

## To ease customer's worry, Havells extends warranty and offering customer support during lockdown

**New Delhi, May 6<sup>th</sup>, 2020:** Amidst the ongoing lockdown due to COVID-19, Havells India Limited, a leading Fast-Moving Electrical Goods (FMEG) and consumer durable company has extended warranty period on all its products amid the lockdown. All consumer product warranty ending during the period 22<sup>nd</sup> Mar 20 to 31<sup>st</sup> May 20 have been extended till 30<sup>th</sup> Jun 20.

With lockdown, as Field Service Engineers are unable to reach customer homes and provide required services. To ease customer's worry, Havells is leveraging digital communication techniques like WhatsApp to help customers register their complaints ensuring easy feasible solution.

Havells product users can WhatsApp on **9711773333** and chat with the representative for service request registration and other needs. Customers can also visit the Havells Consumer Connect / My Lloyd App for Service request registration and other customer needs. Apart from this, for ease access, they can also **SMS** for service request registration by sharing Pin code and the service required on **9212110303**.

To solve standard service requests from customers, Havells is providing 'Do It Yourself' tutorial videos and step by step illustrations for various products like AC cleaning, water purifier tank, filter cleaning and mixer grinder etc. for basic trouble shooting.

**Mr. Saurabh Goel, President, Havells India** said, "During this fathomed situation, Havells is diligently working to ease customer's worry by supporting them in a best possible way. To ensure that our customers stay safe and secure, we are offering various services and guidance digitally. We have trained our field engineers to provide solutions to our customer needs through various virtual tools including video call assisted self- service. Based on our philosophy of 'making a difference', Havells continues with its rigorous efforts to ensure trouble free livelihood of our customers."

For a comfortable life indoors, it is important to maintain all our Home / Kitchen Appliances, Fans and other electrical accessories regularly. Some of the products like Air Conditioners, Water Purifiers, Washing Machines, Air Coolers etc. require regular servicing.

### About Havells

Havells India Ltd. is a leading FMEG company (fast moving electrical goods) with presence across India. Its product range includes Industrial & Domestic Circuit Protection Switchgear, Cables & Wires, Motors, Fans, Power Capacitors, Luminaires for Domestic, Commercial & Industrial applications, Modular Switches, Water Heaters and Domestic Appliances covering the entire gamut of household, commercial and industrial electrical needs. Havells owns prestigious brands like Havells, Crabtree and Standard. With 43 branch offices and over 4000 professionals Havells has achieved rapid success in the past few years. Its 13 state-of-the-art manufacturing units in India located at Haridwar, Baddi, Sahibabad, Faridabad, Alwar, Ghiloth, Guwahati and Neemrana are manufacturing globally acclaimed products, synonymous with excellence and precision in the electrical industry. Havells India Limited recently also became the first Indian Electrical Company to be included in the Dow Jones Sustainability Index Emerging Markets along with 12 other Indian companies to be included in the index.

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## DIY tips to clean AC amid lockdown

In India, the lockdown has been extended till 17<sup>th</sup> May 2020, this has stagnated not only economy but the daily life too. With onset of summers, people are likely to use air conditioners and are facing difficulty to find a service technician or how to go about it themselves. Regular cleaning of the air conditioners is imperative to make it energy efficient and for ensuring optimum performance.

We recommend that cleaning of filters should be done once a week as AC filter's removes dust particles, pollen, and grease to keep the air clean inside your home. Dirty filters chokes air flow and pressurises fan and various other components which may cause failure of the machine.

Consequently, Lloyd brings you a simple DIY tips to service your air conditioner at home without any hassle. Here is a step-by-step guide–

Step 1: Switch off the power supply of the AC

Step 2: Open the front panel of the AC lock area as shown in the video

Step 3: Remove the filters one at a time

Step 4: Clean the filters with a brush or water gently until the dirt is removed

Step 5: Let the filters dry

Step 6: Clean the surrounding areas of the filter carefully

**Warning: Be careful while cleaning, hardness can damage the fins**

Step 7: Clean the cooling fins with brush or a cloth

**Warning: Do not clean the cooling fins with hands, it can be harmful**

Step 8: Refix the filter

Step 9: Close the front panel, make sure the fitment lock of front panel on front grill/middle frame fits properly

Step 10: Switch on the AC and enjoy the cool air

For better understanding and perform seamlessly, you can also watch an advisory video - <https://bit.ly/3azEDxZ>.





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