

Terms & Conditions of Warranty

KENT warrants all new products manufactured by it to be free from defects in material and workmanship under normal usage and service from the date of purchase as under:

1. It is essential for the customer to download the KENT Service App either on Android or iOS and the customer should lodge a service request via App only.
2. In case of emergency during the warranty period, the customer may lodge a service request at our Call Centre Ph. 92-789-12345.
3. The Warranty period commences from the date of installation by the first end-user. During this Warranty period of one year, KENT Purifiers or its Authorised Service Provider (ASP) will replace or repair any part of KENT Purifiers, that in the opinion of KENT Purifiers or its ASP, would be defective in operation due to faulty material or workmanship (i.e. manufacturing defects) with the exception of consumables such as Sediment Filter, Carbon Filter and RO/UF Membrane. However, if the RO/UF Membrane gets clogged within first one year and/or if the filters get clogged within first six months, they shall be cleaned / repaired / replaced at no extra charge.
4. In addition to this, KENT will also provide free service for a period of next 3 years, wherein Visit/Service charges will not be charged, however parts if replaced shall be charged.
5. Visit/Service charges will not be charged only for customers residing within 25km of municipal limits, for other areas additional charges shall be applicable.
6. The product's plastic body is not covered under Warranty and hence, it must be handled with care to guard against breakage.
7. The original purchaser of the unit can avail services under Warranty at the point of sale, by producing the damaged part(s) along with the original invoice.
8. This Warranty is void if the unit is not operated under normal municipal water or well water conditions or is subjected to the temperature above 40°C.
9. Product returned to KENT Purifiers or its ASP for Warranty examination must be shipped freight prepaid.
10. KENT Purifiers or its ASP shall not be held liable for claims exceeding the cost of repair of the defects in workmanship.
11. This Warranty Agreement shall not be interpreted to render KENT Purifiers or its ASP liable for injuries or damages of any kind - direct, consequential or contingent to persons or property.
12. KENT Purifiers or its ASP shall not be held responsible by representative or buyer for failure to abide by any of the obligations of this Warranty Agreement if such failures are the result of circumstances of Forces Majeures: such as, but not limited to, floods, earthquakes, transportation strikes, labour disputes with outside suppliers or any other conditions beyond the control of KENT Purifiers or its ASP.
13. KENT Purifiers or its ASP shall not be held liable for repair or alterations made without prior written approval; for products clogged by suspended matter, precipitates or biological growth; or for failures resulting from the lack of proper maintenance.
14. KENT Purifiers or its ASP cannot and shall not be held liable for any sickness or illness due to the consumption of drinking water from any water purifier supplied by KENT Purifiers, since KENT Purifiers or its ASP does not have any control over the maintenance and usage of water purifier.
15. This Warranty Agreement excludes all products/ component parts or damage to any part of this water purifier which, in the opinion of KENT Purifiers or its ASP, have been subjected to misuse; misapplication; negligence; alteration; accident or operation contrary to our instructions, incompatibility with accessories not installed by KENT Purifiers or its ASP, or that have been repaired with component parts other than those manufactured by or obtained from KENT Purifiers or its ASP. Damage caused by freezing, flood, fire or Act of God is not covered by this Warranty. In all such cases regular charges will apply. This limited Warranty does not include service to diagnose a claimed malfunction in this unit.
16. KENT Purifiers reserves the right to alter or improve design and specifications at any time, without any contingent obligations to prospective buyers or owners of the products previously sold.
17. Any disagreements and obligations based upon the purchase of KENT Purifiers products and thereby imposed on KENT Purifiers or its ASP shall be governed by and construed according to the laws of INDIA and subject to the jurisdiction of Delhi Courts only.
18. KENT Purifiers or its ASP assumes no Warranty liability in connection with this water purifier other than that specified herein. This Warranty is in lieu of all other warranties, expressed or implied, including warranties of fitness for a particular purpose. KENT or its ASP does not authorize any person or representative to assume for them any other obligations on the sale of this water purifier.
19. Under no circumstances, the liability of KENT Purifiers or its ASP shall exceed the value of the product.
20. Under no circumstances are the terms mentioned above negotiable and no employee of KENT Purifiers or its ASP has the authority to supersede them.

Why is it essential to download the KENT Service Application?

1. Customer can lodge a service request/complaint anytime (24x7).
2. The customer can track/monitor the progress of service request/complaint.
3. Complete case history of the services done can be viewed.
4. Regular feedback & offer details on the App.



To download the App
scan the QR code