

NSB Warranty Info

Limited warranty terms and conditions

- NSB product(s) purchased from NSB HOME APPLIANCES SDN. BHD. and authorized dealer within Malaysia.
- The warranty card must be filled correctly and posted within seven (7) days of purchase and warranty is effective from the date of purchase.
- Manufacturing defect(s) or defect(s) arises from normal usage for the period of the first (1st) twelve (12) months from the date of purchase, NSB will resolve defects by repairing or replacing part(s) or modules. Any part(s) or module(s) replace shall become the property(s) of NSB HOME APPLIANCES SDN. BHD.
- Proof of purchase and / or warranty card is require when requesting for warranty service(s), to obtain service, contact 1300 880 672
- In the event of failure to present the warranty card and / or proof of purchase to NSB technician, NSB HOME APPLIANCES SDN. BHD. reserves the right(s) to decline any warranty claim(s).
- Service(s) after the first (1st) twelve (12) months of usage, user shall be liable to borne labor, travelling, food, accommodation and / or on-site service charge(s).
- Additional service charge will be imposed for appliances that are installed twelve (12) feet / three point seven (3.7) meter above from ground.
- Service(s) does not affect the expiry date of the warranty, any exchanged part(s) or product(s) ends when product warranty period expires.
- This warranty card is solely non-transferable or replaceable even at the event of lost.
- NSB Homes Appliances Shd. Bhd. reserves the right of any final decision on all.

Warranty claims

* This limited warranty does NOT cover :-

- Part(s) and accessory(s) subject to wear and tear due to daily normal usage.
- Scratch(s), dent(s), crack(s), noise, balancing of fan, wall switch and / or power point are not under this limited warranty coverage.
- Defects(s) caused by the use of third party product(s) and / or part(s), contact with corrosive chemical, accident, abuse, attacks of household pests, lightning, natural disaster, flood, pollution, abnormal voltage and / or usage of generator.
- Product(s) is being repaired, tempered with, taken apart, altered and / or modified by any unauthorized person(s) or techician(s).

- Damage(s) and / or defect(s) arising from incorrect installation, alteration, improper use, lack of maintenance and / or system debris, including build-up of lime scale.
- The serial number of the product has been altered, deleted, removed and / or made illegible.
- Part(s) of product(s) have been replaced by non-original, imitation or recycled part(s) not authorized by NSB HOME APPLIANCES SDN.BHD.
- Damaged / defect caused by chemical reaction, excessive heat, excessive dust and / or area considered not conducive for normal operation of fan.
- This limited warranty will not accept any liability(s) for consequential and / or incident damages, loss of use of the product(s) or any losses that are indirectly and / or directly associated with the incident that caused you to claim. For example, loss of earnings due time taken off work to deal with the incident will not be covered.
- There is NO warranty for light bulb(s), remote control and / or batteries.

Free first year service

- First use the appliance(s) and it doesn't function properly. Please contact your installer to check that installation and commissioning are satisfactory and in accordance with the instructions in the manual.
(Safety reminder, isolate power supply for the circuit by switching off the respective switch and / or circuit breaker before wiring up the product(s) to the circuit, must only be fitted by competent or qualified persons.)
- Should this not resolve the difficulty, simply contact NSB Careline 1300 880 672, who will give every assistance and if necessary for NSB service technician to visit.

Customer Care Centre

- NSB Customer Care persons are comprehensively trained to provide assistance you may need, help advice or arrangement technician for on-site service.
- NSB spare parts can be purchased through NSB Customer Care Centre. Technician support.
- NSB technical team is available to provide quality service and you will have the assurance of NSB trained technician.
- All spare parts purchased direct from NSB are warranty for six (6) month from the date of purchase.
- Goods sold are not refundable or exchangeable.

- NSB spare parts can be purchased through NSB Customer Care Centre. Special location(s).
- Service(s) and / or installation for special location, island(s) and / or mountaineers area is chargeable for expenses such as travelling,
- food and / or accommodations.
- User shall be informed and mutually agree to the given charges, before attending to the service(s) and /or installation(s) for special location(s), Island(s) and / or mountains).

Reminder

No NSB Dealer, Agent or Employee is authorized to make any modification, extension or additional to this warranty.

NSB Fan Product Warranty Period

10 Years	DC Motor
3 Years	AC Motor
1 Years	On-site service, Internal Components LED Light
1 Month	Transmitter / Remote Control

NSB Fan Customer Service Careline

1300-880-672 +6016-207 8691

Mon-Fri 9:00am - 5:00 pm , except public holiday