other events classified as Force Majeure.

- **Unauthorized Repairs or Alterations:**

Damage arising from alterations, repairs, or fixes conducted by personnel not formally authorized by Keus.

- **Unstable Site Conditions:**

Damage caused by unstable site conditions like power surges, water damage etc.

- **Acts of God and Other External Factors:**

Maintenance necessitated by acts of God, overloading, vandalism, fire, water, humidity, war, terrorist acts, strikes, civil commotions, or overvoltage issues.

- **Excluded Services:**

Services related to customer side electrical work, wiring, painting, civil works, glass works, carpentry, AC works, media systems, etc., are not included under this policy. Any service call not covered under this document for instance, relocation of previously installed system components, will be charged on a man and material basis as specified earlier.

Agreement Confirmation

Vide this document, the customer acknowledges and accepts all terms, conditions, responsibilities, and obligations as stated in this **Out of the Box Warranty and Service Coverage Policy & Extension Program**. Any specific clauses not specifically covered vide this agreement, are as per agreed Final Quote/s between Keus and Client.

For Keus Automation Pvt Ltd

For Customer

Authorized Signatory

Authorized Signatory

Name:

Name:

Date:

Date:

Beneficiary Details for Payment

The beneficiary information below is shared for your reference. Please confirm all details before payment, as we cannot be liable for discrepancies after the transaction is initiated.

Account Name: KEUS AUTOMATION PRIVATE LIMITED

Account No.: 50200012185368

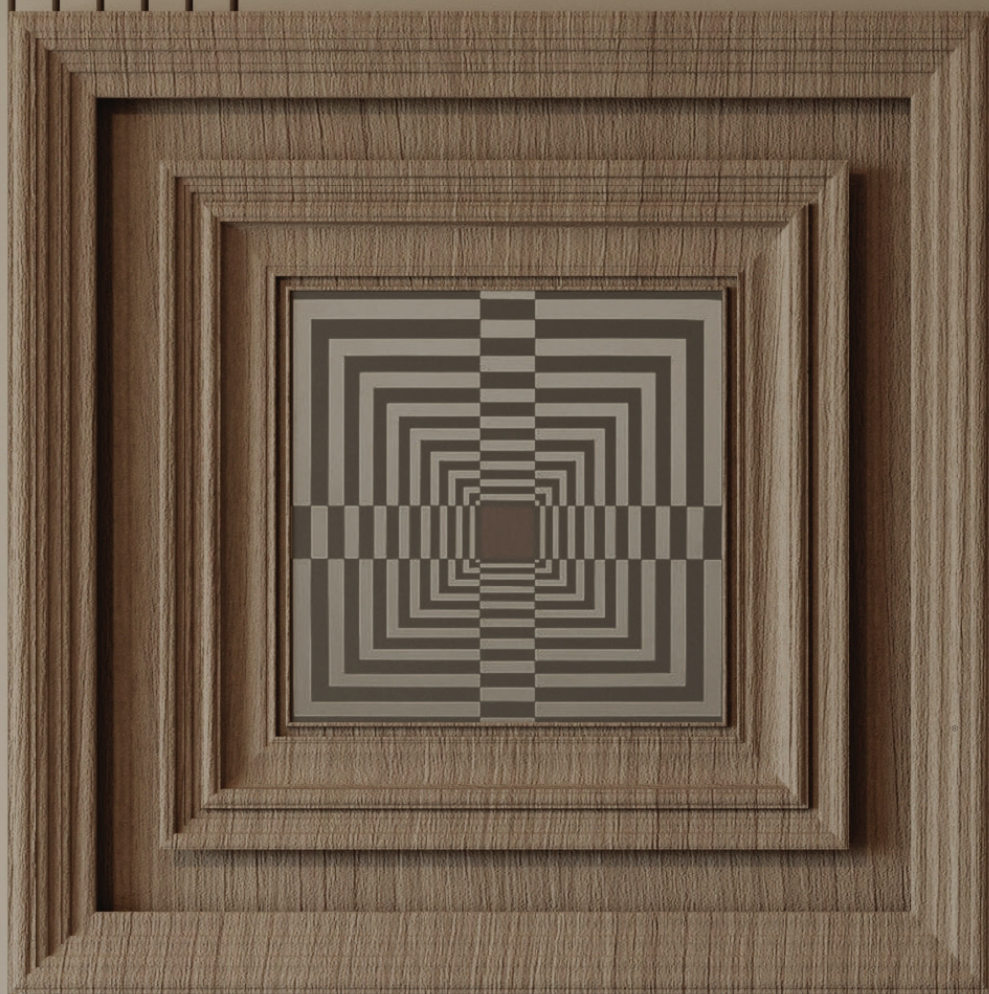
Bank: HDFC BANK LTD

Branch: PUNJAGUTTA

IFSC: HDFC0001228

UPI ID: 0797461A0109854.bqr@kotak





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