

Consumer Durables Service - 100 FAQs

General Service Questions

Q1: What appliances do you service? A: We service AC, Washing Machine, Refrigerator, Water Purifier, and TV across multiple brands and models.

Q2: How do I book a service appointment? A: Simply call our helpline or chat with us online. We'll ask a few questions about your appliance issue and schedule a convenient time slot.

Q3: What are your service charges? A: Service charges vary by appliance type and issue complexity, typically ranging from 300 to 800 rupees for diagnosis. Repair costs are additional based on parts needed.

Q4: Do you provide installation services? A: Yes, we provide professional installation services for all major appliance brands with proper setup and testing.

Q5: What areas do you cover? A: We cover major cities across India including Delhi, Mumbai, Bangalore, Chennai, Hyderabad, Pune, Kolkata, and many more.

Q6: How quickly can you send a technician? A: Usually within 24 to 48 hours depending on your location and technician availability. Emergency services available for urgent cases.

Q7: Do your technicians carry spare parts? A: Yes, our technicians carry commonly needed spare parts. For specific parts, they may need to order and return.

Q8: What is your service warranty? A: We provide 30 days warranty on repair work and 90 days warranty on spare parts used during service.

Q9: Can I reschedule my appointment? A: Absolutely! You can reschedule your appointment by calling us at least 2 hours before the scheduled time.

Q10: Do you service old appliances? A: Yes, we service appliances up to 15 years old, though spare part availability may vary for very old models.

AC Service Questions

Q11: Why is my AC not cooling properly? A: Common causes include dirty filters, low refrigerant, blocked vents, or compressor issues. Our technician can diagnose the exact problem.

Q12: How often should I service my AC? A: We recommend servicing your AC every 6 months, especially before summer and winter seasons.

Q13: Why is my AC making noise? A: Noise can be due to loose parts, worn bearings, dirty fan blades, or compressor issues. Professional inspection is recommended.

Q14: Why is water leaking from my AC? A: Water leakage usually indicates blocked drainage, dirty filters, or refrigerant issues. This needs immediate attention.

Q15: Can you install a new AC? A: Yes, we provide complete AC installation including wall mounting, electrical connections, and gas charging.

Q16: Why does my AC smell bad? A: Bad smell typically comes from dirty filters, mold growth, or dead insects in the unit. Deep cleaning can resolve this.

Q17: My AC remote is not working, can you fix it? A: Yes, we can repair remotes or provide replacements. Sometimes it's just battery or sensor cleaning issue.

Q18: How much does AC gas refilling cost? A: AC gas refilling typically costs between 2000 to 4000 rupees depending on the gas type and quantity needed.

Q19: Why is my AC tripping the electricity? A: This could be due to electrical overload, faulty wiring, or compressor issues. Immediate professional check required.

Q20: Can you service split and window ACs both? A: Yes, our technicians are trained to service both split and window type air conditioners.

Washing Machine Service Questions

Q21: Why is my washing machine not spinning? A: Non-spinning issues can be due to load imbalance, worn belts, motor problems, or drainage issues.

Q22: My washing machine is vibrating too much, what's wrong? A: Excessive vibration usually indicates unbalanced load, uneven flooring, or worn shock absorbers.

Q23: Why is water not draining from my washing machine? A: Drainage problems can be due to clogged filters, blocked pipes, or faulty drain pump.

Q24: Can you install a new washing machine? A: Yes, we provide complete installation including plumbing connections, electrical setup, and testing.

Q25: Why does my washing machine smell bad? A: Bad odor comes from accumulated soap residue, mold, or stagnant water. Regular cleaning cycles help prevent this.

Q26: My washing machine is not taking water, why? A: Water inlet issues can be due to clogged filters, faulty valves, or water pressure problems.

Q27: Why are my clothes still dirty after washing? A: This could be due to overloading, wrong detergent amount, or machine settings. Professional check recommended.

Q28: Can you repair both top load and front load machines? A: Yes, our technicians are skilled in servicing both top load and front load washing machines.

Q29: Why is my washing machine making loud noise during spin? A: Loud noise during spin can indicate worn bearings, loose drum, or foreign objects in the machine.

Q30: How often should I clean my washing machine? A: Run a cleaning cycle monthly and clean the filter every 2-3 months for optimal performance.

Refrigerator Service Questions

Q31: Why is my refrigerator not cooling? A: Cooling issues can be due to dirty coils, faulty compressor, refrigerant leaks, or temperature control problems.

Q32: Why is there excessive frost in my freezer? A: Excessive frost indicates door seal problems, frequent door opening, or defrosting system issues.

Q33: My refrigerator is making strange noises, is it normal? A: Some noise is normal, but unusual sounds may indicate compressor, fan, or motor issues requiring attention.

Q34: Why is water pooling inside my refrigerator? A: Water pooling can be due to blocked drainage, damaged door seals, or defrosting system problems.

Q35: Can you install a new refrigerator? A: Yes, we provide installation including positioning, electrical connections, and initial setup.

Q36: Why is my refrigerator running continuously? A: Continuous running may indicate dirty coils, faulty thermostat, or refrigerant issues.

Q37: My refrigerator door is not sealing properly, can you fix it? A: Yes, we can replace door seals or adjust door alignment for proper sealing.

Q38: Why is my ice maker not working? A: Ice maker issues can be due to water supply, electrical problems, or mechanical faults in the ice making unit.

Q39: How often should I service my refrigerator? A: Annual servicing is recommended, including coil cleaning and general maintenance checks.

Q40: Can you repair both single door and double door refrigerators? A: Yes, we service all types including single door, double door, and side-by-side refrigerators.

TV Service Questions

Q41: My TV is not turning on, what could be wrong? A: Power issues can be due to faulty power supply, blown fuses, or internal circuit problems.

Q42: Why is there no picture but sound is working? A: This typically indicates display panel issues, backlight problems, or video processing faults.

Q43: My TV has vertical or horizontal lines on screen, can you fix it? A: Display lines usually indicate panel or processing issues. Professional diagnosis required to determine repairability.

Q44: Why is my TV remote not working? A: Remote issues can be battery problems, infrared sensor blockage, or remote circuit faults.

Q45: Can you install wall mounted TVs? A: Yes, we provide professional TV wall mounting services with proper brackets and cable management.

Q46: My TV channels are not coming, what should I do? A: Channel issues can be antenna problems, cable connection faults, or set-top box issues.

Q47: Why is my TV screen flickering? A: Screen flickering can be due to loose connections, power supply issues, or display panel problems.

Q48: Can you repair smart TV software issues? A: Yes, we can handle software updates, app issues, and connectivity problems in smart TVs.

Q49: My TV has no sound but picture is fine, what's wrong? A: Audio issues can be speaker problems, audio processing faults, or connection issues.

Q50: How much does TV screen replacement cost? A: Screen replacement costs vary by TV size and type, typically ranging from 8000 to 25000 rupees.

Water Purifier Service Questions

Q51: Why does my water taste bad even after purification? A: Bad taste indicates filter replacement needed, contaminated storage tank, or system malfunction.

Q52: How often should I change water purifier filters? A: Filter replacement frequency varies by usage and water quality, typically every 6 to 12 months.

Q53: My water purifier is not producing water, why? A: No water output can be due to clogged filters, pump issues, or electrical problems.

Q54: Can you install a new water purifier? A: Yes, we provide complete installation including wall mounting, plumbing connections, and testing.

Q55: Why is my water purifier making noise? A: Noise can indicate pump issues, air in system, or loose components requiring attention.

Q56: My water purifier is leaking, can you fix it? A: Yes, leakage can be due to loose connections, damaged seals, or cracked components that we can repair.

Q57: How do I know when to service my water purifier? A: Service indicators, taste changes, reduced flow, or annual maintenance schedule indicate service time.

Q58: Can you repair RO, UV, and UF purifiers? A: Yes, we service all types of water purifiers including RO, UV, UF, and combination systems.

Q59: Why is the water flow rate slow from my purifier? A: Slow flow indicates clogged filters, membrane blockage, or pump issues requiring service.

Q60: Do you provide AMC for water purifiers? A: Yes, we offer Annual Maintenance Contracts with regular filter changes and system checks.

Booking and Scheduling Questions

Q61: Can I book service for multiple appliances together? A: Yes, you can book multi-appliance service. We'll send technicians with relevant expertise.

Q62: What time slots are available for service? A: We offer morning (9 AM-12 PM), afternoon (12 PM-4 PM), and evening (4 PM-8 PM) slots.

Q63: Do you provide same-day service? A: Same-day service is available in select cities subject to technician availability and location.

Q64: Can I track my technician's arrival? A: Yes, we provide live tracking and technicians call 30 minutes before arrival.

Q65: What if I'm not available at the scheduled time? A: Please reschedule at least 2 hours in advance. Otherwise, rescheduling charges may apply.

Q66: Do you work on weekends and holidays? A: Yes, we provide service on weekends. Holiday service may have additional charges.

Q67: Can someone else receive the technician on my behalf? A: Yes, you can authorize family members or friends to be present during service.

Q68: How will I know the service charges beforehand? A: Our technician will diagnose and provide a detailed estimate before starting any repair work.

Q69: Do you provide emergency service? A: Yes, emergency service is available for critical issues like refrigerator breakdown or AC failure in extreme weather.

Q70: Can I cancel my appointment? A: You can cancel up to 2 hours before scheduled time. Late cancellations may incur charges.

Payment and Warranty Questions

Q71: What payment methods do you accept? A: We accept cash, UPI, credit cards, debit cards, and digital wallets for your convenience.

Q72: Do I need to pay anything at the time of booking? A: No advance payment required. You pay only after service completion and your satisfaction.

Q73: What is covered under your service warranty? A: Our warranty covers the specific repair work done and parts installed for mentioned warranty period.

Q74: Do you provide bill or receipt for service? A: Yes, you'll receive a detailed service bill with warranty information and part details.

Q75: What if the same problem occurs again within warranty period? A: We'll fix it free of charge if it's related to our previous repair work within warranty period.

Q76: Are spare parts genuine? A: We use genuine or OEM equivalent parts with warranty for reliable performance.

Q77: Can I get cost estimate before repair? A: Yes, technician will diagnose and provide detailed cost breakdown before starting repair work.

Q78: Do you offer any discounts or offers? A: We regularly run promotional offers and discounts. Check our website or ask our customer service.

Q79: What if repair cost is too high? A: If repair is uneconomical, we'll honestly advise you and charge only for diagnosis.

Q80: Do you provide service contracts? A: Yes, we offer Annual Maintenance Contracts for regular upkeep of your appliances.

Technical and Safety Questions

Q81: Are your technicians certified? A: Yes, all our technicians are trained and certified for appliance repair and safety protocols.

Q82: Do you follow COVID safety protocols? A: Yes, our technicians follow sanitization, masking, and safety distance protocols during service.

Q83: What safety measures do you take during electrical work? A: Our technicians follow electrical safety standards and use proper insulated tools and equipment.

Q84: Can you handle gas leak issues in appliances? A: Yes, our technicians are trained to handle refrigerant leaks safely with proper equipment.

Q85: Do you provide service reports? A: Yes, you'll receive a detailed service report mentioning work done, parts replaced, and recommendations.

Q86: What if technician damages something during service? A: We have insurance coverage for accidental damages during service. Report immediately for claims.

Q87: How do you ensure quality of repair work? A: We have quality checks, customer feedback system, and warranty backing our service quality.

Q88: Do you service commercial appliances? A: We primarily focus on home appliances but can service some commercial units on case-by-case basis.

Q89: Can you provide maintenance tips after service? A: Yes, our technicians provide usage tips and maintenance recommendations for better appliance life.

Q90: What certifications do your technicians have? A: Our technicians have brand-specific certifications and electrical safety training certifications.

Miscellaneous Questions

Q91: Do you sell spare parts separately? A: Spare parts are provided as part of repair service. We don't sell parts separately to ensure proper installation.

Q92: Can you help with appliance insurance claims? A: We can provide service reports and documentation that may help with your insurance claim process.

Q93: Do you provide consultation for buying new appliances? A: While we focus on service, our experienced technicians can provide basic guidance on appliance selection.

Q94: How can I provide feedback about service? A: You can provide feedback through our app, website, SMS link, or directly to customer service.

Q95: What if I have complaints about service quality? A: Contact our customer service immediately. We take quality issues seriously and will resolve them promptly.

Q96: Do you maintain service history? A: Yes, we maintain complete service history accessible through your registered mobile number.

Q97: Can I get service for appliances purchased online? A: Yes, we service all appliances regardless of where they were purchased, within warranty terms.

Q98: Do you provide relocation services for appliances? A: We provide reinstallation services if you're relocating within our service areas.

Q99: How can I contact customer service? A: You can call our helpline, use live chat, WhatsApp, or email for any service-related queries.

Q100: What makes your service different from others? A: Our trained technicians, genuine parts, transparent pricing, warranty coverage, and customer-first approach set us apart.