

1. What is the definition of Life time?

Life time of the compressor is defined as our estimation for economic life of air end is 10 years or 120 months. Other component follows respective warranty period.

2. Which Parts are applicable under life time warranty?

Life Time Warranty Covers - 10 Years for Air End, 5 years for Cooler, Separator Tank, Main Motor & 3 years for VFD, 1 year Comprehensive warranty for the complete package except for Electricals and Consumables.

3. What are the criteria to make claim under Life time Warranty?

- Commissioning call is to be registered in CCS within 15 days.
- Usage of Genuine parts as per Manufacturer Guidelines mentioned in the manual and as per product change communications.
- Service is to be carried out by ELGI Authorised Service Personnel.

4. From when is my Compressor Eligible / Applicable for Life time warranty?

It must have been purchased after June 2018 from Elgi Australia and is not applicable for compressors sold from other region.

5. Do I need to pay to avail Life time warranty?

No, ELGi offers Life time warranty at no extra Cost.

6. Which is the Product Group covered under Life time warranty?

Global Series – EG11 to EG250 Sold and running in Australia and New Zealand.

7. What are the records customers need to maintain?

Commissioning Report, periodic Service report as per manual guidelines along with Invoice Copies of Genuine parts purchased from Dealer.

8. Will ELGi replace or repair the Parts under life time warranty?

ELGI will replace or repair the parts based on the nature of failure and at ELGI's own discretion.

9. Who will bear the consumable cost during air end services under life time warranty?

Customer has to bear the Consumable Cost

10. What are the costs borne by ELGi?

ELGi will bear the cost of parts & labour as per Warranty Administration policy