

### **Warranty Registration System**

*Help us to serve you better by registering  
your product for Warranty*

- **Web** Registered at [www.onida.com](http://www.onida.com)
- **Telephone** Call Centre No. 0XX-39889000(0XX-STD Code of State Capital)
- **Post / Visit** Post the Warranty Registration Card & Service Centre Copy or Visit the Nearest Service Centre.



**MIRC Electronics Ltd.,**

Onida House, G-1, MIDC, Mahakali Caves Road, Andheri (East), Mumbai – 400 093

## USER MANUAL



**3 STAR**



**2 STAR**



Model: W12TRC3 / W18TRC3  
W12TRC2 / W18TRC2



**AIR CONDITIONERS**

The unit displayed is for representational purposes only. Actual unit may vary.

# The Onida Ethos

Putting customers at the center of our existence.

The ONIDA logo is a dark grey rounded rectangle with the word "ONIDA" in white, bold, serif capital letters.

## IMPORTANT :

- Please read this owner's manual carefully and thoroughly before installing and operating your room air conditioners.
- Please retain this owner's manual for future reference after reading it thoroughly.

*Dear customer*

*Congratulation on buying ONIDA Air Conditioner.*

*Your Air Conditioner comes with ONIDA Guarantee of Quality as detailed in the manual.*

*ONIDA takes great pride in providing its customers with state-of-the-art products that adheres to international quality standards.*

*ONIDA is committed to following quality policy laid by our chairman and managing director Mr. G. L. Mirchandani.*

*"We are committed to quality and strive for continuous improvement through innovation and human development to give customer better value for money always"*

*ONIDA stands committed to provide the ultimate customer satisfaction, as nothing brings us greater joy than having satisfied customers of ONIDA.*

*At ONIDA, feedback and suggestions based on your product usage experience is greatly appreciated.*

*Please contact to us at [response@onida.com](mailto:response@onida.com)*

*G. Sundar  
Chief Executive Officer*

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# The Onida Ethos

Understanding customer  
lives, dreams and  
aspirations better  
than anyone else.

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# The Onida Ethos

Delivering products that  
enrich customer lifestyle  
reliably, stylishly and  
thoughtfully.

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## SALIENT FEATURES

1.0T / 1.5T Window Air Conditioner

Model Code : **W12TRC3 / W18TRC3**  
**W12TRC2 / W18TRC2**



**3 STAR**

- **Aesthetics:-**

- a) Unique Tracy Panel

- **Performance:-**

- a) 3 Star / 2 Star Energy Saver BEE Rated
- b) High BTU Compressor
- c) Trapezoidal Inner Grooved Tube
- d) Large Condenser Coil

- **Features:-**

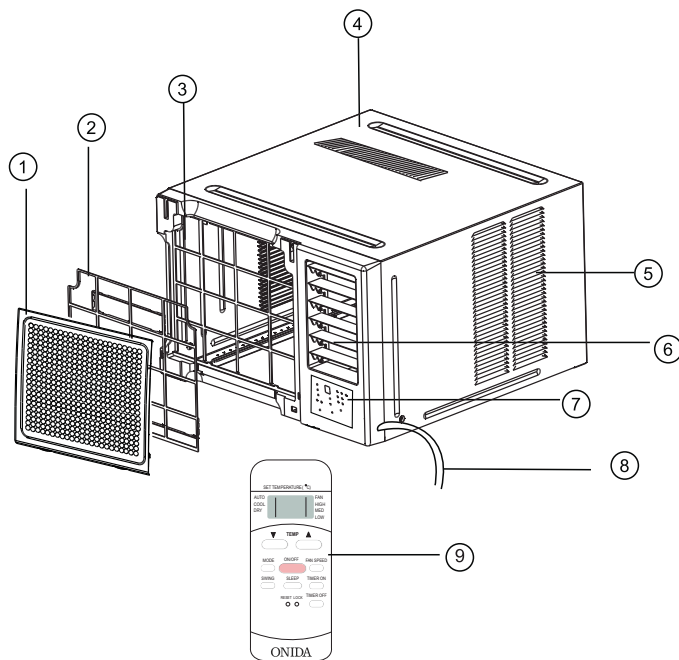
- a) Combined Timer
- b) Auto-Restart
- c) Multi Fan Speeds
- d) Full Function LCD Remote

- **Safety & Reliability:-**

- a) Low Deration Factor
- b) Hydrophilic Fins for Evaporator
- c) 5-Stage Epoxy Polyester Painting
- d) Rugged Construction With Thicker Gauge Steel

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## INSIDE THE AIR CONDITIONER



1. Front panel
2. Air filter
3. Frame
4. Cabinet
5. Air inlet grill (outdoor side)
6. Air outlet grill
7. Electronic control keypad
8. Power supply cord
9. Remote control

### Accessories

Seal  
(Used on  
drain joint)



1

Drain Joint



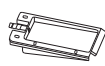
1

Drain Tray  
(Cooling & Heating  
models: <16000Btu/h)



1pec

Drain Tray  
(Cooling & Heating  
models: ≥16000Btu/h)



1 pec

Screw

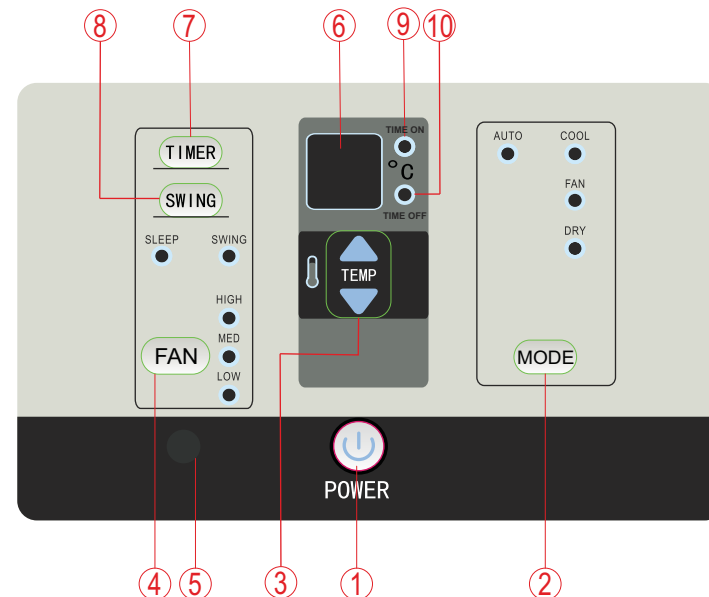


2 (For ≥18000Btu/h models only:  
Used to fasten the front panel)  
2 or 4 (For cooling & heating  
models only: Used to install the  
drain tray)

The unit displayed in manual are for representational purpose only. Actual unit may vary.

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## CONTROL PANEL

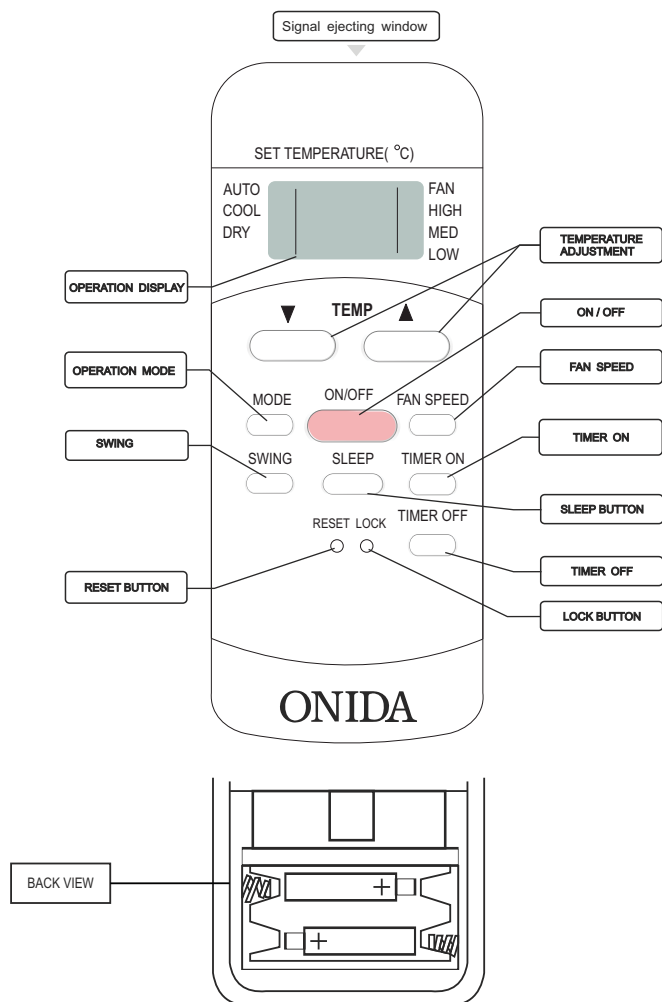


### FEATHER TOUCH:

1. "Power" Key
  - Power button to ON/OFF the Air Conditioner.
2. "Mode" Key
  - Toggles between Auto/Cool/Dry/Fan Modes.
3. "Temp/Timer Adjustment" Key
  - Adjust the temperature/timer setting.
4. "Fan Speed" Key
  - Toggles the Fan speed between High, Low and Auto.
5. "Remote Sensor"
6. "Room Temp Display"
7. "Timer" Key
  - Toggles between Timer ON and Timer OFF.
8. "Swing" Key
  - To adjust the airflow direction.
9. TIMER ON
10. TIMER OFF

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## REMOTE OVERVIEW



1. Open back cover and put 2 Nos. AAA size alkaline batteries.
2. The remote signal can be reached up to six meters from the Air Conditioner Receiver.
3. When the button is pressed on remote, Unit will "beep" once, indicating the receipt of signal. If no "beep" sound is heard, press the button once again.
4. Remove batteries if remote control has not been used for long time.
5. Heat mode is not available with all models.

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## OPERATIONS

### Operating Your Air Conditioner:

Your Window Air Conditioner can be conveniently operated using the intelligent cordless remote control.

1. Switch on the MCB.  
Press **ON/OFF** button on remote handset to switch ON the AC.  
All icons will glow once.  
Your AC switches on with parameters that were set before power was switched off. The unit receives the signal with "BEEP" tone and your AC starts operation.  
Time Delay: To protect the compressor, a time delay is incorporated in the circuit. The Time Delay ensures that the compressor switches ON only after a delay of about 3 minutes.
2. Press the **"MODE"** Button for Auto, Cool, Fan, or Dry Mode selection.
3. Press the **"FAN"** Button to set the Fan Speed. Each press changes the fan speed from Low- Med - High-Auto Fan speed. The selected fan setting symbol can be seen on the LCD.
4. The Set Temp. is displayed on LCD, Press button "▲" to increase and "▼" to the decrease the temperature.
5. To switch off the AC, press the same **ON/OFF** Button.

### Setting the Desired Room Temp.:

You can set the temp. at which you would like your room to be.

Press "▲" button to increase the set temp. On every press, the temp. increases by 1 °C.

Press "▼" button to decrease the set temp. On every press, the temp. decreases by 1°C

The two digit display shows the set temp. on LCD.

The setting temp. range is from 17- 30°C.

Your window AC operates in one of four modes, AUTO-COOL-FAN-DRY. The modes button cyclically chooses between these operating modes.

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## OPERATIONS

Your Window AC operates in one of four modes, AUTO-COOL-FAN-DRY. The modes button cyclically chooses between these operating modes.

### The AUTO Mode :

1. Press "MODE" button to cyclically step through the AUTO-COOL-FAN-DRY modes and stop when AUTO mode is selected.
2. ► symbol can be seen toward AUTO word on the Remote panel when you select the AUTO mode.
3. In this mode, the fan speed is set to AUTO by default.
4. Temperature can be set in this mode.
5. In the AUTO mode, your AIR CONDITIONER "Thinks" for you.

The unit automatically and continuously monitors the difference between room temp. and set temp. and adjusts the fan speed accordingly, to ensure maximum comfort.

### The COOL mode:

In the cool mode, the compressor is in operation and your AC functions in the standard operating mode, cooling your room to the desired set temp.

1. Press "MODE" button to cyclically step through the AUTO-COOL-FAN-DRY modes and stop when cool mode is selected.
2. ► symbol can be seen toward COOL word on the Remote panel when you select the cool mode.

In this mode, you can change the temp. settings by pressing "▲" and "▼" temp. buttons. You can change the fan speed setting by pressing FAN button.

3. If the Room temp. is more than the set temp., then the Compressor will remain ON and perform the Cooling operation. If the room temp. achieves the temp. less than set temp., then the Compressor will go OFF and FAN motor will run continuously.

### The DRY Mode:

In the DRY mode, your AC reduces the humidity within the room faster.

When the room temp. is more than 17°C then only the DRY mode operates.

1. Press "MODE" button to cyclically step through the AUTO-COOL-FAN-DRY modes and stop when DRY mode is selected.
2. ► symbol can be seen toward DRY word on the Remote panel when you select the DRY mode.
3. In DRY mode, Indoor FAN will run at low speed, the compressor & outdoor fan will remain ON until it reaches the set temperature. After reaching the set temperature, the compressor & outdoor fan will be OFF.
4. In this mode, No fan speed indicator display and you can not change the FAN Speed, but you can set the desired TEMP.

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## OPERATIONS

### The FAN Mode:

1. Press "MODE" button to cyclically step through the AUTO, COOL, FAN, & DRY Modes and stop when FAN mode is selected.
2. ► symbol can be seen toward FAN word on the Remote panel when you select the FAN mode.
3. In FAN mode, only FAN will run at set speed and Compressor remain OFF and FAN motor will run continuously. Temperature display will go off.
4. In this mode, you can change the FAN Speed, but you can not set the desired TEMP.

### TIMER Operation:

You can program your Window AC to switch itself ON or OFF at particular time.

Maximum set time is 24 hrs. Up to 10 hrs, setting time increment will be 0.5 hrs & after 10 hrs setting time increment will be 1 hrs.

### ON TIMER:

When the AC is "OFF" (in standby), press "TIMER ON" Button on remote to use this feature as the TIMER ON. (make sure that MCB switch is "ON". The "TIME ON" led on Unit will glow ON.

#### For EXAMPLE:

Suppose you want to switch ON the AC after 8 hrs. Press "TIMER ON" button, when AC is in OFF condition. Press TIMER ON key till remote display will show "8HR" to set the TIMER ON.

### OFF TIMER:

When the AC is "ON", press "TIMER OFF" Button on remote to use this feature as the TIMER OFF. The "TIME OFF" led on Unit will glow ON.

#### For EXAMPLE:

Suppose you want to switch OFF the AC after 8 hrs. Press "TIMER OFF" button, when AC is in ON condition. Press TIMER OFF key till remote display will show "8HR" to set the TIMER OFF.

### ON/OFF TIMER Setting through Control Panel:

When the AC is "ON", press "TIMER" button on control panel, The "TIME OFF" led on unit will glow ON. To set the time, for every 0.5hr increment press "TEMP" up/down keys.

When the AC is "OFF", press "TIMER" button on control panel, The "TIME ON" led on unit will glow ON. To set the time, for every 0.5hr increment press "TEMP" up/down keys.

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## OPERATIONS

### CANCEL TIMER:

If you want to cancel the Timer either TIMER ON or TIMER OFF, press the corresponding TIMER button and set the time to 0:0.

### SLEEP Operation:

To switch on SLEEP operation, Press SLEEP button on remote.

In this mode, the set temperature will increase by 1°C over the next 1 hour and by another 2°C after an additional 1 hour. This new temperature will be maintained for 5 hours before it returns to the original selected temperature. Then unit will go off.

Press again to cancel SLEEP operation.

**NOTE:-** The SLEEP function is only available under COOL and AUTO Modes only.

### SWING Operation :

Press "SWING" button to adjust the airflow direction.

Press it again to stop.

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## OPERATIONS

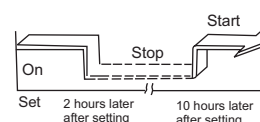
### COMBINED TIMER: (Setting both ON and OFF timers simultaneously)

#### TIMER OFF → TIMER ON: (On→Stop→Start Operation)

This feature is useful when you want to stop the air conditioner after you go to bed, and start it again in the morning when you wake up or when you return home.

Example:-

To stop the AC 2hrs after setting and start it again 10hrs after setting.



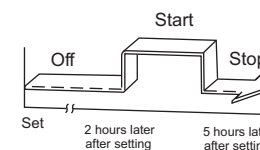
1. Press the "**TIMER OFF**" button until the TIMER OFF indicator is displayed and time setting is flashing.
2. Use the "**TIMER OFF**" button to display "2.0" beside the TIMER OFF display.
3. Press the "**TIMER ON**" button again to display the TIMER ON.
4. Use the "**TIMER ON**" button to display "10" beside the TIMER ON display.
5. Wait for 3 seconds until the TIMER ON time stops flashing and this function is activated.

#### TIMER ON → TIMER OFF: (Off→Start→Stop Operation)

This feature is useful when you want to start the air conditioner before you wake up, and stop it after you leave the house.

Example:- To start the AC 5hrs after setting and stop it 8hrs after setting.

1. Press the "**TIMER ON**" button until the TIMER ON indicator is displayed and time setting is flashing.
2. Use the "**TIMER ON**" buttons to display "5.0" beside the TIMER ON display.
3. Press the "**TIMER OFF**" button again to display the TIMER OFF.
4. Use the "**TIMER OFF**" buttons to display "8.0" beside the TIMER OFF display.
5. Wait for 3 seconds until the TIMER OFF time stops flashing and this function is activated.

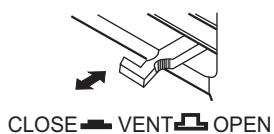


- Note:- a. When you want to cancel the entire machine goes off. Press ON/OFF button to Restart the unit.
- b. The timer setting(TIMER ON or TIMER OFF) that in sequence occurs directly after the set time will be activated first.

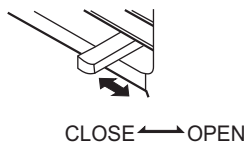
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## Vent Control

The Vent control is located above the control knobs. The operation is different on different models (see below figures).  
For maximum cooling efficiency, CLOSE the vent. This will allow internal air circulation.  
OPEN the vent to discharge stale air.

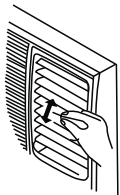


To open the vent, pull the lever toward you.  
To close it, push it in.



To open the vent, set the lever to the right position.  
To close it, set the lever in the left position.

## Vertical air flow adjustment (manually)



To adjust vertical air flow direction, adjust any one of the horizontal louver blades. When adjusting the horizontal louver blades up and down, always keep the top or bottom blades horizontal. This can effectively prevent water droplets condensing on the front panel of the unit.

To prevent injury to the user or other people and property damage, the following instructions must be followed.

- Incorrect operation due to ignoring of instruction will cause harm or damage, the seriousness is classified by the following indications.

### Plug in the power plug properly.

- Otherwise, it will cause electric shock or fire due to heat generation or electrical shock.



### Do not operate or stop the unit by inserting or pulling out the power plug.

- It will cause electrical shock or fire due to heat generation.



### Do not damage or use an unspecified power cord.

- It will cause electrical shock or fire.
- If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.



### Do not modify power cord length or share the outlet with other appliances.

- It will cause electrical shock or fire due to heat generation.



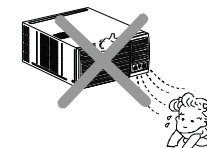
### Do not operate with wet hands or in damp environment.

- It may cause electrical shock.



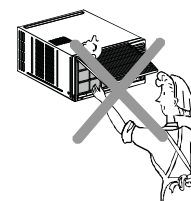
### Do not direct airflow at room occupants only.

- This could damage your health.



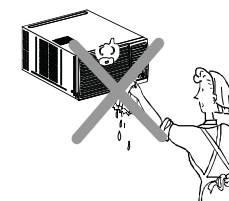
### Never touch the metal parts of the unit when removing the filter.

- It may cause an injury.



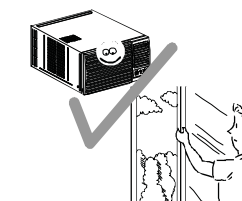
### Do not clean the air conditioner with water.

- Water may enter the unit and degrade the insulation. It may cause an electric shock.



### Ventilate well when used together with a stove, etc.

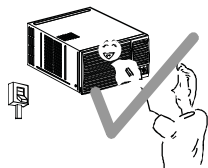
- An oxygen shortage may occur.



## SAFETY PRECAUTIONS

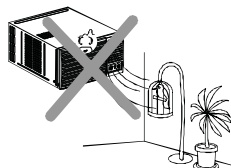
### When cleaning the unit, first make sure the power and breaker are turned off.

- Since the fan rotates at high speed during operation, it may cause an injury.



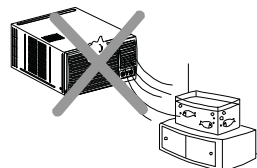
### Do not put a pet or house plant where it will be exposed to direct air flow.

- This could injure the pet or plant.



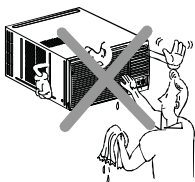
### Do not use for special purposes.

- Do not use this air conditioner to preserve precision devices, food, pets, plants, and art objects. It may cause deterioration of quality, etc.



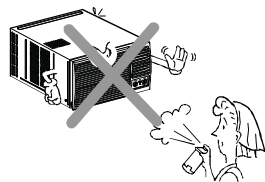
### Do not operate Switches with wet hands.

- It may cause an electric shock.



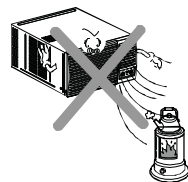
### Do not apply an insecticide or flammable spray.

- It may cause a fire or deformation of the cabinet.



### Do not put a heater, etc. where is exposed to direct air flow.

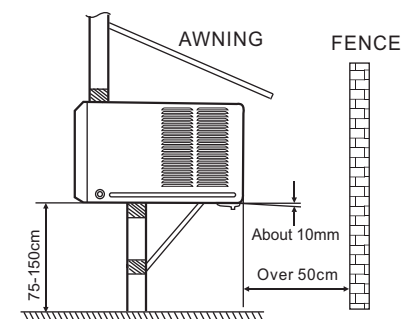
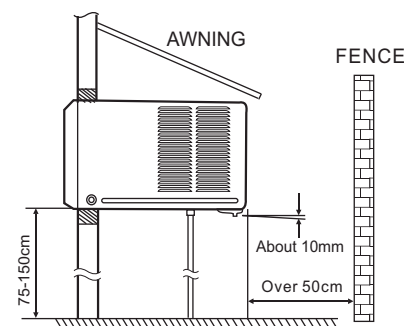
- It may cause imperfect combustion.



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## INSTALLATION

### Select the best location



1. To avoid vibration and noise, make sure the unit is installed securely and firmly.
2. Install the unit where the sunlight does not shine directly on the unit.  
If the unit receives direct sunlight, build an awning to shade the cabinet.
3. There should be no obstacle, such as a fence or wall, within 50cm from the back of the cabinet because it will prevent heat radiation of the condenser.  
Restriction of outside air will greatly reduce the cooling and heating efficiency of the air conditioner.
4. Install the unit a little obliquely outward not to leak the condensed water into the room (about 10mm or 1/4 bubble with level).
5. Install the unit with its bottom portion 75~150cm above the floor level.
6. The power cord must be connected to an independent circuit. The yellow/green wire must be grounded.

### CAUTION

All side louvers of the cabinet must remain exposed to the outside of the structure.

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# INSTALLATION

## Installation of the Housing

### Step 1

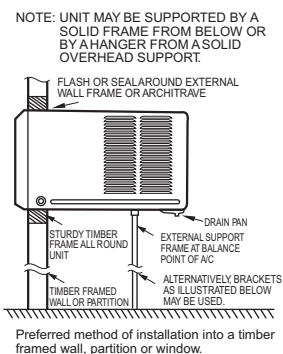
Remove the air conditioner from its packaging, remove fixing screws and slide the air conditioner out of its housing (Refer to installation Steps).

### Step 2

Prepare the hole in the wall so that the bottom of the housing is well supported, the top has minimum clearance and the air inlet louvers have clearance as shown below in options A and B. Holes from the outside through to the cavity should be sealed. The housing should slope down towards the rear by about 5mm to allow water formed during operation to drain.

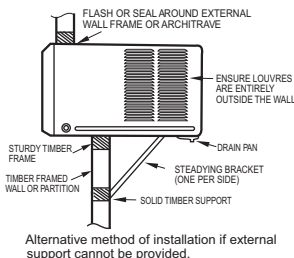
### Step 3

Install the housing into the wall and secure. Ensure the foam seals are not damaged. Flash, seal or fill gaps around the inside and outside to provide satisfactory appearance and protection against the weather, insects and rodents.

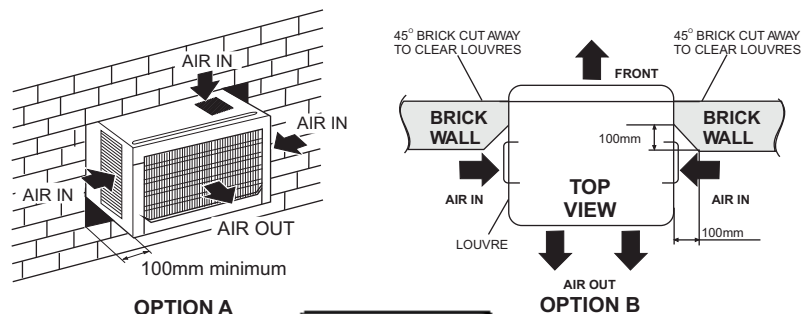


## Installation of the unit into the Housing

1. Slide the unit into the housing until it is firmly against the rear of the housing. Care is required to ensure the foam sealing strips on the housing remain in position.
2. Connect the air conditioner to the power and position excess cord length beneath the air conditioner base.
3. Engage the chassis fixing brackets into the bottom housing rail and secure to the base with the screw provided.
4. Remove the front panel from its carton and plastic bag and fit as per the installation instruction.
5. Switch unit on. Check for operation of the unit and check for vibration in the installation.
6. Fit the drain pan to the housing and run a drain line to a suitable location if required.



## Installations of the unit into the wall



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# INSTALLATION

## Installation Steps

### Step 1. Remove the front panel and the air filter

1. Hold the slot under the front panel, then uplift it outwards, and remove the front panel (See Fig.1).
2. Pinch the handle under the air filter and make the air filter arched, remove it from the slot from underside to upside (See Fig.2).

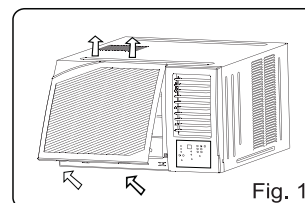


Fig. 1

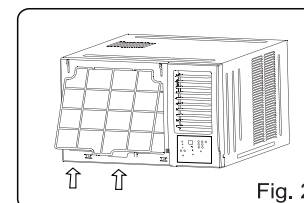


Fig. 2

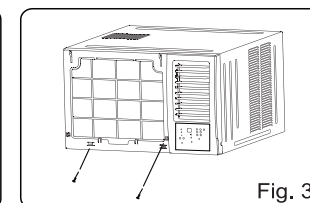


Fig. 3

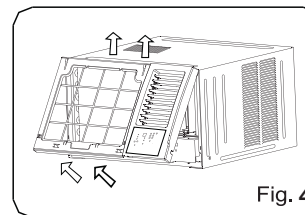


Fig. 4

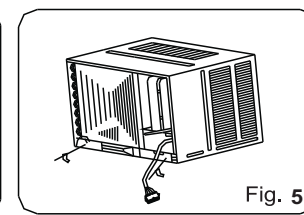


Fig. 5

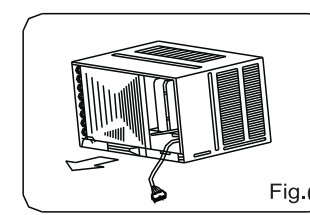


Fig. 6

### Step2. Remove the frame.

1. Remove the two fixing screws from the frame (See Fig.3).
2. Grasp the left corner of the frame's underside, release the coupler plugs, then loosen the frame (See Fig.4).

### Step 3. Installation.

1. Remove the two fixing screws on the chassis fixing brackets, then remove the chassis fixing brackets (See Fig.5).
2. Grasp the handle on the chassis and carefully slide the air conditioner out of the cabinet (See Fig.6).
3. Remove shipping pad from around compressor before operation and make the discharge points to the drain pan are aligned before the chassis is pushed into the cabinet (See Fig.7).
4. Push the unit chassis into the cabinet (See Fig.8).
5. Install the two chassis fixing brackets using the two fixing screws (See Fig.5).

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## INSTALLATION

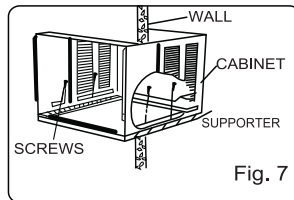


Fig. 7

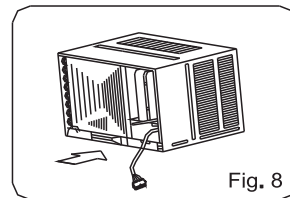


Fig. 8

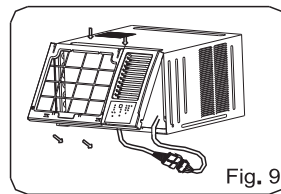


Fig. 9

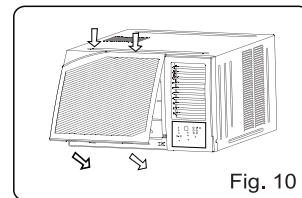


Fig. 10

### Step4. Install the frame.

1. Install the frame and connect the coupler plugs, making sure not to interfere with the temperature sensor cable (See Fig.9).
2. Fix the screws on the frame (See Fig.3).

### Step 5. Install the air filter and front panel.

1. Install the air filter into the frame's slot from upside to underside (See Fig.2).
2. Hang the front panel on the frame's buckle, then press the front panel into the frame's slot until you hear a click (See Fig.10).

The unit displayed in manual are for representational purpose only. Actual unit may vary.

ONIDA

## ELECTRICAL REQUIREMENTS

### Electrical requirements

- Wiring up to the location of the air conditioner should be as under :  
- 7/20 gauge
- The MCB for the air conditioner should not be rated less than 20 Amps.
- The meter to which your air conditioner line is connected, should have at least a 20 Amp. rating
- Wire ends should be tightened fully.
- Your air conditioner operates at a voltage of 230 V AC  $\pm$  10%. In case your area experiences voltage fluctuation please use a suitable voltage stabiliser, as per the table below :

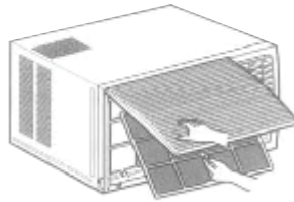
Model	Tonnage of your Air conditioner	Voltage Stabilizer Rating
W12TRC3 / W12TRC2	1.0 Ton	3 KVA
W18TRC3 / W18TRC2	1.5 Ton	4 KVA

ONIDA

## TAKE CARE OF YOUR AIR CONDITIONER

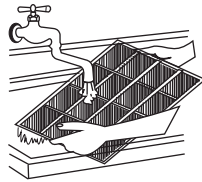
### Air Filter

The air filter behind the inlet grill should be checked and cleaned at least once every 2 weeks (or as necessary) to maintain optimal performance of the air conditioner.



### How to remove the air filter:

1. Hold the slot under the front panel, then uplift it outwards, and remove the front panel.
2. Pinch the handle under the air filter and make the air filter arched, remove it from the slot from underside to upside.
3. Clean the filter with warm, soapy water. The water should be below 40°C to prevent distortion of the filter.
4. Rinse off and gently shake off excess water from the filter, Allow the filter to dry before replacing it. To prevent distortion of the filter, do not dry in direct sunlight.



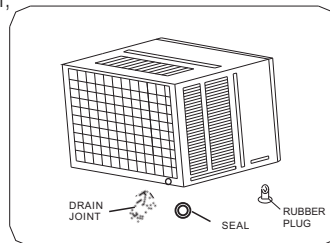
### Drainage

To meet different requirement of different type of air conditioner, there are two kinds of methods for your choice to treat the condensed water.

### For Cooling Only Models:

You can choose back drainage or non-drainage. See the following procedures to perform back drainage:

1. Fit the seal onto the drain joint (which provided with your air conditioner accessory).
2. Remove the rubber plug from the back of the unit.
3. Attach the drain joint to the back of the cabinet, where you remove the plug and rotate 90° to securely assemble them.
4. Connect the drain joint with a extension drain hose (Locally purchased).



## PRECAUTIONS TO BE TAKEN

### Do's (✓)

- Seal all air gaps in the room
- Choose the right temperature to avoid over cooling
- Ventilate the room regularly.
- Switch off the power supply if not in use for long.
- Unplug the unit while cleaning.

### Don't's (X)

- Don't leave the doors and windows open when the air conditioner is on.
- Don't use hot water to clean your front grill
- Don't use scouring powder, harsh soaps, wax or polish on the grill.
- Don't switch on the air conditioner immediately after switching it off. Wait for 2 minutes.
- Don't operate with a clogged filter
- Don't block air intake & outlet vents
- Don't change setting unnecessarily.

## • TROUBLE SHOOTING CHART

Symptoms	Possible Causes	Suggested Remedy
Unit does not start	MCB has tripped	Reset MCB
	Fuse has burnt	Replace fuse wire
	Input voltage to the stabilizer is below acceptable range	If the input voltage to the stabilizer is below the acceptable range, the AC will not operate
	The On/Off key is not pressed	Press the On/Off key on the control panel or the remote
Units does not cool (Even after the normal Time Delay of approx. 2/3 minutes for compressor to start)	The airflow paths are not free	Remove all obstructions to make the airflow paths free
	The Units is in the fan mode	Change to COOL mode
	Selected temperature is more than room temperature	Make the selected temperature less than room temperature
	Air-filter is not clean	Clean the air-filter

Note: If the unit still does not work, or if any other types of symptoms are encountered, shut off the mains (switch fuse unit) and call the service engineer.

## INSTALLATION & SATISFACTION REPORT

Customer Name : \_\_\_\_\_

Address \_\_\_\_\_

Phone [O] \_\_\_\_\_ [R] \_\_\_\_\_

Unit Model	Unit Serial Number	Dealer Name

Invoice Number	Date of Purchase	Date of Installation

MCB Rating		Current (Amps.)	
Cable Size		Ambient Temp. (°C)	
Earthing		Room Temp. (°C)	
Stabiliser		Grill Temp. (°C)	
Input Voltage		Remote Operation	

### Customer's Response : To be filled up by the Customer

- Installation completed within:  
12hrs ( ), 24 hrs ( ), 36 hrs ( ), more than 36 hrs ( )
- How did you find the behavior of the Engineer :  
Excellent ( ☺ ), Good ( ☺ ), Not satisfied ( ☹ )
- Overall rating of the service:  
Excellent ( ☺ ), Good ( ☺ ), Not satisfied ( ☹ )
- Suggestion if any:

Job Number	Engineer's Signature	Customer's Signature

## WARRANTY TERMS AND CONDITIONS

M/S. MIRC ELECTRONICS LTD, WARRANTS THIS ONIDA AIR CONDITIONER[(except the front grill, knobs, remote unit and add-on plastic parts) TO THE ORIGINAL PURCHASER TO BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP WITHIN ONE YEAR FROM THE DATE OF PURCHASE AS PROVIDED IN THE WARRANTY REGISTRATION CARD.

### WARRANTY FOR COMPRESSOR:

MIRC ELECTRONICS LTD, HEREAFTER WARRANTS TO THE PURCHASER OF THIS ONIDA AIR CONDITIONER THAT FOR A PERIOD OF SIXTY MONTHS FROM THE DATE OF INVOICE .

WE WILL REPAIR/REPLACE THE COMPRESSOR WHICH PROVES UPON INSPECTION BY US OR ANY OF OUR AUTHORISED SALES DEALERS TO HAVE BEEN DEFECTIVE DUE TO MANUFACTURING DEFECT.

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

1. This warranty shall be valid only for the said period of 12 months as specified above, irrespective of whether the said unit has been in use or not for any reason whatsoever, or the unit is moved from one location to another. Warranty does not cover accessories external to the equipment.
2. The warranty period specified above shall include time taken for repairs, replacements, break-downs, transit time etc. No notice of expiry period of warranty will be given by the company.
3. This warranty shall stand automatically terminated in the event of the said unit being serviced, repaired, installed, de-installed, re-installed or otherwise attended to by any person or organization or agency or by the said purchaser himself other than the authorized representative of the company.
4. Parts of the unit replaced or repaired under the terms of this warranty are warranted only for the remaining period of the original warranty period.
5. For attending any service call under this warranty beyond the municipal limits of the locality in which the authorized representative/dealer is situated (outstation locations), all to and fro travelling and other incidental expenses as prevailing from time to time incurred in connection with the visit of the service personnel, technicians, etc shall be borne by the said purchaser and shall be payable in advance. Additionally, all expenses incurred by the authorized representative /dealer in collecting the said unit or any part thereof from such outstation locations and its return to the original location shall be borne by the said purchaser.
6. Any loss of refrigerant caused due to sabotage, improper handling or treatment , carelessness, accident, fire, flood earthquake or any natural calamity any corrosive action on the original refrigerant pipes, fittings, valves etc for whatever reasons, shall not be covered under this warranty.
7. In the event of any change in the location of the unit during the warranty period, this warranty shall become null and void unless the fact of the proposed change is communicated in writing to the authorized dealer at least seven (7) days prior to the said change. On receipt of such information the authorized dealer or any of its counterparts shall arrange for de-installation of the said unit on chargeable basis. However, in the event of any damage occurring to the unit or to any of its parts during the course of its transit by the said purchaser, repair or replacement, the said unit or any part thereof damaged shall not be covered by this warranty.

8. It shall be the absolute discretion of the company to a) effect the repairs or replacement of parts whether at the site of installation or at any service centre, and b) have the job attended to either by the Company's service personnel or its authorised dealer
9. This warranty is in the nature of and for the purpose of set forth herein above and in particular the Company shall not in any event be liable for direct, indirect, incidental or consequential loss or damages to either the said purchaser and/or his property or any other third party.
10. The AC is designed to operate at a range (230V +/- 10%). Any failure due to operation of the machine beyond these limits will not be covered by the above warranty.

Customer shall ensure that a stabilizer is installed in those areas where voltage is not available within the warranty range (230V +/- 10%). The stabilizer should be of any reputed manufacturer, tested and recommended by the Company.

11. The purchaser should preserve the original invoice for necessary verification and produce, as and when required.
12. Warranty null and void if:
  - i. The Air Conditioner is not purchased from the authorized dealers of the company.
  - ii. The Service Centre copy of warranty card is not received within 10 days of date of purchase at the nearest Authorised Service Centre.
  - iii. Any damage is caused by accident, mishandling, tampering with installation, or negligence in following instructions of the user manual issued by Company.
  - iv. Any damage is caused by improper electrical circuit outside the unit or by any defective electrical supply
  - v. At any time, during the warranty period if any part of the unit is tampered with, altered, repaired or serviced by any unauthorized person, not being the authorized representative of the company or its authorized dealers
  - vi. The serial number of the unit or any part thereof is damaged, defaced, altered, obliterated, or tampered with or removal for any reason whatsoever
  - viii. The unit is unauthorisedly moved from its original place of installation or re-installation
13. None of the employees and/or Authorized Dealers of the Company have any authority whatsoever to vary the terms and conditions of this warranty.
14. This warranty shall be deemed to have been issued at Mumbai, state of Maharashtra and courts at Mumbai shall have exclusive jurisdiction on matters covered by or following from this warranty, and the original purchaser alone shall have cause of action arising out of the transaction.

ONIDA

Customer Identification Number: \_\_\_\_\_

Unit Model: \_\_\_\_\_

Sr. No: \_\_\_\_\_

Name of Serviceman: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Sign. of Serviceman \_\_\_\_\_

### Preventive Maintenance Service

ONIDA

#### Preventive Maintenance Service 1

Date: \_\_\_\_\_

Customer Identification Number: \_\_\_\_\_

Name of the customer: \_\_\_\_\_

Installation address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Unit model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Service report number: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_ Name: \_\_\_\_\_

Customer Identification Number: \_\_\_\_\_

Unit Model: \_\_\_\_\_

Sr. No: \_\_\_\_\_

Name of Serviceman: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Sign. of Serviceman \_\_\_\_\_

### Preventive Maintenance Service

ONIDA

#### Preventive Maintenance Service 2

Date: \_\_\_\_\_

Customer Identification Number: \_\_\_\_\_

Name of the customer: \_\_\_\_\_

Installation address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Unit model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Service report number: \_\_\_\_\_

Customer's Signature: \_\_\_\_\_ Name: \_\_\_\_\_

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MIRC Electronics Limited  
Warranty Card  
Customer Copy

ONIDA

Serial No.

Customer Details

Title: Mr ☐ Ms ☐ Mrs ☐ M/s ☐  
Name:   
Residence Address:   
Dist:  Pin:   
State:  Occupation:   
Tel: (  )  Res: (  )  Fax:   
Code Code  
Mobile No:  Email:

Product Details

Please Tick The Appropriate Product Colour TV ☐ B&W TV ☐ DVD ☐ Washing M/C. ☐ AC ☐ Plasma TV ☐ Rear Projection TV ☐  
Microwave Oven ☐ LCD TV ☐  
Model No:   
Serial No   
Please Refer Sticker On Back Cover Of Your Product  
Purchase Date     
Day Month Year  
Bill No.

Dealer's Name & Address

Signature

I Accept The Terms And Conditions of The Warranty

Customer Signature

Thank you for selecting a World Class product and we assure you that it will perform as per your expectations  
We thank you for taking your time to complete this form. All Information Provided by You will be Kept Confidential.  
(Please Fill In, Tear off, Fold and Mail this form to Reach us within 10 days of the Product Purchase.)

**We welcome your Valuable Suggestions, if any, to Improve our Products and Services :**

FOR OFFICE USE ONLY

Customer Code:   
Branch:

**Mirc Electronics Ltd.**

Note: Company Will Not Be Responsible For The Loss Of This Form During Transit.

For Other Details on Our Products & Services Log On To [www.onida.com](http://www.onida.com)

MIRC Electronics Limited  
Warranty Card  
Service Centre Copy

ONIDA

Serial No.

Customer Details

Title: Mr ☐ Ms ☐ Mrs ☐ M/s ☐

Name:

Residence Address:

Dist:  Pin:

State:  Occupation:

Tel: (  )  Res: (  )  Fax:

Code Code

Mobile No:  Email:

Product Details

Please Tick The Appropriate Product Colour TV ☐ B&W TV ☐ DVD ☐ Washing M/C. ☐ AC ☐ Plasma TV ☐ Rear Projection TV ☐  
Microwave Oven ☐ LCD TV ☐

Model No:

Serial No

Please Refer Sticker On Back Cover Of Your Product

Purchase Date

Day Month Year

Bill No.

Dealer's Name & Address

Signature

I Accept The Terms And Conditions of The Warranty

Customer Signature

Thank you for selecting a World Class product and we assure you that it will perform as per your expectations

We thank you for taking your time to complete this form. All Information Provided by You will be Kept Confidential.

(Please Fill In, Tear off, Fold and Mail this form to Reach us within 10 days of the Product Purchase.)

**We welcome your Valuable Suggestions, if any, to Improve our Products and Services :**

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Customer Code:

Branch:

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Note: Company Will Not Be Responsible For The Loss Of This Form During Transit.

For Other Details on Our Products & Services Log On To [www.onida.com](http://www.onida.com)

ONIDA

**BUSINESS REPLY ENVELOPE**

**ONIDA CUSTOMER RELATION CENTRE**

**Adonis Electronics Pvt Ltd.**

Onida House - II Mukund Ground Floor,  
Mahal Industrial Estate, off. Mahakali Caves  
Road, Andheri East, Mumbai, Maharashtra,  
India - 400093

# LIST OF SERVICE CENTER No.S IN INDIA

State	Service Number
Andhra Pradesh	040-39889000
Delhi	011-39889000
GOA	022-39889000
Gujarat	079-39889000
Haryana	0172-3988900
Karnataka	080-39889000
Kerala	0484-3988900
Madhya Pradesh	0731-3988900
Maharashtra	022-39889000
Punjab	0172-3988900
Rajasthan	0141-3988900
Tamilnadu	044-39889000
Uttar Pradesh	0522-3988900
W Bengal	033-39889000
Bihar	1800 30099000
Chhattisgarh	1800 30099000
Himachal Pradesh	1800 30099000
Jharkhand	1800 30099000
Orrisa	1800 30099000
Uttaranchal	1800 30099000
Assam-Guwahati	0361-2413138 / 2413158
Assam-Jorhat	0376-2309008
Jammu & Kashmir- Jammu	0191-2562258

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