PRODUCT TROUBLESHOOTING FAQ's

Issues with Water Purifiers

I am unable to turn ON the purifier.
Potential root cause: Faulty power source.

Remedy: Check the power outlet.

1. Connect the unit into a different wall outlet.
2. Ensure the power button is ON.
3. Use a tester to check whether there is proper supply of electric current to the point.
4. Make sure the plug has been inserted properly.

Potential root cause: Physical damaged.

Remedy: Check for the physical damaged.

1. Check and ensure that there is no physical damaged to the product.
2. Make sure there is no twist or break to the power cable.
3. Confirm the exact issue from customer whether it is a self induced damage or the damaged product received by customer at the time of delivery. If it is not self induced damage and customer is calling within return window, post verification of images provide resolution as per SOP.

I am unable to acquire water from my purifier.
Potential root cause: Unknown.

Remedy: Check for the following procedure.

1. Check the RO Storage Tank Pressure:
   a. Check the RO storage tank to make sure it's properly pressurized.
      Note: *Pressure that's too high or too low could affect the water flow.*

   b. Always check the manual/user guide for the specific issues.
2. Check the Water Supply Access:
   a. Check and ensure the water supply is turned back ON after any maintenance process.
3. Check Low Water Pressure:
   a. Check water pressure rests below 40 psi, the water flow often slows to nothing.
   b. Adjust the water flow accordingly to see the flow rise to normal levels.

I am unable to get the hot water.
Potential root cause: Storage tank is empty.

Remedy: Check and ensure that the storage tank is filled appropriately.

1. Wait until the storage tank gets filled.
Potential root cause: Fault in check valve.

Remedy: Contact the manufacturer.

1. Contact the manufacturer for further assistance.

I am unable to stop my water filter from leaking.

Potential root cause: Membrane is leaking water around the connection points.

Remedy: Check the following procedure.

1. Shut OFF the water supply going to the leaking water filter by turning a ball valve lever 1/4 turn (90 degrees).
2. Depressurize filter by turning on water faucet after the system until water stops.
3. Shut OFF the water after filter if possible.
4. Unscrew the leaking filter housing.

I am getting a decreased flow of purified water.

Potential root cause: Tap/ball valve is closed.

Remedy: Check the valve.

1. Make sure the tap/ball valve is opened.

Potential root cause: Nozzle is blocked.

Remedy: Check the filter.

1. Make sure the storage tank must be full for proper water pressure.
2. Check and ensure there is no dust particles in the pipe tank.
3. Keep extra filters handy and replacement needs to be done on a regular basis or whenever the water flow begins to slow.

Potential root cause: RO membrane/filters may be clogged or damaged.

Remedy: Check the RO membrane/filters.

1. Contact Amazon for the filters replacement, if applicable.

Note *: If product was damaged, Amazon will replace the product, not the manufacturer.*

My purifiers reject water tube is not working.

Potential root cause: Reject water tube is bent.

Remedy: Check and ensure there is no bent or break to the reject water tube.

1. Clear the bent in the reject water tube.
2. Replace the bent tube with a new one.

Potential root cause: Reject water tube is blocked.

Remedy: Contact the manufacturer.

1. Switch OFF the Water purifier.
2. If the pipe is loose and the pump is sucking in air, then that air gets trapped inside the purifier and prevents it from working. There is also another reason for the presence of air vaccum inside the purifier. The pre-filter was blocked, will not let the water pass through and creating a vaccum.

My purifiers water smells unpleasant.
Potential root cause: Purified water been stored in the tank for a long time.

Note: *Avoid letting the system go unused for longer period/days.*

Remedy: Remove the water from the purifier.

1. 1. Drain the stored water from the storage tank through faucet.
2. When sulfur finds it's way into the water, it gives bad taste and smell.
3. Puifier might be having damaged filters or membranes, which letting sulfur molecules pass through into the water. Furthermore, improper sanitation of Reverse Osmosis Equipment will give bad taste of water.

Potential root cause: RO membrane/filters may require replacement.

Remedy: Replace the RO membrane/filters.

1. Ensure to replace the membrane when you notice its efficacy dropping.
2. Ideally RO membrane needs replacement every 8-12 months, but also largely depends upon the consumption.
3. Sediment and carbon filters will need a change once every three months and UV light annually. The salt get accumulated on the surface of the membrane can reduce the performance of water purifier.

Note *: We follow these troubleshooting steps when customer called within return window. If they need a RO membrane/filters, they need to contact manufacture.*

Troubleshooting Issues with LED Televisions

TV Power Issues
1. What should I do if I am unable to turn ON my TV (no power)?

Refer below for possible solutions.

- There could be a technical glitch. Try to reset your TV
  - Disconnect the power cord from the outlet, then press and hold the power button on the TV (not the remote), for at least 10 seconds.
  - Wait a few minutes and plug the TV back in and press the power button.
- There could be a faulty wall outlet. Check the outlet and ensure the TV is receiving sufficient power and using a functioning wall outlet.
  - Test the outlet by plugging in another functional electronic device.
  - Avoid using a surge protector.
  - Plug in the TV to another outlet even if the original outlet is functioning with other devices.
- The remote could be faulty. Check and replace the batteries in the remote, if required
  - Use the power button on the side of the TV to determine if the problem is caused by the remote.
  - Replace the batteries in the remote and check if you are able to turn on the TV.
  - Capacitors on the power supply boards could be failing. Call an authorized technician

2. What should I do if my TV turns OFF automatically?

Refer below for possible solutions:

- The remote batteries could be low. Try replacing the remote batteries
  Note:
  Remotes can send conflicting infrared noise when the battery is low, which could result in your TV interpreting infrared noise from your remote as an "On/Off" command.

- There could be an issue with devices connected. Check the connected devices.
    o Disconnect your TV from connected devices like set top box, gaming consoles or PCs.
    o Connect the devices back to the TV one by one.
    o Connect the devices back to the TV one by one.
- The TV's timer must be enabled. Check and disable the timer.
    o Press Menu on the remote to enter the settings screen.
    o Choose System > Time > Sleep Timer.
    o Check if there is a time range set.
    o If there is a time range set, scroll to Off and press OK on the remote.
    o Press the Exit button.
      Note: Terms may vary according to manufacturer and model. Please refer to the user manual of your TV for specific settings.

3. What should I do if I cannot hear any audio from my TV or the volume is very low?

Refer below for possible solutions:

- Volume of the TV could be low or is muted. Check and increase the volume of the TV.
- Connected device's volume could be low. Check the volume of the input device.
- Audio/Video (A/V) cables may not be connected to the correct ports
    o Check if the set top box, laptop or PC is connected using an Audio/Video (A/V) cable connection.
    o Make sure the A/V cables are securely connected to the appropriate video input on the TV.
- Headphones could be connected to the TV. Check and disconnect headphone, if connected.
- Analogue broadcasts need to be tuned. Tune the TV.
    o Perform analogue broadcast tuning, if analogue broadcasts are used.
    o Check the other input sources or playback content for sound issues.
      Note: If audio is heard from the analogue broadcasts, the TV speakers are working.

- Stereo settings could be configured incorrectly. Reconfigure the stereo settings.
    o Go to Menu from the remote.
    o Verify that the MTS settings of the TV are set to MAIN or STEREO.
    o Check if the speakers are set to ON. If not, turn them ON.
    o Turn OFF the Simulated effect in the Audio or Sound menu, if the TV has one.
    o Increase the Volume to maximum value in the Volume Offset setting, if the TV has one.
    o Check if the TV speakers are set as the Center speaker. Disable the same, if yes.
    o Set the output to Audio Out in the Headphone/Audio Out settings, if the TV has one.
- Software could be outdated. Update the TV. Go to Manuals, Specifications and Warranty for specific instructions to update the software/firmware.
  Note: This may only be applicable to TVs with upgradable software/firmware. If the TV software version is up to date, proceed to the next troubleshooting step, otherwise perform software update first.

- Perform a perform reset
    o Perform a power reset on the TV.
    o Refer to the user manual for specific power reset instructions, if the remote does not have a RESET button.
    o Reset the TV to original factory settings, if the power reset does not work.
    o Refer to the user manual for instructions on factory reset.

Audio Issues

1. What should I do if the volume level is different from both the speaker?

- Software could be outdated. Go to Manuals, Specifications and Warranty for specific instructions to update the software/firmware.
  Note:
  This may only be applicable to TVs with upgradable software/firmware. If the TV software version is up to date, proceed to the next troubleshooting step, if not, perform software update first.

- Speaker balance could be configured incorrectly. To configure speaker balance:
  - Go to the TV menu.
  - Select At Zero or At Center on Speaker Balance.
- Perform a power reset on the TV.
  - Refer to the user manual for specific power reset instructions, if the remote does not have a RESET button
  - Reset the TV to original factory settings, if the power reset does not work.
  - Refer to the user manual for instructions on factory reset.

Picture Issues

1. What should I do if there are multiple lines going up and down on my TV screen?

- There could be an issue with the TV.
  - Press the HOME button on the remote to display the TV menu screen.
  - Check if the same issue occurs on the menu screen. If yes,
    - Restart the TVC and check if the issue is resolved.
    - Turn off the TV and unplug the A/C power cord and leave it unplugged for 2 minutes.
    - Plug in the AC power cord and turn on the TV to check if the issue is resolved.
  - Check the connected devices like set top box, PC or IPTV for any issues if the menu screen has no issues.
- Interference from electrical or battery-operated devices in the periphery. Turn OFF any interference causing devices
- Spotty signal (only for antenna users). Adjust the antenna direction. Change the location of the antenna if adjusting the direction does not work.
- **Note:** If using an antenna, broadcast signals are reflected by nearby mountain or surrounding tall buildings and may cause ghosting in the picture

- The electrical outlet and/or surge protector could be faulty. Check and change the power outlet, if required. Plug in the TV power cord into a different electrical outlet. Replace the surge protector or extension cord, if using one.
  Note: These symptoms can occur if the electrical outlet is improperly wired or not producing the proper voltage. If using a surge protector or extension cord, it also could be faulty.

2. What should I do if the picture on my TV screen is flickering?

Refer below for possible solutions:

- Loose or failing connections inside the TV set. Follow the below steps.
  - Change the source of the TV and check if the issue persists.
  - Try a different cable (usually HDMI), your wire may not be working properly (or try the same cable on a different device and see if the problem persists).
  - Check the video output settings of the device you're experiencing the problem with.
- Cables connecting to the source could be damaged. Check and change cables, if required.

3. What should I do if I am unable to see picture or hear sound on my TV?

Refer below for possible solutions:

- Ensure the TV is receiving sufficient power.
    - Make sure the TV is plugged in securely to the outlet.
    - Make sure the switch of the wall outlet is ON.
    - For not getting picture:
        - Reset all components by unplugging them for 5 minutes including the TV.
        - Ensure all COAX CABLE and HDMI CABLES are tight and properly connected

        Note: This would mean that either a CABLE BOX, SAT BOX, COAX CABLE, HDMI CABLE, etc. may not be working properly, something is loose, or needs reset.

    - To access the sound out setting:
        - Open the settings menu either by using the button on your remote, or if your remote doesn't have a settings button, press the Home/Smart button, then click the settings icon.
        - Navigate to the Audio/Sound menu.
        - Choose sound out, then select TV speakers
- The outlet could be faulty. Check and change the outlet, if required.
- Switch to different inputs and check if issue gets resolved, if you do not know the correct input.
- Perform a power reset.
    - Power cycle the TV.
    - Unplug the TV for 10 minutes.
    - Plug the TV back in.

Connectivity issues
1. What should I do if I am unable to connect my TV to my PC?

The HDMI input selected on your TV could be incorrect.

- Connect HDMI lead to both TV and PC.
- Select the correct HDMI input on TV by pressing the AV button.
- If your PC does not automatically output its screen to the TV:
    - Go to Control Panel > Display > Adjust Resolution.
    - Select the TV option in the display drop down box.

2. What should I do if I am unable to connect my TV to my wireless network?

Refer below for possible solutions:

- There could be a connectivity issue with the WiFi router. Check if the issue is with the TV or the WiFi router.
    - Connect the TV to another WiFi network or a mobile hotspot
        - Contact your ISP if the TV is able to connect to another network or device as the issue is with the WiFi router or network.
        - Contact the TV manufacturer for after sales service if the TV does not connect to any other network as the issue is with the TV.
- Wireless network may not be configured correctly. To reconfigure the wireless network:
    - Connect the wireless adapter to the USB port on your TV.
    - Press the menu button, and select Setup.
    - Select the Network

        Note: If the network type is set to wired, change it to wireless.

- Select Network Setup and select the network.
- Allow the TV to scan for wireless networks in the area.
- Select the name of your network from the list.
- Allow the TV to connect to your wireless network
  Note: Most users will select Auto option for IP setup and DNS. If network requires you to put in a manual IP address and DNS server, enter those settings. Note: If the TV does not connects to a wireless network, adjust the IP address settings in Network Setup.

- Press the Return button to return to the Network Screen.
- Select Network Test.
- Follow the below steps if the connection fails:
  - Check whether the correct network name (SSID) was chosen and the correct wireless encryption key was entered.
  - Power OFF the TV and unplug the modem and router/access point and wait for approximately 30 seconds.
  - Plug the modem and router/access point back IN and power the TV ON.
  - Repeat the network test.

3. What should I do if my TV's USB port is not detecting the external hard drive or pen drive?

Refer below for possible solutions:

- Check whether the USB port supports playback.
  - Plug in the HDD or pen drive.
  - Check if there is a status message displayed saying "USB in service only"
    Note:
    The status means that the USB does not support playback and you will not be able to use it to stream from hard disks or pen drives.

- USB settings may not be configured correctly. To reconfigure the USB settings:
  - Connect the USB device (HDD or pen drive) to the USB port with a cable. The TV should automatically recognize the external device and the menu should pop up.
  - Select the USB device in the 'External input' option in the TV settings, if the device is not detected automatically.
  - Select the content you want to watch and they will be played.

Power Issues

Issue	Possible Solution
What should I do if my TV is not powering ON or not responding?	• The power outlet could be faulty. Check if there is a problem in the power outlet by connecting another working device. Connect the TV to another wall outlet and check if it works. • There could be loose connections. Secure all connections. Ensure the AC power cord is connected securely to a working wall outlet and the power cord is securely connected to the back of the TV. Check the Energy Saving Switch and turn it ON. • Disconnect all external devices connected to the TV. Try turning ON the TV once all the connections are secure. • Power button could be OFF. Unplug the TV power cord

Issue	Possible Solution
	from the electrical outlet for 30 seconds. Plug the power cord back in. Press the power button on the TV and on the remote.

What should I do if the standby indicator on my TV is blinking red?	• Perform a power reset
	  1. Turn OFF the TV.
	  2. Unplug the AC power cord.
	  3. Leave the TV unplugged for 2 minutes.
	    Note: Most Smart TV's can be reset using the above steps. Check your user manual for specific instructions on how to reset your TV if the steps do not work.
	
	• Connected external devices may be causing a problem
	  1. Turn OFF the TV.
	  2. Disconnect all connected devices like a USB drive or an HDD.
	  3. Turn the TV back on and check if the issue persists.
	  4. Reconnect the devices you disconnected one at a time with the TV ON.
	  5. Pause after connecting each device and check on the indicator light to narrow down to the device with the problem.
	  6. Replace the power cord connecting the problematic device to the TV.

Picture Issues

Issue	Possible Solution

What should I do if there are lines on my TV screen?	• There could be an issue with the video source. Change video source, and check.
	• Check if the issue is being caused because of the TV or the video source.
	  ○ Open the Menu screen on the TV.
	  ○ Check if the lines appear on the Menu screen too
	  ○ Try another video source to see if the issue persists on the Menu screen
	• Perform a picture function test
	Note: Most TVs have a picture test function that can help reset the picture or diagnose the problem so you can call for a repair. Check your user manual on the exact steps to perform a picture function test
	
	• Try adjusting your input cord, if the lines only appear on certain channels

Issue	Possible Solution
	- Turn off any electrical or battery-operated devices that may be creating radio frequency (RF) interference. - Adjust the antenna direction and location, if you are using one. - Run the Pixel Refresher (only for LG OLED TV) - Go to the Main Picture settings. - o Go to OLED Panel Settings and select Pixel Refresher. **Note:** Pixel Refresher' is the function that will clear any image retention or other screen issues that can happen when the TV is left turn on for a long period of time. This function needs at least one hour to run and will only start once the TV is turned off. This usually takes care of any image retention. - Electrical outlet may be improperly wired or not producing the appropriate voltage. Check/change all electrical outlets connected to the TV. - Try connecting the power cord of the TV into a different electrical outlet or surge protector. - Plug the TV directly into the electrical wall outlet instead of a surge protector and check if the issue persists.
What should I do if the screen on my Smart TV is blurred?	- There could an issue with the video source. Change the video source, if required. and try again. - Make sure your picture isn't stretched. Play with the settings of your TV to ensure that the picture you're seeing isn't being stretched. - Change your TV's sharpness and picture modes - Reduce the noise. Swap your cables and unplug. Move it around. - Check whether the issue is being caused because of the TV or the video source. - Open the Menu screen on the TV. - Check if the issue occurs on the Menu screen too - Try another video source if the issue is not occurring on the Menu screen on the TV. - TV software could be outdated. - Make sure the TV is connected to an active, stable internet connection. - Install the latest version of the TV software.
What should I do if my TV is displaying double images?	1. Press the **ACTION MENU** button using the supplied remote control. 2. Select Picture in the Display and Sound category 3. Press the Down Arrow button to highlight Clarity, in

Issue	Possible Solution
	Advanced Settings. 4. Select Random noise reduction and choose Low or Off.
What should I do if my TV screen is cloudy or has bright spots?	TV display settings may not be configured properly. Reconfigure the TV's display settings. 1. Try to reduce the Back light Level in the Picture Settings Menu. t 2. Turn the Light Sensor setting to On in the Setup Menu. 3. Change the Power Saving setting to Low or High in the Setup Menu. 4. Set the Picture Mode to Standard in the Settings Menu.
What should I do if there are odd colors on my TV screen?	Unplug all video inputs and be sure there is not dirt, dust, or damage (split video cord, cracked coax cable wire, broken or loose input on TV) coming in between the input video line and the TV input. Unplug all the A/V wires in the back and plug them into different ports if needed to test certain inputs
What should I do if my TV does not display a picture while using HDMI connection?	• Correct input may not be selected. Check and change input, if required. 1. Check which input is selected on the TV. 2. Check which input on the TV, the source device is connected to. 3. Press the INPUT button on the TV remote repeatedly until the correct HDMI input is displayed. • HDMI cable may be damaged. Check/replace cable. 1. Disconnect and reconnect the HDMI cable. 2. Try a different device that can output anhas an HDMI video signal using the same connections. 3. Use a different HDMI cable and check if the issue persists. • Input of the audio system does not correspond with the video output. Follow the below steps. 1. Make sure the video device is connected to the TV through the audio system. 2. Check if the input of the audio system (such as amplifier or theater stand) corresponds with the video output device. 3. Change the input of the audio system to match with the video output, if required. • Issue with the A/V receiver. Connect the device directly to the TV. 1. Connect the device directly to the HDMI input of the TV if you are using an A/V receiver. 2. Keep in mind, your receiver or other device may not be an HDMI repeater and might not pass the signal on to the TV.

Issue	Possible Solution
What should I do if my TV does not display a picture while using a receiver connection?	- Correct input may not be selected. Check and change input, if required. - Check which input is selected on the TV. - Check which input on the TV, the source device is connected to. - Press the INPUT button on the TV remote repeatedly until the correct input is displayed. - Devices are not powered ON. Check and make sure all devices are powered ON. - Make sure the TV is powered ON. - Make sure the A/V receiver is powered ON. - Press the ON button on the remote for the TV. - There could be loose or faulty connections. - Check if the cable is firmly connected to the TV and the A/V device. - Replace the cable being used, to check whether is cable is the issue. - Additionally, try the below steps. - Connect the A/V device to another input of the TV to check if the input used on the TV is causing the issue. - Press the Input button on the remote control of the TV. Switch the input to the corresponding input that you connected in step 1. Then, check if there is a picture on the TV screen. - Connect another A/V device to the TV. - Check whether the connected A/V device is causing the issue. - Reset all the devices by disconnecting and reconnecting the power cords.

Smart TV issues

Issue	Possible Solution
What should I do if I am unable to control my Smart TV with my remote?	- Batteries in the remote are drained or dislodged. Check and replace batteries. - Interference between the TV and the remote. Something may be blocking the path to the device you want to control, you may not be pointing at the sensor on the device, or you may be too far away.
How do I connect to WiFi on my Smart TV?	1. Hit the Menu button on your TV remote. 2. Choose the network settings option then set up a wireless connection. 3. Select the wireless network name for your home Wi-Fi.

Issue	Possible Solution
	4. Type your Wi-Fi password using your remote's button. 5. Make sure that you have the wireless router's SSID (Service Set Identifier, network name, allows stations to connect to the network when multiple independent networks operate in the same physical area) and password settings before attempting to connect, and then follow the directions on the screen 6. Check the network first, confirm that a connected PC or other device can access the internet using the same network; if you can't access the network then the issue might be in your router or with your internet service provider (ISP). 7. Check your router's firewall (network security system) is not blocking any outgoing ports; in order to do this refer to your router documentation. 8. Power reset the television and reset the connection between the router and modem by disconnecting then reconnecting the devices. 9. Move the router closer to the TV and away from any interference or obstructions (microwaves, other wireless devices, USB 3.0 ports, etc) it's possible to have interference if the devices are close from each other 10. Plug an Ethernet cable from your router directly into the TV and update the television to its latest software version. **Note:** Refer to the TV user manual for exact instructions on how to update the software
What should I do if I have issues with channels on my Smart TV?	There could be an issue with cable/antenna. Troubleshoot the antenna/cable connection. 1. 1. Move or rotate the antenna to improve reception. 2. 2. Ensure the antenna or cable is connected directly to the back of the television. 3. 3. Perform a channel scan. Check your user guide for steps and instructions. **Note:** Note: A channel scan is necessary when using antenna or basic cable from the wall. When a cable / satellite box is used, the TV's tuner is not in use and will not locate any channels 4. Connect the RF connection to another TV. If issues persist, the problem lies with the antenna or cable.
What should I do if I have issues with apps on my Smart TV?	App might be out of date. Update the app. 1. Make sure the App is up to date 2. Reset the App. 3. Reset the TV, if the issue persists. • Turn OFF the TV. • Unplug the AC power cord.

Issue	Possible Solution
	- Leave the TV unplugged for 2 minutes. - Reconnect the AC power cord. - Power ON the TV. **Note:** Most Smart TV's can be reset using the above steps. Check your user manual for specific instructions on how to reset your TV if the steps do not work.
What should I do if there is no audio on my Smart TV?	- Volume of the TV and connected devices may be low or muted. Check/Increase volume of the TV and connected device - Check to make sure the volume level on your TV is set above zero. - Make sure the TV is not muted. - Confirm that the audio is turned up and not muted on your cable or satellite box if you have one. - Verify that the volume is ON and up on your speaker or receiver, if you are using one. - Speakers could be disabled. Enable the speakers - Ensure the TV Speakers option is set to On, under Audio or Audio Settings. - Select External Devices, under Audio or Audio Settings, if you are using external speakers. - There could be an issue with TV speakers. - Make sure there are no other devices connected to the audio jack. - Check speaker balance settings on your TV and make sure they are set to normal. - Switch to a different input device and verify there is sound from the TV speakers (for example, a DVD player or a gaming console). - Turn the other device on and then use the INPUT button on the remote to switch to that device. - Attempt to play a DVD or game to determine if the TV speakers produce sound. - Secondary Audio Programming (SAP) could be enabled. Disable SAP. - Check if the SAP (Secondary Audio Programming) is enabled. - Disable the SAP option **Note:** Check your user manual for specific instructions on how to disable SAP.

Issues with Major Appliances – Front Load Washing

1. What should I do if I am unable to start the washing machine?

Refer below for possible solutions:

- Confirm that the power plug is connected to the working power outlet.
- Cable could be damaged. Confirm that there is no damage within the cable from the motor to the plug.
- Confirm that the switch is not faulty or broken.
- Check if the power outlet is working by connecting other working appliances to it.

2. What should I do if my washing machine's drain pump leaks?

Refer below for possible solutions:

- Check if the drain hose is damaged and replace the drain hose if damaged.
  Make sure that the fittings where the hoses connect to the faucets and to the back of the washing machine are not worn out.

- Check if the tub seal is torn and replace if it is torn.

3. What should I do if my washing machine makes a loud noise?

Refer below for possible solutions:

- There could be metal objects in the drum or pump.
  - Check if there are any metal objects such as keys, coins or safety pins, in the drum or pump.
  - Restart the washer.
- Issue could be because of heavy wash loads. Make sure that the Load is not too heavy. Untangle clothes, if required. Redistribute out of balance wash load.
- Packing materials are not removed. Remove shipping bolts or packing materials, if not removed.
- Washing machine not at level. Make sure the resting feet of the machine are set firmly and evenly on the floor.

4. What should I do if my washing machine spills water from the detergent box?

Refer below for possible solutions:

- Detergent residue could be built-up inside the box. Clean the detergent box.
  - Extend the detergent dispenser drawer outward.
  - Press down the push button to release the detergent dispenser drawer.
  - Carefully wash the detergent dispenser drawer with warm water and remove the excess detergent residue.
  - Insert the detergent dispenser drawer back into place.
  - **Note:**
  Make sure to dry all the compartments and drawer completely before reinstalling it back into place.

5. What should I do if my washing machine door does not open?

Refer below for possible solutions:

- Reset pressure switch.
    - Turn OFF the machine to cool down the door lock.
    - Wait for few minutes to open the door.
    - Check if the pressure switch is faulty. If yes, call an authorized technician to replace the faulty pressure switch.

6. What to do when the washer says "DE"?

Refer below for possible solutions:

- Door magnet could be missing.
- Make sure that the door magnet has not broken/fallen off.
- Ensure the door is closed correctly. Open and close the door again.

7. What to do when the washer says "IE"?

Refer below for possible solutions:

- Water supply faucets (tap) are not fully open. Ensure that the water supply faucets behind the washer are fully open.
- Water in the hoses is frozen. Check the fill hoses for kinks or frozen water, if applicable.
- Water inlet screens are clogged. Replace the water inlet valve and check the screens on the water inlet valves for debris or deposits.

8. What to do when the washer says "LE"?

Refer below for possible solutions:

There could be a motor error. Allow the washer to stand for 30 minutes and then restart the cycle.

9. What to do when the washer says "OE"?

Refer below for possible solutions:

- Check if the drain pump filter is blocked or filled with debris. If the drain pump filter is blocked or clogged, clean it.
- Check if the drain hose is bent. If the drain hose is bent, replace it.

10. What to do when the washer says "PE"?

Refer below for possible solutions:

- Make sure that the wiring harness is not damaged or there are no wire cuts.
- There could be a water level pressure issue. Follow the steps below:
    - Press Power to turn OFF the machine.
    - Unplug the machine.
    - With the power being disabled, press and hold the Start/Pause for 5 seconds.
    - Plug the washer back in.
    - Power the unit back ON.

o Press-in on the door firmly.
o Select any cycle, and press Start/Pause.

11. What to do when the washer says "UE"?

Refer below for possible solutions:

- Make sure if the load is not too less. Add 1 or 2 similar items to increase thge load.
- If heavy articles (bath mat, bath robe, etc.) are loaded and causes an imbalanced, the washer will try to restart the spin cycle. Distribute the load.

12. What should I do if my washing machine leaks from the door?

Refer below for possible solutions:

- There could be accumulation of dirt around the inner door seal. Remove the dirt or deposits around the inner door seal with a damp cloth.
- Foreign object may be stuck between the door. Remove the item in the door seal. Pull back the seal to inspect all areas under the seal for foreign objects. Remove foreign objects found.

Issues with PC - Smart Watches

1. How to pair your smartwatch with your phone?

Refer below for possible solutions:

- Connect your smartwatch to its charger to initiate pairing with your phone, with a full battery.
- Go to Google PlayStore for Android and App Store for iOS.
- Tap the Search icon and type the name of the app to be installed.
  Note: Refer to the user manual for specific instructions on what app to be installed to initiate pairing, as they may vary by brand or model.

- Install the app of your smartwatch on your phone.
- Open the smartwatch app on your phone and initiate pairing through the app.
  Note: Refer to the user manual for specific instructions on how to pair your smartwatch with your phone, as they may vary by brand or model.

2. How to update the app of your smartwatch on your phone?

Go to Google PlayStore for Android / App Store for iOS

- Tap your profile icon at the top right corner of the screen.
- Go to Updates.
- Scroll through the pending app updates until you see your smartwatch app.
  Note: Refer to the user manual for the exact name of the smartwatch app, as it may vary by brand or model.

- Tap Update next to the app.

3.How to reset your smartwatch?

Refer below for possible solutions:

- Disconnect your smartwatch from your phone:
    1. Open the smartwatch app on your phone.
    2. Tap Advanced settings > Forget Watch.
    3. Tap Forget Watch to confirm.
- Remove your smartwatch from Bluetooth memory:
    1. Go to Settings on the phone your Android smartwatch is connected to.
    2. Tap Connected devices > Previously connected devices.
    3. Tap the name of the watch you want to remove
       Note: If you do not see your watch, skip the step below.

    4. Tap Settings > Forget > Forget device.
       Reset your smartwatch to factory settings:

       Note:
       Resetting will delete data from your smartwatch and back up the data before

       proceeding further.

    5. Swipe down from the top of your smartwatch screen.
    6. Tap Settings > System.
       Note: On some watches, you need to swipe left to see this option.

    7. Scroll down and tap Disconnect and reset.
       Note: If you do not see this option, tap Unpair with phone.

    8. Tap Done to confirm.
       Set up your smartwatch and phone again:

    9. Open the app of your smartwatch on your phone.
    10. Initiate pairing through the app.
        Note: Refer to the user manual for specific instructions on how to pair your smartwatch with your phone, as they may vary by brand or model

4. What should I if my smartwatch won't turn ON?

Refer below for possible solutions:

- The charger of your smartwatch may not be receiving power. Connect your smartwatch charger to a working power outlet
- Your smartwatch may not be turned ON. Turn ON your smartwatch
  Note: Refer to the user manual for the exact location of the Power button on the smartwatch, as they may vary by brand or model.

- Your smartwatch battery may have run out of charge. Connect your smartwatch to the charger and allow it to charge for 30 minutes
- Your charging cable may not be working. Charge your smartwatch using a different charging cable.
- The charging pins and charging dock of your Android smartwatch may be dirty. Charge your smartwatch using a different charging cable.

5.What Should I do when my smartwatch hangs while in use?

Refer below for possible solutions:

- Update the smartwatch software.

1. Swipe down from the top of your smartwatch screen.
2. Go to Settings > System > About > System Updates. If your system is not up to date, it will prompt you to download the latest software available.
3. Tap Download and follow the on-screen instructions.
- Lower the brightness of your Android smartwatch screen may be high.
    1. Swipe down from the top of your smartwatch screen.
    2. Go to Settings > Display > Adjust brightness.
    3. Tap the minus (-) icon to lower the brightness
- Block notifications on your smartwatch.
    1. Open the app of your smartwatch on your phone.
    2. Scroll down to Settings.
    3. Go to Notifications > Block app notifications.
    4. Block all apps that you are currently receiving notifications from.
    5. Tap Add more + to block more app.
- Turn OFF GPS on your smartwatch (for smartwatches with GPS feature).
    1. Swipe down from the top of your smartwatch screen.
    2. Go to Settings > Connectivity.
    3. Scroll to Location and toggle the switch to turn OFF
- Remove unwanted apps.
    1. Swipe down from the top of your smartwatch screen.
    2. Go to Settings > Apps.
    3. Scroll down to the app that needs to be uninstalled and open it.
    4. Tap Uninstall.
- Reset your smartwatch.
1. Disconnect your smartwatch from your phone (for all smartwatch brand):
    - Open the smartwatch app on your phone.
    - Tap Advanced settings > Forget watch.
    - Tap Forget watch to confirm.**Remove your smartwatch from Bluetooth memory:**
    - Go to Settings on the phone your Android smartwatch is connected to.
    - Tap Connected devices > Previously connected devices
    - Tap the name of the watch you want to remove.
    Note: If you do not see your watch, skip the step below.

    - Tap Settings > Forget > Forget device. **Reset your smartwatch to factory settings:**
    Note: Resetting will delete data from your smartwatch and back up the data before proceeding further

    - Swipe down from the top of your smartwatch screen
    - Tap Settings > System
    Note: On some watches, you need to swipe left to see this option.

    - Scroll down and tap Disconnect and reset.
    Note: If you do not see this option, tap Unpair with phone.

    - Tap Done to confirm. **Set up your smartwatch and phone again:**
    - Open the app of your smartwatch on your phone
    - Initiate pairing through the app.
    Note: Refer to the user manual for specific instructions on how to pair your smartwatch with your phone, as they may vary by brand or model.

    - Disable Always-on Display mode.
        - Swipe down from the top of your smartwatch screen.
        - Tap Settings > Display.
        Note: On some watches, you may need to swipe left to see the Settings option.

        - Tap Always-on Display to turn it OFF.

6.What should I do if I am unable to connect my smartwatch to Wi-Fi?

Refer below for possible solutions:

- Reset your router or modem.
- Re-pair the network with your smartwatch.
    1. Disconnect the power cable of the router and modem from the power outlet.
    2. Wait for 30 seconds.
    3. Connect the power cable of the router and modem back to the power outlet to re-pair the network with your smartwatch.
- Reconnect or pair your smartwatch with your phone.
    1. For iOS devices:
        - Download your smartwatch app from the App Store.
        - Tap Allow to give your phone access to your smart watch.
        - Select your preferred language.
        - Select the name of your smartwatch.
        - Tap Pair to connect your smart watch to your iPhone via Bluetooth.
        - Follow the prompt on your phone to copy your Google accounts to your smartwatch and allow it access, sync your contacts and calendar, allow the app access to your calls and texts.
        - Allow your smart watch to display notifications sent from your phone.
    2. For Android devices:
        - Download your smartwatch app from Google Play Store.
        - Tap Allow to give your phone access to your smartwatch.
        - Select your preferred language.
        - Select the name of your smartwatch.
        - Tap Pair to connect your smart watch to your phone via Bluetooth.
        - Follow the prompt on your phone to copy your Google accounts to your smartwatch and allow it access, sync your contacts and calendar, allow the app access to your calls and texts.
        - Allow your smartwatch to display notifications sent from your phone.
- Disable Airplane mode, if it is switched on.
    1. Swipe down from the top of your smartwatch screen.
    2. Tap Settings > Connectivity.
    3. Scroll down and tap Airplane mode to turn it OFF.
- Check if your smartwatch and router are within the network range.

7. What should I do if my smartwatch keeps overheating while in use?

Refer below for possible solutions:

- Update the smartwatch software
- Lower the brightness.
- Block notifications on your smartwatch.
- Turn OFF GPS.
- Remove unwanted apps.
- Disable Always-on Display mode.
- Allow your smartwatch to cool down.

FAQs on Bluetooth Headsets

1. What should I do if my Bluetooth headset is not showing up on my mobile phone?

- Check if the Bluetooth feature is enabled/turned ON on both the devices.
- Use your phone to scan for the headset.
- Check and ensure the headset and your device are compatible. This may involve checking the packaging, user manuals and the internet.
- Delete all paired devices from the mobile, scan for the headset again and pair both the devices.

2. How do I connect a phone to a wireless headset?

- Go to the Bluetooth settings on your phone.
- Scan for devices.
- Select your headset.
- Connect or pair the devices.

3. What can I do when the headset says the pair list is full?

- Go to the pairing list on your phone and try to delete one or more devices from the list.
- Scan again and pair both the devices.

4. What should I do if my Bluetooth headset's name is not showing up on my phone, but the headset blinks blue?

- Restart the headset and your phone once. Try connecting the phone to the headset now.
- If the restart does not work and if you have paired it with the phone before, delete the headset from the paired devices list and try reconnecting to it.
- If it still does not work, then reset your Bluetooth headphones and try pairing once again.

5. Why won't my Bluetooth headset connect with my phone?

- Make sure the Bluetooth on your phone is ON.
- Make sure the headset is ready to pair.
- Go to Bluetooth on your phone and open it.
- Search for your headset name and click on it.
- Click **Connect**.

If it still does not work then reset your Bluetooth headphones and pair.

Restart your mobile device so the software will be refreshed and will recognise the Bluetooth headphone to pair them successfully.

6. I am using a Samsung Grand Prime G531, but the Bluetooth headphone is not connected. This headphone will connect to other mobile phones without issues. How do I make it connect to the Samsung?

Some wireless Bluetooth headphones can only connect to a certain type of phone. Look at the box and read the paper inside to see if your phone is compatible to your Samsung Grand Prime G531. If it says it is compatible, then look at the instructions as Bluetooth headphones sometimes connect instantly and sometimes need to be set up manually.

7. What should I do if I don't know the password/passcode for the headset?

This code is either "0000", "1234", "9999" or "0001" for majority of headsets. If none of those work, try the last 4 digits of your headset's serial number (found underneath the battery, labeled as "s/n" or "serial number").

8. What should I do if I cannot hear any sound from my headset while connected to laptop/computer or cannot hear audio from one side of the headset or one part of earphone is working while other is not?

You could try the following solutions:

1. Plug in the headset firmly.
   a. Make sure that your headphones are firmly plugged into the headphone jack of the source device.
   b. If your player or audio device has more than one connection jack, make sure the headphones aren't connected to an audio-in or microphone jack.
2. Check if headset fit properly over the head and ears.
3. Unmute the source device volume.
   a. If you are using Windows laptop/computer.
      i. Select the **Speaker icon** on the taskbar.
      ii. Adjust the **Volume slider** to unmute it.
   b. If you are using Apple laptop/computer.
      i. From the Apple menu, go to **System Preferences** > **Sound**.
      ii. Select the **Output** tab, then select **Internal Speakers**.
      iii. Deselect **Mute** checkbox to unmute it.
4. Try increasing the volume on both the devices.
5. If you are using extension cable to connect your headset, disconnect the extension cable and directly connect your headset to the source device.
6. Try connecting the headset to another device to make sure they are working.
7. Configure the headset.
   a. Press the **Start** button and open **Control Panel** on your computer.

b. Click **Hardware and Sound** > **Sound**.
c. Select **Headset/Headphones** on the Playback tab.
d. Click **Set Default** > **OK**.

9. What to do if my headset microphone is not working when connected to my computer/laptop?

1. Allow access to headset access
   a. Click **Start > Settings > Privacy > Microphone**.
   b. Click the **Change** button, then make sure **Microphone for this device** is turned **ON**.
   Note: Make sure **Allow apps to access your microphone** is turned **ON**.

2. Configure the headset:
   a. Press **Start button** and open **Control Panel** on your computer
   b. Click **Hardware and Sound > Sound**.
   c. Select Headset/Headphones on the Playback tab
   d. Click **Set Default > OK**

10. What to do if my headset does not work even after charging or if my headset is taking too long to charge?

Few headsets like One Plus need wrap charge, please check the product detail page for these details. The headset needs to be completely charged when newly bought. Please refer to respective brand website/product detail page to get details on how many hours the headset needs to be charged for it be 100% fully charged.

Issues with Major Appliances – Refrigerator

1. What should I do if I am unable to turn on my refrigerator (no power)?

Check if the refrigerator is plugged into the unit properly. The outlet could be incompatible or faulty.

- Check if power supply is available in the outlet. Plug in another working electronic device and check if it working.
- Check the voltage requirements of the refrigerator and confirm that the outlet supplies the same voltage.
- Inspect the circuit breaker of the home and check for flipped switches, if the outlet is not working.
- Check for corroded wires in the refrigerator. To do this:
  -
    - Expose the back of the unit.
    - Kneel down to access the compressor and the overload protector. The overload protector is a small metal box that has wires going inside.

- o Pull of the cover of the overload protector and inspect the wire connections for corrosion.

2. What should I do if I feel an electric shock whenever I touch the refrigerator?

- It might be a static electric shock. It occurs more often when the weather is dry, and the intensity of the shock differs by people.
- Make sure the outlet connected to the refrigerator is grounded.

3. What should I do if my unit is cycling too often?

There could be buildup of dust/debris around condenser coils. Clean the condenser coils.

- Check the user manual of the refrigerator to find the exact location of the condenser as it may vary by brand and model.
- Turn OFF the refrigerator.
- Remove the dust with a vacuum cleaner set to low or a soft brush.
- Set the refrigerator temperature at or below 4 degrees Celsius.

4. What should I do if my refrigerator is not cooling properly?

- 1. Temperature may be set too high. Adjust the thermostat to a lower temperature and load in the refrigerator. Check if the issue persists after 4 hours.
- 2. Sensor that controls the freezer temperature could be being blocked -
   - o Remove any blockage (food, debris) from around the sensor.
   - o Make sure air is permitted to flow freely.
- Thick ice formation could be acting like insulation -
   - o Turn OFF the refrigerator.
   - o Defrost the freezer overnight to fix the issue.
- Check the ambient temperature. Refrigerators are designed to operate with ambient temperature of lower than 43 degrees Celsius.
- There could be accumulation of dust on the condenser coils. Clean the condenser coils.
- Try using a voltage stabilizer.
- Check if any part of the refrigerator is covered in plastic.

5. What should I do if my refrigerator is cooling too much?

- Check the vents on the back of the freezer compartment. Clear any food items blocking the air vents and air flow paths.
- Find the thermostat knob and the air flow control knob. Set them both for a mid range.
- Allow the refrigerator to adjust to the new settings for 24 hours.
- Avoid excessive opening and closing of the refrigerator during that time.

6. What should I do if the water is leaking inside my refrigerator?

- This could be because the Refrigerator is positioned incorrectly. Water (actually condensation) is supposed to run from inside the refrigerator into a drain hole, and then into a drip pan underneath, where it evaporates. If the refrigerator is completely level or tipped slightly forward, the water will not be able to flow into the pan.
Adjust the front legs of the refrigerator so that it tips back slightly. The tilt also makes the door swing closed after you turn away from the refrigerator.

- It can be a due to the defrost drain.
- Locate the drain tubes at the rear of the refrigerator or freezer.
- Push a small plastic tube or a pipe cleaner through the tubes.
- Pour a mild solution of soapy water to kill bacteria.
- Refrigerator is not cleaned.

7. What should I do if the water is leaking from the back of my refrigerator?

- Remove the water filter and reinstall it. Refer to user manual of the refrigerator for instructions as the method may vary as per brand and model.
- Defrost drain is clogged.
- Unplug the refrigerator and pull it away from the wall.
  - Open the refrigerator and locate the drain hole (typically found at the bottom. Refer to the user manual for if you have difficulty finding the drain hole for your particular model.
  - Loosen the clog using a long, slender tube.
  - Drain the hole from the inside by pouring about 2 cups of hot water slowly.
  - Locate the drain pan under your refrigerator in which the drain tube empties.
  - Remove the refrigerator's front grill plate.
  - Place a towel at the base of the fridge to catch any spills.
  - Clean the pan of any other residue, and return it to its original position.
  - Replace the front grill plate and plug in the refrigerator.
  - Push the refrigerator back into its spot.

8. What should I do if my refrigerator is making unusual noises?

- The evaporator fan could be faulty. Check if the noise is coming from the freezer area.
- Make sure the condenser fan is clean and spinning freely. To do so:
  - Unplug the fridge. Refer to the user manual of the refrigerator to find the exact location of the condenser fan.
  - Clean the fan blades with a clean, dry cloth.
  - Spin the fan by hand to check if it's stuck.
  - Plug in the fridge and check if the noise has stopped.
- The timer could be faulty. The defrost timer is located at the bottom of the refrigerator near the front.
- The compressor could be faulty. Check if the noise if coming from the back of the fridge where the compressor is located.
- Check if the drain pan under the fridge is loose. Remove the drain pan. Secure the drain pan back in place and check if the issue is resolved.

Note: Sometimes there are certain operational sounds that a refrigerator can make and are no cause for concern. No troubleshooting is required in such cases.

- If the following sounds are observed, it is normal. Popping sounds can be heard when pipes and the internal evaporator in the refrigerator compartment expand and contract as the temperature changes during the refrigerator operation.
- A "clunk" sound can be heard sometimes from the vibration of the motor and piston in the compressor when it starts and finishes.
- When the refrigerator stops, a water flowing sound may be heard. This sound occurs when liquid vapor refrigerant flows from the evaporator to the compressor.

9. What should I do if my refrigerator door does not open or close properly?

- Check inside the refrigerator to ensure there aren't any food containers, open crisper drawers or misaligned shelves that could keep the door from closing properly.
- Clean the refrigerator door gaskets with warm, soapy water and a soft cloth. You could make a mixture with 1 quart of warm water and 1 tbsp of baking soda to clean the gasket.
- Ensure the refrigerator is level from front to back and side to side if the door still does not close properly.

10. What should I do if there is a bad smell in the refrigerator?

- Clean the inside compartments of the refrigerator with a clean, wet towel frequently.
- Keep some orange or lemon sheets in the refrigerator. You could also deodorize with freshly ground coffee or baking soda. Leave an open container of baking soda in the fridge to absorb refrigerator smell for at least 24 hours.
- Make sure food is cooled to room temperature before refrigerating food.

11. What should I do if the ice-cream is too soft even when in the freezer?

- Adjust temperature control to maximum setting.
- Put the freezer control knob at maximum position.
- Let the refrigerator operate for 24 hours after adjustment to check if temperature falls.
- Repeat until the freezer is cold enough.
- Avoid placing the refrigerator in an area with direct sunlight

12. What should I do if the freezer is not cold enough?

Wait for 24 hours after the refrigerator is turned on for the first time for the temperature to stabilize. The best judge of freezer temperature is ice cream. Ice cream should be frozen but "spoonable". If not to your satisfaction, the freezer control can be set to a cooler setting.

- Adjust temperature control to maximum setting.
- Put the freezer control knob at maximum position.
- Let the refrigerator operate for 24 hours after adjustment to check if the temperature falls.
- Avoid placing the refrigerator in an area with direct sunlight.

13. What should I do if there is a sheet of ice on the freezer floor?

If are seeing an ice sheet at the bottom of the freezer, your drain is blocked. When the unit goes into defrost, the moisture will fall into a drain that runs under the unit to a pan where it evaporates. If the drain becomes blocked, each time the unit defrosts, it adds a layer of ice.

- Take the food out if the refrigerator.
- Unplug the fridge.
- Let the refrigerator defrost.

14. What should I do if the water dispenser in my refrigerator is not working?

Water tube on the door could be frozen. Thaw out the water tube.

- Find the exact location of the water tube from the user manual as it may vary as per brand and model.
- Disconnect the water tube. Blow air through it.
- Observe if the air passes through. If it does not, then the tube is frozen.
- Thaw out the water tube
- Make sure the freezer is set between -17 to - 12 degrees Celsius.
- Make sure the water pressure to the valve is has a pressure of minimum 20 psi.

15. What should I do if I the ice maker in my refrigerator is overflowing?

If the water pressure in the inlet valve is too low, it may not fully close when the power is shut off. This will result in the valve leaking water into the icemaker, causing the ice maker to overflow.

- Refer to the user manual of your unit and find the exact location of the water inlet valve.
- Check if there are any breaks or defects in the water inlet valve.
- Make sure the water inlet valve is not stuck or open.
- Make sure the water pressure is at least 20 psi.

Issues with Split AC

1. What should I do when my Air Conditioner stops working?

- Connect the unit to a live power socket and turn it on.
- Check if the fuse is blown or circuit breaker tripped. Replace the fuse or reset the circuit breaker.
- Make sure that there is no damage within the cable from the motor to the plug.
- Make sure that the switch is not faulty or broken.
- Drain the water store in the tank.
- Change the set temperature of the cooling mode if the room temperature is lower than the set temperature.

2. What should I do when the remote control of my Air Conditioner does not work?

- Bring remote control closer to the Air Conditioner so that it is within the recommended range of the Air Conditioner. Refer the user manual to know about the recommended range
- Check if the terminals (+,-) of the batteries in the remote controller are aligned correctly.
- Check if the batteries of the remote control are charged. Replace them if needed.

3. What should I do when my Air Conditioner does not clean the air in my room?

- Make sure that there are no curtains, blinds or furniture blocking the front of the air conditioner
- Check if the Air filter is dirty. Clean the filter at least every 2 weeks.
    - Remove the air filter from the front grille by pulling forward the air filter and then up slightly.
    - Wash the filter using warm water below 40°C (104°F).
    - Gently shake the excess water from the filter and replace.

4. How to resolve water leakage issue from Air Conditioner?

- Make sure that the Air Conditioner is installed properly.
- Window units should have front slightly higher than the rear of the air conditioner.
- Check if the unit if frozen. Allow the ice to melt.
- If your cooling coil is icing up, the melting ice may drain into your house.
- Straighten the drain hose for water to drain well.
- Make sure the water path from the drain hose is not blocked with dust, pebbles etc.
- Inspect the drain hose for physical damage or cuts. Replace the drain hose if required.

5. What to do when my Air Conditioner is freezing up?

- Clean the unit and defrost using fan.
- Turn ON the fan-mode on the unit.
- Let it circulate warm air, if the fan is not frosted.

Freezing is caused by low refrigerant and improper fan operation. Low refrigerant levels make the coils too cold, and a faulty fan prevents air from moving. Faulty thermostats and drainage problems can often result in the unit freezing.

6. What Should I do if a loud noise coming from my Air Conditioner?

- If the fan blades are chipped, bent, or damaged, it may give rise to vibrations because of improper alignment. Replace if required.
- Check if there are any foreign objects and remove them. Switch OFF the unit and remove the grill
- If the fan motor is not lubricated properly, it will cause loud noises. Reach out to Service Centre for AC service

- Locking system of the front grill may have been damaged. Reach out to Service centre to repair the front grill.

7. How should I clean my Air Conditioner?
- To clean the air filter -
    - Remove the air filter from the front grille by pulling forward the air filter and then up slightly.
    - Wash the filter using warm water below 40°C (104°F)
    - Gently shake the excess water from the filter and replace.
- To clean the coils -
    - Evaporator coils
    - Remove the front grill.
    - Use a brush attachment with a vacuum cleaner to cleanup any dust or debris that has made it past the air filter.
    - If you are cleaning the coils after the Air Conditioner has already been running, put the unit in fan mode for about an hour in order to allow any condensed moisture on the evaporator coils to dry.
- To clean the condenser coils:
    - Use an air brush attachment with a vacuum cleaner to remove any dust or debris that has built up from the outside.
    - If using vacuum is not an option, you can also use a hose pipe to clean it.
    - Remove any garden sprayer attachments and allow the water to flow directly from the end of the hose down over the coils to wash away the dust or debris.
- To clean the Air Conditioner's case:
    - The front grille and inlet grille can be wiped with a cloth dampened in a mild detergent solution.
    - The cabinet can be washed with mild soap or detergent and lukewarm water.

Issues with Personal Computer - Windows

1. What should I do if I am not able to turn ON my laptop?

- Ensure the laptop is charged. To charge the laptop connect the power cord and charge it completely without turning ON the laptop and then turn it ON once it completed 100% of charge. Press the Power button on the Laptop to check if it turns ON.
Note: Disconnect all the peripherals connected to the laptop such as mouse or a USB thumb drive.

- If the laptop is connected to a docking station, disconnect the power cord from the docking station and connect it directly to the laptop
Note: A docking station is a device in which a laptop computer, smartphone, or other mobile device may be placed for charging, providing access to a power supply and to peripheral devices or auxiliary features.

- Ensure the laptop is in a power preventing state. Follow the below steps:
    - Make sure to disconnect all the power supply to the laptop.
    - Remove the battery from the laptop. Leave the laptop without battery for approximately 2-4 minutes.
    - Insert the battery back into the laptop correctly.
    - Connect the power cable to the laptop.

- o Press the Power button on the Laptop to check if it turns ON.
  Note: If it is NON-Removable battery ignore from Steps (2 &3). Press and hold power button of the laptop for 20-30 seconds.

- There may be residual electric charge in the laptop (electricity clog). Remove the power supply to the laptop and follow the steps:
  For Removable Battery:

  - o Remove the battery & Power cord from the laptop.
  - o Press and hold the power button for 20-30 seconds and then connect both power cord and battery and turn on the laptop.

  For Non-Removable Battery:

  - o Remove the power cord, then press and hold power button for 20-30 seconds and turn it ON.
    Note: Make sure, the laptop to be shut down properly.

  - o Press and hold the power button for at least thirty seconds.
  - o Without replacing the battery, plug the AC adapter back into the laptop.
  - o Press the power button to turn on your laptop.
    Note: The residual electric charge in the laptop discharges performing the above steps.

  - o Insert the battery back into the laptop correctly.
  - o Connect the power cable to the laptop
  - o Press the Power button on the Laptop to check if it turns ON

- Check if the charger is faulty. Ensure the adapter cord is correctly plugged in on both ends securely. Check if there is any damage on the charging port of the laptop, cuts on power cable or at the pin which is connected to the charging port.

2. What should do if I am unable to connect internet in my laptop?

- Ensure that the cables that connects the laptop to the internet are secured firmly. Ensure that the wired or wireless network hardware is switched ON and plugged IN correctly and the WiFi router is turned ON.
- Website or server could be temporarily offline. Check if the issue occurs with a particular web site or all web sites
  Note: Before assuming your internet connection is faulty, try visiting several popular web sites rather than just one.

- There could be IP address conflicts.
  Note: IP conflicts occur when two or more computers or devices (like a tablet) in the same network end up being assigned the same IP address

  - o **Release or renew your IP address**
    - o Press Windows key + R key to open the Run box.
    - o Type and enter ipconfig /release.
    - o Wait for the command to complete. You should see that the IP address line shows 0.0.0.0 as the IP address.
    - o This is normal because the command releases the IP address from the network adapter.
    - o Type and enter ipconfig /renew to get a new address.
    - o Wait for the command to finish.
    - o There should be an IP address in this result

If your network uses a static IP addresses, manually change your IP to a different number.

Note: Contact your Internet service provider for any concerns about the same.

- There could be a computer firewall software malfunction. Firewall software running on most computers is intended to prevent unwanted network traffic from disrupting its operation
  - **Temporarily disable the firewall software.**
    - If windows firewall or third party firewall software is installed in the computer, connection between the both can incorrectly block the traffic.
    - Temporarily disable the firewall software and check if the issue still persist.
    - If issue persists, please turn ON windows into Safe Mode With Networking (SMWN) by following below steps.
    - In short, go to Advanced options > Startup Settings > Restart. Then, press 4 or F4 on your keyboard to start in Safe Mode, press 5 or F5 to boot into Safe Mode with Networking, or press 6 or F6 to go into Safe Mode with Command Prompt.
    - The use of SMWN will third party stop and operate computer freely with basic OS in it.

  Note: In few laptop models at SMWN mode the touchpad will not work please have an USB mouse to operate.

- Laptop out of wireless signal range.
  - Make sure that the Laptop is within the range of the WiFi network.
  - Make sure that the wireless signal interface within the area of operating a laptop is minimum.
    Note: Greater the wireless signal interference, lesser the effective range of WiFi connection.

- Wireless network configuration could be changed.
  - Make sure that the WiFi channel number and the encryption key on your router have not been changed. Note: If you are not sure about the WiFi channel number and the encryption key contact you network administrator.
  - If still Wi-Fi is not connecting please check whether the network drivers is updated or not.
  - If not please update the network drivers from your specific laptop brand support website.
  - If it is pirated windows, request to install original OS which is suitable to the specific laptop model.
- Check for Broadband Router or Access Point Malfunctions. Reset the Router.
- Contact your ISP if you suspect your account has been blocked
  Note: Internet Service Providers (ISPs) can choose to block access from your account if you fail to make payment or otherwise violate the provider's Terms of Service.

3. What should I do if I am unable to load content from USB devices on my laptop?

- Check for any visible damage to the USB ports on the laptop.
- Ensure that the USB cable used to connect external devices to the laptop are working properly. Check to see if the USB cable functions properly when connected to another computer:
  - If YES, the USB ports might have malfunctioned.
  - If NO, change the USB cable and check again.
    Note: USB cable failures are more common than USB port failures.

- Scan for any hardware change. Make sure to scan for any hardware changes using device drivers:
  - Press Windows key + R key to open the Run dialog box.
  - Type devmgmt.msc and press OK.
  - Right click on the name of your computer, and then click on Scan for hardware changes.
  - Wait for the scan to complete.
  - Check to see if the USB device works properly.
- USB Controllers not working properly. Disable and Re-enable the USB controller.
  - Press Windows key + R key to open the Run dialog box.

- o Type devmgmt.msc and press OK.
- o Locate Universal Serial Bus Controllers in the list.
- o Click on the drop down menu arrow.
- o Right click on the first USB controller in the list and select uninstall.
- o Repeat the previous step (step e) for each USB controller in the list. Restart the computer.
- o Windows will automatically reinstall the USB controllers when the computer restarts.
- o Check to see if the USB controllers are working properly.

4. What should I do If I am not able to connect devices via Bluetooth to my laptop?

- The Bluetooth could be turned OFF. Some laptops have a Bluetooth switch, make sure that the Bluetooth switch is turned ON.
    1. Click on Start > Devices > Bluetooth and Others and turn the Bluetooth ON.
- Bluetooth device may not be in the range or not charged. Use the laptop within the Bluetooth range and ensure the device to be connected is fully charges. To know more about the Bluetooth device connecting range refer to the Bluetooth product's description or owners manual.

    Note: Discharged or partially charged Bluetooth device might not get connected to the laptop.

- Bluetooth drivers could be out of date. An outdated or incompatible driver can cause Bluetooth problems. If you recently upgraded/updated Windows, it's possible that the current driver was designed for a previous version of Windows
- To automatically check for driver updates:
    - o Press Windows key + R key to open the Run dialog box.
    - o Type devmgmt.msc and press OK.
    - o Right click on the Bluetooth adapter, and select Update driver > Search automatically for updated driver software.
    - o Follow the on screen instructions to update the drivers.
    - o Restart the laptop and check for the Bluetooth connectivity.
- To manually install the Bluetooth drivers:
    - o Go to your PC manufacturer's website and download the latest driver.
    - o Follow the on screen instructions to install the Bluetooth driver.
    - o Restart the laptop and check for the Bluetooth connectivity.

5. What should I do if my laptop is not connected to Ethernet?

- Connect the Ethernet cable properly
    - o Insert one end of the crossover cable into the laptop's Ethernet port.
    - o Insert the free end of the crossover cable into the PC's Ethernet adapter.
    - o Click on Start > Control Panel on your laptop.
    - o Type Network in the Search control panel (on the top right of the control panel pop-up display).
    - o Click on Network and Sharing center.
    - o Click the "Unidentified network" icon in the map at the top of the Network and Sharing Center window.
    - o Click on the name of your PC to make connection.
    - o Enter your user name and password if prompted

6. What should I do if my laptop's CD/DVD digital audio playback is not working.

Disc Drives may not be working properly. Disable and Re-enable the DIcs Driver.

- Press Windows key + R key to open the Run dialog box.
- Type devmgmt.msc and press OK.
- Locate Disc Driver in the list.
- Click on the drop down menu arrow.
- Right click on the name of the Disc Drive, select Properties to open the Properties window.
- Click on the Driver tab in the Properties window.
- Click on Disable.
  Note: A pop-up window will appear to accept the changes.

- Click on Yes > OK.
- Allow the Disc Drivers to disable
- Once the Disc Drivers are disable, Enable option will be active in the Driver tab.
- Click on Enable
- Close the Driver Tab and the Device Manager.
- Restart your laptop

7. What should I do if my laptop's volume is low?

- Video or Audio file having low sound. Some Video or Audio files have low volume depending on their quality or the sources from which they have been download.
  - Check if the issue occurs with a particular file or all audio/video files.
  - Check the sound quality of an audio/video file in another device.
- The speaker could be faulty. Check if the issue occurs with a particular audio/video file or all the files.
  - If the sound is still low, the issue would be with the audio/video file.
  - If the sound is loud in another device, the issue would be with the speakers
- Check whether the drivers are updated or not. If it is not updated please update the audio drivers from the specific support website of the brand.

8. What should I do if my laptop shuts down or freezes frequently?

- The laptop could be overheating.
  - Make sure to clean the dust or any other foreign particles from the air vents.
  - Put filtered material over the inhalation vent.
  - Update BIOS (Basic Input Output System).
  - Visit your laptop manufacturer's site to download the latest BIOS update and follow the instructions to update the BIOS.
    Note: BIOS not only helps maintain the stability of your system but it will also increase the security and try to protect the system from any vulnerability.

- Make sure laptop to be placed on a flat surface where the hot air from vents to flow out.
- Do not place laptop on a bed/blanket as this cause to close the air vents and heat remains inside the laptop and cause over heating.
- Replace the battery if required.
  Note: Over their lifespans, lithium-ion batteries can lose the ability to hold a charge. After a few years, some batteries will last only a fraction of the rated run time.

- To revive a laptop battery that isn't holding its charge, start by unplugging your laptop so it's not charging. Then, leave it on until the battery is fully drained. Next, let your laptop sit, unplugged, for at least 3 hours to ensure it's fully dead. You can also do Standard calibration of battery via BIOS:
  - Power on the laptop and hit F2 at the boot screen to enter BIOS.

- o Choose the Power menu using the cursor keys.
- o Choose Start Battery Calibration and then press Enter.
- o The screen should turn blue. The laptop will continue discharging until it automatically shuts down.

After the battery was drained to 0% then charge the laptop to 100% and check, whether the battery issue is resolved or not.

9. What should I do if my laptop's battery is not charging properly?

- Battery device driver may not be working properly.
  - o Press Windows key + R key to open the Run dialog box.
  - o Type devmgmt.msc and press OK.
  - o Locate Batteries in the list.
  - o Click on the drop down menu arrow to find: Microsoft AC adapter and Microsoft ACPI-Compliant control method battery
  - o Right click on each one of them and select Uninstall.
  - o Shut down your laptop.
  - o Remove all the connections
  - o Remove the battery from the laptop and wait for approximately 5 minutes.
    Note: If your laptop comes with a non-removable battery, you can skip the above step and proceed further.

  - o Insert the battery back into the laptop correctly.
  - o Connect all the connections back to the laptop.
  - o Power ON the laptop.
    Note: The Battery drivers will be automatically installed once the laptop is powered ON.

- Replace the charge/charger cable.
  - o Check for any visible damage to the charger cable.
  - o Check whether there is any damage on the charging port of the laptop or not.
  - o Make sure there is no dent or cuts on power cable or at the pin which is connected to the charging port or else the laptop cannot be charged.

10. What should I do if my laptop's integrated web camera is not working

Integrated web camera device driver may not be working properly. Disable and re-enable the web camera device driver.

- Press Windows key + R key to open the Run dialog box.
- Type devmgmt.msc and press OK.
- Locate Image devices or Other devices in the list.
  Note: Note: Depending on the version of your windows, integrated web camera may be listed under Image devices or Other devices.

- Click on the drop down menu arrow to find: Integrated web camera. Right click on the integrated web camera and select uninstall
  Note: A confirmation pop-up window will appear, click OK.

- Allow the driver to uninstall completely.
- Restart your laptop.
- Windows will automatically reinstall the web camera drivers when the computer restarts
- Check to see if the web camera is working after restart.

11. What should I do if my laptop's touch screen is not working/responding properly.

- Touch screen device driver could be disabled. To enable the touch screen device driver.
    - o Press Windows key + R key to open the Run dialog box.
    - o Type devmgmt.msc and press OK.
    - o Locate Human Interface Devices in the list.
    - o Click on the drop down menu arrow to find: HID- Touch screen.
    - o Right click on the Touch screen driver and click enable.
    - o Restart the laptop.
    - o Check to see if the touch screen is working after restart
- Touch screen device driver may not be working properly. Disable and Re-enable the touch screen device driver.

    - o Press Windows key + R key to open the Run dialog box.
    - o Type devmgmt.msc and press OK.
    - o Locate Human Interface Devices in the list.
    - o Click on the drop down menu arrow to find: HID- Touch screen.
    - o Right click on the touch screen driver and select uninstall.
      Note: A confirmation pop-up window will appear, click OK.

    - o Allow the driver to uninstall completely.
    - o Restart your laptop.
    - o Windows will automatically reinstall the touch screen drivers when the computer restarts.
    - o Check to see if the touch screen is working/responding after restart.

Issues with Wireless-Smartphones

1. What should I do if I do not get prompts to update my device?

- Ensure the phone is compatible and eligible for an update.
- Check and make sure the manufacturer has launched an update for the specific model that you have.
- Check if the latest version of Android is already installed.
- Ensure there is enough space available on the phone for the update.
- Make sure you are connected to a Wi-Fi network as the default value will only download the update when connected to Wi-Fi.
- Click on Update Now if an update is ready to be installed.

Warning: Ensure the battery level is above 50% before applying the update. DO NOT turn OFF or remove the battery from the phone while it is in the process of updating.

2. What should I do if the software update on my phone keeps failing?

Check for the possible solutions below -

1. Package was not properly installed or extracted. Follow the below steps to ensure the update is downloaded and extracted properly.
    - Ensure you have a stable and reliable internet connection.
    - Use a Wi-Fi connection if available rather than mobile data.
    - Make sure there is at least 3 GB free in your internal storage (not SD card).

    - Make sure the phone has more than 50% battery.

- Download size of the update file is large (over 1 GB) so it might take some time for the update to finish. Ensure you follow the above steps before starting the update to ensure there are no unwanted interruptions causing the update to fail.

2. Incompatible apps could be interfering with the update process. Wipe the Cache Partition.
   - Back up any important data on the phone to a computer or an external device.
   - Turn OFF the phone.
   - Boot into the Recovery Mode.
   - Check the instructions in the user manual as the steps for booting into recovery may vary by manufacturer and model.
   - Use the Volume keys to navigate in the Recovery Mode and select Wipe Cache Partition with the Power key.
   - Wait for the cache to be deleted.
   - Select Reboot System Now.
   - Try to push the update again.
   - Install the update from the manufacturer PC Suite if wiping the cache partition does not work.
   - Connect the phone to a PC.
   - Download the PC Suite application from your phone's manufacturer website.
   - Try pushing the update from the PC Suite.
   - Check for an option to update the firmware on the application.
   - Factory reset the device, if the previous steps do not work.
   - Back up any important data on the phone to a computer or an external device. Check the phone user manual for specific instructions on how to factory reset it.

3. What should I do if I have issues syncing my phone to my Google account?

Try the below steps to resync the phone to your Google account.

1. Manually force a sync
   - Go to Settings > Accounts > Google.
   - Tap the menu icon in the upper right corner.
   - Select Sync now.
   - Restart the data connection and phone
   - Turn off the mobile data.
   - Turn OFF your phone
   - Turn your phone ON.
   - Enable mobile data and check if the phone is syncing with the Google account.
2. Delete and re-add the Google account to your phone.
   - Go to Settings > General > Accounts > Google.
   - Tap the email address associated with your Google account.
   - Tap the Menu button and tap on Remove Account.
   - Tap OK.
   - Make sure you are connected to a WiFi network.
   - Tap Add Account > Google.
   - Re-add your account and sync should start with no further issues.

4. What should I do if the battery life on my phone is low?

1. There could be a calibration issue because of OS update. Follow the below steps if you have recently update the OS on your phone.
   - Let the phone drop to 0% battery and use up all the charge until it automatically shuts off, if you have just updated the phone.
   - Recharge the phone completely before using it again.
   - Check if the issue persists
2. Battery usage may not be optimized.

- Go to Settings > Battery.
  - Check the battery graph which will show your battery use since the last charge and the estimation of when you will run out of battery based on current use.
  - Once you know your battery usage modify the list of applications that use battery, tap individual apps for more details and recommendations.
  - Delete or properly shut down any unknown or unused apps which run on battery.
- Change your phone settings which most impact battery life.
  - **Display Settings:**
    Adjust the brightness

    Adjust sleep and wallpaper settings

    Set a screen timeout of 30 seconds to 1 minute to improve battery life.

  - **WiFi, GPS and mobile data Settings:**
    Disable WiFi, GPS and mobile data when not in use.

- Check applications and their configuration, ensure auto-updates and auto synchronization are off as they might drain power from the phone in the background.

  Note:
  When you expose the device or the battery to very cold or very hot temperatures, the useful charge may be reduced. Also bear in mind the battery is consumable and the useful charge will get shorter over time.

- Enable battery saver.
  - Go to Settings > Battery.
  - Tap the menu and enable Battery Saver.

5. What should I do if I have Bluetooth and WiFi connectivity issues on my phone?

- Issue with signal or Bluetooth device. Ensure that the signal on the other end is optimal.
- Check with another device if the WiFi or Bluetooth is having the same issue.
- Make sure the Bluetooth device you are trying to connect to is ON and ready to pair.
- Make sure that there is no issue with the WiFi network. Try the below steps
  - Restart the device.
  - Turn OFF your phone.
  - Wait for a few minutes.
  - Turn in back ON.
  - Check if the issue persists.
- Disable Bluetooth and WiFi, wait for a few seconds and enable them again.
- Forget the network or Bluetooth device and try to reconnect.
- Perform a factory reset, if none of the previous steps work.
- Back up any important data on the phone to a computer or an external device.
- Check the phone user manual for specific instructions on how to factory reset it.

6. What should I do if my camera app keeps crashing or blacks out?

- Issue with connectivity. **Enable and disable airplane mode.**
  - Turn ON Airplane mode.
  - Wait for 30 seconds.
  - Turn OFF Airplane mode.
  - Wait for the phone to register the network
- Go to the camera app and check if the issue persists.
  - Restart the phone
  - Clear camera app data and cache
  - Go to Settings > Applications > Camera

- Click on Storage
- Click on Clear cache and Clear data
- Restart the phone
- Check if the issue persists

7. What should I do if my phone is randomly rebooting for no reason or boots into Safe Mode?

This could be because the device has not been turned OFF for a long period of time. Restart the device.
- Turn OFF the device and remove the battery, if it is removable.
- Wait for 5 minutes and reinsert the battery, if removed.
- Turn ON the device.
- Check if the issue persists.

Apps are not updated and are causing the device to repeatedly crash. **Update all apps.**
- Go to Apps > Playstore.
- Click on the Menu icon and go to My Apps.
- Click on Update All and make sure you are connected to a strong WiFi network while the apps are updating.
- Check if the issue persists

Clear app data and cache for all applications.
- Eject your SD card, if you have one, restart the phone and check if the issue persists.
- Perform a factory reset.

Note: Bear in mind that you will lose any information that is not stored in the cloud for the apps you are clearing data and cache for like game scores, stats, etc.

8. What should I do if I have issues with mobile data connectivity on my phone?

- Try the below steps to reconnect to your service provider's network.
    - Reboot your device.
    - Turn OFF your phone.
    - Wait for a minute.
    - Turn it back ON.
    - Check if the issue persists.
- Enable Airplane mode, wait for a minute and disable it, if reboot does not work.
- Disable and enable mobile data.
    - Go to Settings > Network > Mobile Data (or similar).
    - Disable Mobile Data.
    - Restart the phone.
    - Enable mobile data and check if the issue persists.
- Perform a factory reset, if none of the previous steps work.
- There could be an issue from your network service provider's end. Check other networks.
    - Check if the issue occurs with a different SIM.
    - Contact your network service provider, if required.

9. What should I do if I experience audio, mic and/or sound issues on my phone?

- Check and ensure that there is no dust or debris stuck in the microphone.
- Reconnect to Bluetooth devices.
    - Disconnect any Bluetooth device connected to your phone.
    - Wait for a few minutes.
    - Reconnect to the Bluetooth device.
- Clear the app cache on your phone
    - Go to Settings > Storage.
    - Select Cached Data and clear it to clear all app caches simultaneously.

- o Clear the system cache, if clearing the app cache does not work.
- o Boot the device in Recovery Mode.
- o Check the user manual for specific instructions as they may vary by make and model.
- o Scroll down to highlight Wipe Cache Partition and select it with the Power key.
- o Press Yes.
- o Reboot the device.
- o Factory reset the device if the issue still persists.

10. What should I do if my phone is lagging/ experiencing performance issues?

- The internal memory or RAM may not be optimized. Use the RAM manager tool.
  - o Go to Settings > Memory.
  - o Check the RAM manager to see what is slowing down the performance of the device.
  - o End or uninstall any unwanted applications that are using up the RAM.
- Internal memory is close to being full. Clear up space on the internal memory.
- Wipe the cache partition.
- Boot the device in Recovery Mode. Check the user manual for specific instructions as they may vary by make and model.
- Reboot the device.
- Delete unnecessary files, photos, videos, etc to free up space.
- Perform a factory reset if none of the previous steps work.

Issues with Wireless- Tablet

1. What should I do if my tablet is not connecting to the internet?

The WiFi setting could be OFF on the tablet. Check the settings and ensure WiFi is enabled and the tablet is ready to connect to a network. Scan for available network and connect to the one you want.

Also, check the Network status and ensure the tablet has a connection after configuring the network. Go to Settings > General > Network > Network Status to check the connection status.

2. What should I do if the Router/Modem is not ON or connected to the internet?

Ensure the modem/router is connected to a working power outlet. Ensure that all the lights on the modem/router are ON. If the issues persists, contact your ISP provider.

3. What should I do if the wireless network signal on my tablet is too weak?

- Wireless router could be too far from the tablet. Position your wireless router, modem router, or access point in a central location. Try to avoid putting the wireless device in a corner. Ensure that the router is no more than 15 feet away from the tablet.
- Check if there are other devices connected to the network. Disconnect any devices that you aren't actively using. To boost your wireless signal, use a wireless repeater. Place the repeater halfway between your router and the tablet.
  Note: Multiple devices connected to the internet at thesame time can lower your internet speeds and decrease your WiFi experience.
  Always ensure your network is protected by a strong password. Update your password every few months to prevent the possibility of unauthorized usage.

4. What should I do if my tablet is slow, freezes, locks up, turns off or power cycles repeatedly?

Clear temporary files and apps cache.

Perform a soft reset.
- Press and hold the Power key from the Home screen of the tablet.
- Release the Power key when the screen turns OFF.
- Press and hold the Power key again until the tablet restarts.
- Test your device to see if the issue is resolved.

Clear application cache.
Each application has a cache of temporary files that may be taking up memory. You may not be able to clear the cache for every application. Some apps may not function as expected after clearing cache. Make sure you clear only the application cache and not the application data. If you clear the application data, your personal settings and info such as login information and high scores will be deleted.

- Tap the All apps icon on the Home screen > Tap Settings.
- Scroll down and tap Application Manager > Swipe to All.
- Scroll to and tap the desired application.
- Tap Clear Cache.
- Wait for the application cache to be cleared. Follow the above steps for all applications you want to clear the cache for.

Free up internal storage:
Uninstall unused applications. It helps free up internal memory and can improve device performance.
- Tap Play Store from the Home screen.
- Tap the icon Downloaded Apps.
- Scroll to and tap the app you want to uninstall.
- Tap Uninstall.
- Tap OK.

Remove unwanted widgets:
You can remove some widgets to help improve performance.

- Tap Widgets.
- o Press and hold the desired widget.
- o Slide the widget to the Remove icon.
- o Release the widget when it turns red and it will be removed from the Home screen

A recently installed application is causing an issue. Uninstall any applications that were installed before the issues started.

Tablet is not updated:
Update the software on the tablet.
- Go to Settings > About.
- Click on Software Update.
- Click on Check for Updates.
- Install any update that is available.
- Restart the tablet and check if the issue persists.

5. What should I do if my tablet does not switch ON?

- Connect your tablet to the power adapter.
- Ensure the tablet has power. Ensure no light or images are visible.
- Check the battery.

- Try charging the tablet with a new charger.
- Replace the battery if the tablet shows no indication of charging even with a new charger.
- Check for any visible damage on the power button. For any defect or damaged scenarios, contact to Amazon within the return window.
- Check and replace the display, if required.
- Check to make sure there isn't anything blocking the connection of your charging port on your device. Blow out or carefully use the end of a small paperclip (or similar long slender object) to get any dirt/debris out of the charging port.
- Check for software issues. Reinstall operating system. Back up your device. Reinstall the operating system according to the manufacturer's specifications to restore the software.

6. What should I do if my tablet screen does not respond to touch?

Screen protector/tablet case could be interfering with the touchscreen. Remove your screen protector or case from the device. Test the touchscreen again.

Perform a soft reset

- Press and hold the power button until your screen goes black.
- After 1 or 2 minutes, press and hold the power button to switch ON the device again.
- For any defect or damaged scenarios, contact to Amazon within the return window

7. What should I do if my tablet overheats?

Perform a soft reset

- Hold down the power button until the device shuts off.
- Let it cool down for a few minutes.
- Hold the power button until the device powers on.

Battery is defective. Replace the battery. For any defect or damaged scenarios, contact to Amazon within the return window.

8. What should I do if my tablet is slow to respond?

- Temporary files may be causing an issue. Clear temporary files and apps cache.
- Perform a soft reset.
    - Press and hold the Power key from the Home screen of the tablet.
    - Release the Power key when the screen turns OFF.
    - Press and hold the Power key again until the tablet restarts.
    - Test your device to see if the issue is resolved.
- Clear application cache. Refer to question 4
- The issue could be caused because of low internal memory. Free up internal storage and remove unwanted widgets. A recently installed application might also be causing an issue. To remove unwanted/recently added widgets, refer to question 4

9. What should I do if my tablet does not produce sound?

- Check playback device functionality. Check all speaker connections and test headphones on another functioning device. Connect the tablet to another playback device and check.
- Back up your data and reinstall the operating system according to the manufacturer's specifications to restore the software
- Check audio jack and inbuilt speakers. Check if the speakers on the tablet work. For any defect or damaged scenarios, contact to Amazon within the return window

- **Check and correct settings.**
  - Go to Setting > Accessibility > Hearing.
  - Go to Turn Off all Sounds and make sure it is unchecked.
- Check to make sure there is nothing blocking the speaker holes. Swab a thin q-tip across the surface of the speakers and inside the speaker hole to remove any blockage or buildup of dirt.

10. What should I do if the front camera on my tablet does not work?

If a particular app or process is conflicting with the flashlight, then a simple reboot should fix it.

- Press and hold the power button and select Power OFF from the menu.
- Wait for 10-15 seconds and turn it back ON.
  Note: Restart should fix the problem in most cases.

- Force stop the camera app.
- Clear app data and cache.
- Reset all app preferences.
- Uninstall all Third-party camera apps.
- Do a factory reset.
- For any defect or damaged scenarios, Contact to Amazon within the return window

11. What should I do if the are Bluetooth and WiFi connectivity issues?

Check if the issue occurs on other devices.
- Make sure Bluetooth is turned ON.
- Determine which pairing process your device employs.
- Turn ON discoverable mode.
- Make sure the two devices are in close enough proximity to one another.
- Power the device OFF and back ON.
- Remove old bluetooth connections.

Disconnect and reconnect from the device.
- Turn OFF your tablet and wait for a few seconds.
- Disable Bluetooth and Wi-Fi and enable them again.
- Forget the network/bluetooth device and reconnect.

Perform a factory reset.
- Go to Settings > Backup & reset > Factory data reset.
- o Choose to Erase All Data.
  Warning: This process will erase all data on your device so make sure you backup your data.

12. How do I know if my tablet is infected?

Below is a list of symptoms that might suggest that the device has an infection (more than 2 means that its surely an infection):

- Data usage: This is due all the tasks that a virus tends to open in the background and it will also try to communicate via internet so also check internet usage.
- Apps crashing: An infection will tend to interfere with common used apps, so the crashing of apps that before worked well it's a clear sign.
- Pop-ups: A sudden surge of pop-ups while browsing it's one of the most important signs of infection
- Mysterious charges: If the infection its especially malicious will try to charge your credit card with apps of the play store.
- Battery Drain: For all these various activities the device will be consuming more energy, if you notice a sudden change on the energy consumption, it might be a sign of infection.

13. What can I do to remove an infection on my Android device?

- Remove questionable apps:
  - o Go to Settings > Apps.
  - o Click on the app that needs to be uninstalled.
  - o Click on Clear Cache and Clear Data.
  - o Tap Uninstall to remove the app from the device.

14. What should I do to remove an infection from my Apple tablet?

- Update the device from the tablet because when Apple finds a vulnerability they patch it up as soon as possible.
  - o Go to Settings > General > Software Updates.
  - o Select Download and Install.
- Update the device from iTunes if the tablet is not responsive because of the infection.

  - o Connect the device to a computer.
  - o Select your device.
  - o From the menu in the iTunes select Summary.
  - o Click Check for update.
  - o Click Download and Update.
- Reset the device.
  - o Go to Settings > General > Reset.
  - o Select Erase all content and settings.
  - o Restart the device.

Issues with Camera FAQs

1. My camera will not turn ON.

Potential root cause	Resolution
Depleted battery	**Check and charge the battery** 1. Make sure the battery is charged. 2. Remove and reinsert the battery properly, if it is removable.
Camera's battery contacts are dirty	**Clean the camera's battery contacts** 1. Check the camera's battery contacts. 2. Make sure the contacts are clean. 3. Wipe the camera's battery contacts with a clean, dry cloth or using a can of compressed air. 4. Make sure the battery is inserted properly and making contact with the battery contacts.
Damaged battery	**Connect camera to AC power outlet directly** 1. Diagnose the issue: a. Remove the battery, if it is removable or skip to the next step.

	b. Connect the camera to a working electrical outlet with an AC power adapter. c. Check if the camera is turning. 2. Replace the battery if the camera turns ON when connected directly to AC power.
Camera is in power saving mode	**Disable power saving mode** 1. Check if the camera is in power saving mode. 2. Disable power saving mode, if yes. **Note:** *Check the camera's user manual on specific instructions on how to disable power saving mode.*
Unknown	**Perform a manual reset on the camera** 1. Remove the battery from the camera. 2. Set the power switch to ON. 3. Press and hold the shutter button for 30 seconds. 4. Set the power switch to OFF. 5. Insert the battery back to the camera. 6. Set the power switch to ON and check if the camera turns ON.

2. I am unable to record photos or videos.

Potential root cause	Resolution
Insufficient storage space in the camera's memory	**Check storage space** 1. Check if you have sufficient storage space on the camera's internal memory. 2. Free up some space by transferring existing files on the memory to an external device. 3. Insert an external memory card, if possible.
Memory card is locked	**Unlock the memory card** 1. Check if the memory card in your camera has been locked. 2. Unlock the memory card, if yes.
Shooting mode is not set correctly	**Check/change shooting mode** 1. Examine the device to see if shooting mode is set correctly. 2. Set the shooting mode to picture to take photos. 3. Set the shooting mode to movie to take videos.
Memory card is dirty	**Clean the memory card** 1. Make sure the metallic parts on the card are clean my wiping it with a cloth. **Note:** *Microfiber cloths designed to clean camera lenses work best.* 2. Use a can of compressed air to blow out the camera's

SD card slot to make sure there is nothing preventing proper contact with the card.

3. The flash on my camera will not fire

Potential root cause	Resolution
Unknown	**Try the below steps** 1. Make sure "Forced Off" mode is disabled. 2. Reset flash to automatic. 3. Try using a different scene mode.

4. My camera lens is not recognized or will not extend.

Potential root cause	Resolution

Unknown	**Try the below steps**
	
	1. If the lens is detachable:
	   a. Make sure you are using a compatible lens.
	   b. Check if the lens is connected properly.
	   c. Turn OFF the camera.
	   d. Examine the pins on the body of the camera that connect to the lens.
	   e. Reattach the lens to the camera body, if there are no bent pins or other obstructions.
	   f. Turn ON the camera.
	   g. Try connecting a different lens to determine whether the problem is with the lens or the camera body, if the issue still persists.
	2. If the lens is fixed:
	   a. Turn the camera OFF.
	   b. Remove the batteries.
	   c. Reinsert the batteries and turn the camera ON.
	   d. Replace the batteries, if issue persists.
	   e. Examine the lens barrel for any dust particles.

5. There is no sound on my camera.

Potential root cause	Resolution
Sound is muted	**Check settings and unmute camera, if required** 1. Check the settings on the camera and make sure the sound is not muted while recording. 2. Unmute the sound and increase the volume, if yes.
Issue with playback volume	**Check settings and increase playback volume** 1. Check the playback volume settings on your camera. 2. Increase the playback volume, if required. 3. Transfer the video to a computer and play it to check if the issue is with the camera playback volume.

6. My camera screen does not turn ON.

Potential root cause	Resolution

Display settings are not configured properly	**Adjust display settings**
	 1. Try adjusting the display settings.
	 Note: Check the camera's user manual for specific instructions on how to adjust display settings.
	 2. Reset the camera, if the issue persists.
	    a. Turn OFF the camera.
	    b. Remove the battery.
	    c. Hold down the power button for 15 seconds.
	    d. Release the power button.
	    e. Reinsert the battery.
	    f. Power ON the camera.

7. The viewfinder on my camera does not display any images.

Potential root cause	Resolution
Obstructions in front of the	**Clear obstructions.** 1. 1. Make sure there are no obstructions.

viewfinder	2. Clean both sides of the viewfinder.
Viewfinder is not turned ON	**Turn ON the Viewfinder.** 1. The display does not automatically switch to the viewfinder. 2. On the camera, press the **Menu** button. 3. Select **Custom Settings** 4. Select **Finder/Monitor** 5. Select **Viewfinder** *Note : Setting the FINDER/MONITOR setting to Viewfinder switches the display between the Electronic Viewfinder and the LCD screen by pushing up or down the pop-up finder.* **Note** *: There might different settings in different models of camera's, please refer specific brand user manual.*

8. There are hot, stuck or dead pixels on my display.

Potential root cause	Resolution
Pixel mapping is disabled Note: *Stuck pixels are always completely bright, as if they're fully overexposed. Dead pixels are always off, as if receiving no light (these are usually less obvious). Hot pixels are not permanently stuck, but show up during long exposures (as the sensor heats up). These usually are defective pixels to some degree, and the same sensor will usually have the same hot pixels in the same conditions.*	**Enable pixel mapping and let the camera remap.** 1. Enable pixel mapping. *Note: Check the user manual of the camera for specific instructions on how to enable "Pixel Mapping".* 2. Change the date on the device to one month forward, if your camera does not have pixel mapping. *Note: Some camera models have automatic remapping at the beginning/end of each month.* 3. Remove any lens on the camera and place the body cap. 4. Cover the camera with a dark cloth. **Note:** *The goal is to keep any light from leaking into the camera while*

	performing the cleaning. 5. Find a section on your menu similar to **Select Sensor Cleaning** and select the option to manually clean it. 6. Wait about a half minute for it to remap, then turn off the camera. 7. Turn it back on and test out your long exposures or dark imaging to see if those same defective pixels still show up.
Unknown	**Try the below steps.** 1. Try shooting in RAW format instead of JPEG. **Note:** *Check the user manual of the camera for specific instructions on how to shoot in RAW format.* 2. Use Photoshop's (or preferred software) spot healing tool to remove the pixels after the fact. ***Note:** If the LCD has a pixel error, it cannot be fixed.*

9. My camera does not lock focus, tends to focus in front or behind of the intended point of focus.

Potential root cause	Resolution
Camera is not stable	**Stabilize the camera.** 1. Set your camera on a tripod or a stable surface. 2. Take a test picture. 3. Make sure the camera does not shake during the test. 4. Use a cable release, if you have one. 5. Manually unfocus the lens.

	6. Allow the lens to refocus automatically and then take a picture.
Focus settings are not configured properly	**Reconfigure the focus settings.** 1. Set your camera to aperture priority or manual mode. 2. Set the lens to the widest aperture possible. 3. Use the lowest ISO number you can. 4. Set your camera on auto focus. 5. Lock up the mirror. 6. Shut off vibration reduction and image stabilization. 7. Manually unfocus the lens. 8. Allow the lens to refocus automatically and then take a test picture. 9. Check the results of the test shots to see if the images are sharp where they were supposed to be. 10. Go to the Auto Focus tuning feature in your camera menu and adjust the focus to make it either focus in front or back depending on how much and in which direction it is off. if the previous steps do not work. *Note: Refer to your camera's user manual to find each of the above settings as their location may vary by make and model.*
Subject is too close	**Move away from the subject.** 1. Make sure you are not too close to the subject. 2. Move away a few steps and take a test picture 3. Increase or decrease the distance while taking test pictures to find the ideal distance that works.
Unknown	**Try the below steps.** 1. Avoid direct light. 2. Use an umbrella or diffuser to diminish the harshness of the light that causes glare. 3. Try holding down the shutter button halfway to allow the camera to have enough time to refocus on the subject when shooting in low light. 4. Check your Extender's instruction manual for lens compatibility, if you are using one. *Note: Sometimes auto focus (AF) may not be possible if you have an Extender attached to your lens.* 5. Check for and remove any add-ons like magnification and closeup filters, as they can cause problems with focus.

10. I am having issues connecting my camera to my PC with a USB cable.

Potential root cause	Resolution
Cable is incompatible or damaged	**Check/replace cable.** 1. Make sure you are using the correct USB cable. 2. Replace the cable with a new one and check if the issue persists.
Device drivers are outdated	**Update drivers.** 1. Connect your camera to the PC. 2. Turn ON the camera. 3. Press and hold the Windows key and press the letter R once. 4. Type in **devmgmt.msc** in the Run box that pops up. 5. Go to **Imaging**. 6. Right click on the name of your camera and click on **Update** 7. Disconnect the camera after the update is finished. 8. Restart the computer. 9. Reconnect the camera to the computer and check if the issue is resolved.
Camera if OFF	**Turn ON the camera.** 1. Connect the camera to the PC. 2. Turn on the camera. 3. Disable the WiFi/NFC feature on your cable, if it is available.

Issues with Acoustic Drum - Setup (Musical Instruments)

1. How to set up the drum Kit?

Sitting posture: Sit on your drum stool. Position your feet flat on the floor, shoulder's width apart, and an equal distance away from your body. This sitting posture should be solid and comfortable.

When you sit on the stool your knees should be bent at an (almost) 90-degree angle. Hips should be slightly higher than knees. Don't have the stool set too low. If your knees are higher than your hips it can lead to unnecessary strain on the hips and upper legs.

Pedals: Now put the pedals where your feet are. If you're setting up a right-handed/right-footed drum kit the bass drum pedal will be under your right foot and the hi hat pedal will be under your left foot. If you use a double bass drum pedal the additional pedal can be positioned after the rest of the kit has been put in place.

Remember, at this point there should only be two pedals set in position (no drums, no cymbals) just you and a bass drum pedal and a hi hat stand.

2. How to attach the bass drum to the bass drum pedal?

Position the pedal: Place the bass drum pedal on the floor and position the beater in front of the bass drum's batter head (the side you strike with the pedal).

Align the pedal: Slide the pedal's clamp or attachment bracket around the hoop of the bass drum. It should be positioned in such a way that the pedal is centered in front of the drum.

Secure the clamp: Tighten the clamp or attachment screw to secure the pedal to the bass drum hoop. Make sure it's tight enough that the pedal doesn't move during use but not so tight that it damages the hoop.

Adjust the beater: Adjust the beater's distance from the drumhead to your preferred setting. The beater should be positioned so that it makes contact with the drumhead at an optimal angle when the pedal is fully pressed.

Check the angle: Make sure the pedal's footboard is positioned comfortably and the pedal action feels smooth. You can adjust the tension of the spring at the back of the pedal to fine-tune the resistance.

3. How to adjust the snare stand to the correct height?

In terms of snare height, keep the rim of the drum about the width of your fist higher than your thighs.

If the snare drum is too high it can cause your elbows to be raised uncomfortably, leading to tension, which in turn leads to poor drumming technique. The floor tom should be about the same height as the snare. Adjust the floor tom legs to make the surface of the floor tom the same height as the snare skin. You might want to angle the floor tom so it slopes towards you slightly.

4. How to set the position of the toms and cymbals?

Rack toms are adjusted either by the tom mounts that attach to the bass drum or they have their own clamps which are fixed to cymbal stands or a drum rack. Whichever type of tom mounting system you use; you should be able to find a suitable angle and position for the toms. These should be in easy reach without having to stretch or lean forwards.

Cymbals should be above the kit so that to play them you move your arms upwards, not forwards. Just like the idea you applied to the position of the toms.

The heads on your drums should be in good condition (without holes or large dents), and the proper heads for top and bottom should be used (bottom heads are thinner, which allows the drum to resonate).

5. How to replace a drumhead?

- Remove the old head and take a moment to clean out the inside of the drum and tighten the internal screws.
- Put the new head and counter hoop on the drum.
- Replace the tension rods, screwing them in until each one is "finger tight."

- To seat the head, press down with the palm of your hand. Make sure that there are no slack tension points or wrinkles in any area of the head. Check the lugs once again for equal tension.
- Cross tensioning starting with the tension rod in the 12 o'clock position, tighten it 1/2 turn with a drum key.
- Move across the drum until you have tuned all the rods equally. Continue in this manner until you reach the desired pitch. How high or low a drum is tuned is a matter of personal preference.
- Pick one tension rod as a reference point and begin to use small turns of the key to match the pitch of the other rods to it. Muffling Once you have the drums tuned, you may wish to apply a small amount of muffling to control the sustain - either with a small cloth patch, moleskin, "moongel," duct tape or gaff tape. A good sounding drum should have some resonance, or sustained tone.

Note: The batter head on the snare drum should be tight enough for the stick to rebound easily. Fine Tuning Once you tighten the head into the desired pitch range, tap the drum with your finger, stick or drum key at each tension rod and listen for a pitch (it might be helpful to place the drum on a rug or towel to isolate the sound of the head your tuning).

6. My drum kit was delivered with missing parts. What should I do?

Please check the product description or user manual to verify that if any parts are missing. Once verified, you can contact the seller:

- Go to Your Orders and locate your order.
- Select Ask product question. You will be redirected to the Seller Messaging Assistant.
- Follow on screen instructions to Chat and continue.

7. The drum seemed damaged or warped. Can I return or replace the drum?

Please check if the product is eligible for return or replacement. You will find the details in the product description page.

To return or replace an eligible item:

1. Sign in to Amazon.in
2. Go to Your Orders
3. Select the item you want to return or replace.
4. Select a reason from menu and follow on-screen instructions to continue.

Note: At times, we might ask for a clear image to verify the damaged parts or product.

8. I have contacted the seller. Why is my refund is pending?

You may wait for a response or wait for 3 business days before you're eligible to request a refund.

Issues with Video Games – Xbox One

Game installation on my Xbox One X is interrupted.
Possible Causes:

Causes	Remedy
Unknown Glitch in the console.	**Perform the following:** 1. If the game is on a disc: • Remove the disc from your console. • Select the game and press the Menu button on your controller. • Select Manage in the pop-up menu. • Delete the files that have already installed in your system. • Hold down the power button on your console to reset. • Turn ON the console. • Put the disc back into your Xbox One X and wait for the installation to complete. 2. If it is a digital download and the game has stuck midway between installing: • Make sure you have enough storage space. • Hold down the console's power button to force a restart. • Turn the console back ON. • Sign into your account again. • Choose install from the pop-up menu.
Slow internet connection.	**Check the following:** 1. Make sure that you have good internet connection prior downloading and installing the game in your X box One X console.
System Updates of the Console. **Note:** If your console is out of date, you might encounter Xbox One game installation stopped.	**Update the console:** 1. Press Xbox button on the Home Screen to open the Guide. 2. Navigate to the **Settings > All Settings > Click on the System on the left pane> Console info & update**. 3. If there are updates available that will appear at the bottom of the first column. After installing the latest update, you can try to install the game again.

I am unable to install games in Xbox One S.
Possible Causes:

Causes	Remedy
Patches not up to date	**Update your Xbox One S.** 1. Go to **System > Settings > Update & downloads > Latest Console update status > What's new** (This will show if the Xbox is updated or not). 2. Make sure you have installed the latest patches. 3. Make sure that your Xbox One S is updated. **Note:** If the console's system is not up to date, it may not be able to download the new content for the game.
No internet connection.	**Connect your Xbox One S to internet.** 1. Make sure that your Xbox One S is connected to internet. 2. If the console is not connected to the internet, you will be unable to download games.
Large download file.	**Perform the following:** 1. Download just the game, do not download the updates. **Note:** When installing or downloading a game it is possible for it to need additional updates to open the game. 2. It is possible for the download file to be so large that it times out of the Xbox Live servers resulting in an unfinished download. 3. Once the game is installed, open the game and download the updates separately.

I am unable to play 4K games on my Xbox One X console.
Possible Cause:

1. [TV is not 4K capable.](#)

Remedy: Check the following:

1. Make sure your TV is 4K-capable.
2. Refer to the packaging or manual for your TV. Different manufacturers use different names. Phrases to look for include:

Names for 4K	4K, 4K Ultra HD, UHD, UHD 4K, SUHD TV, Ultra HD, Ultra, UDTV, 2160p

Listed resolutions or modes	3840 x 2160 at 24 Hz, 50 Hz, or 60 Hz, HDR Premium, High Dynamic Range, HDR, UHD Color, Ultra
Names for HDR10	HD Premium, Ultra HD deep color, Dolby Vision

3. On your Xbox, check your TV's 4K and HDR capabilities:
   - Press the Xbox button to open the guide.
   - Go to System > Settings > Display & sound.
   - Select Video output > 4K TV details from the Setup column.
4. If your system should support 4K and HDR but it is not working try the following:
   - Make sure the Xbox is automatically detecting your TV.
     Note: *4K isn't available when **HDMI** or **DVI** is manually selected.*

   - Make sure your TV supports the HDR10 media profile.
     Note: *Look for support of BT2020 and HDR or check the list above. (There are two HDR formats: Dolby Vision and HDR10. Your TV can support both, but it must at least support HDR10.)*

   - Make sure your HDMI cable is plugged into the right port on your TV.
   - Check your TV's settings menu.
     Note: *Your TV might have a special mode that turns on 4K or HDR. Refer to your TV manual to see if you must change your TV's settings.*

   - If some content won't play, make sure your TV supports HDCP 2.2 and that it's turned on in your TV's settings.
   - Make sure you're using the HDMI cable that came with your Xbox One X.
   - Make sure your TV and AV receiver firmware are up to date.

I am unable to power ON my Xbox One.
Possible Causes:

1. Faulty Power Outlet.
2. Faulty or Damaged Power cable.
3. Xbox is not positioned correctly.
4. Loose HDMI Cable.
5. Unknown.

Cause	Remedy
Faulty Power Outlet.	**Check the power outlet.** 1. Make sure that the power outlet is functioning properly.
Faulty or Damaged Power cable.	**Replace the Power Cable.** 1. Make sure your power cable is plugged IN properly. 2. Make sure that the power cable is not damaged or loose. 3. If the power cable is damaged, it is recommended to replace the power cable as per manufacturers requirements and specifications.

Xbox is not positioned correctly.	**Position the Xbox correctly.** 1. Place the Xbox on a flat and stable surface. 2. The Xbox has two ventilation fans, make sure that the Xbox ventilation fans are not blocked. **Note:** If the ventilations are blocked, the Xbox console may overheat and thus fail to power ON. 3. Follow the following Instruction to make sure that your Xbox ventilates properly: • Do not block ventilation openings on the console. Even something that seems insignificant, like a disc case, may limit ventilation. • Do not place the console or power supply on a bed, sofa, or other soft surface that may block ventilation. • Do not place the console or power supply in a confined space, such as bookcase, rack, or stereo cabinet, unless the space is well ventilated. • Do not place the console or power supply near any heat source, such as a radiator, heat register, stove, or amplifier. Very hot heat sources can damage the console.
Loose HDMI Cable.	**Connect the HDMI cable firmly.** 1. If there is power in the brick and the console power button lights up, but there is NO picture on the screen, make sure that the HDMI cable is completely plugged IN. 2. Make sure the HDMI cable is plugged into the **'HDMI IN'** port instead of the **'HDMI OUT'** port. **Note:** *The Xbox One S and Xbox One X have an internal power supply that works in all regions worldwide. If your console won't turn on, it may simply need a power reset. Often, power issues are due to the power supply resetting after a power surge.*
Unknown	**Remedy: Reset your internal power supply** 1. Unplug the power cord from the console. 2. Wait 10 seconds. 3. Plug the cord back into the console. 4. Press the Xbox button on the front of the console. 5. Check to see if the Xbox console turns ON. a. If yes, the internal power reset is successfully complete.

I am unable to sync controller with my Xbox One X.

Possible Causes:

- [The controller/console may not be in pairing mode.](#)
- [The console needs to undergo power cycle.](#)

Cause	Remedy
The controller/console may not be in pairing mode.	**Perform the following:** 1. Turn ON your controller by pressing the Xbox logo button on the front. 2. Hold down the pairing button at the top edge of the controller until the Xbox logo begins to blink. 3. Press the wireless button on the front of the console to begin the pairing mode. 4. When their Xbox logos stop blinking the pairing is completed.
The console needs to undergo power cycle.	**Perform the following:** 1. Press and hold the Xbox button on the console until it completely shuts down. (It can take about 10 seconds.) 2. Press the Xbox button to turn on your console. 3. Check and see if your controller can connect to the console

I am unable to turn ON my Xbox One X.

Possible Causes:

- [Power cord not connected properly or damaged.](#)

Cause	Remedy
Power cord not connected properly or damaged.	**Check the following:** 1. Check that the power cord is firmly seated inside the power port of your console. Optional info block 2. If you're using a power strip, plug your console directly into a wall outlet. 3. Try another power outlet. *Note: Make sure to use original power cord manufactured by manufacturer. Using an unauthorized power cord might put your warranty in jeopardy.*

My Xbox One S fan is not working/ making loud sound.

Possible Causes:

- [Dirty Fan](#)

Cause	Remedy
Dirty Fan	**Clean the Fan.** 1. Dirt or dust in/on the fan can impede the fan's functionality and cause moving parts to not run smoothly and/or get stuck. Try to clean it as much as possible from outside

My Xbox One S has no internet connection.

Possible Causes:

- [Modem/Router is malfunctioning.](#)
- [Faulty WiFi card.](#)

Cause	Remedy

Modem/Router is malfunctioning.	**Check the following:**
	
	1. Check to see if other devices can be connected to the same WiFi network.
	   - If other devices too faces the same issue, reset your WiFi router:
	      - Turn OFF the Xbox One S.
	      - Turn OFF the modem/router and unplug the power cables.
	      - Wait for approximately 1 minute.
	      - Plug-In all the cables.
	      - Turn ON the modem/router and let the lights stabilize.
	      - Turn ON the Xbox One S and check for internet connectivity.
	   - If other devices get connected to the same WiFi network, perform the following:
	      - Hold the power button for at least five seconds until the console turns OFF.
	      - Unplug the console and wait for at least 30 seconds.
	      - Plug-In the console.
	      - Connect the console to the WiFi.

Faulty WiFi card.	Connect the Wi-Fi Card with other devices to check if the WiFi Card is working properly.

My Xbox One S is not accepting a disc.
Possible Causes:

1. Another disc inside the console.
2. Problematic Orientation.
3. Faulty Disc Drive.

Cause	Remedy
Another disc inside the console.	**Eject the disc inside the console.** 1. It is possible that another disc may be already inside the console. 2. Eject the disc inside the console before trying to insert another disc.
Problematic Orientation.	**Change the console orientation.** 1. It is possible for the disc drive to have problems with insertion in vertical orientation. 2. Position the console flat horizontally and attempt to insert the disc.
Faulty Disc Drive	**Check the following steps:** Try playing the disc in the different Xbox console, if the issue still persists, the disc might be faulty. Check if there are grinding/clicking sounds in the Disc Drive

My Xbox One S is unable to download update.
Possible Causes:

1. Delayed Response Time from Microsoft Server.
2. No internet connection.
3. Hard Disc drive running out of memory.

Cause	Remedy
Delayed Response Time from Microsoft Server.	**Download the Update later.** 1. 1. It is possible for the Xbox Live servers to be overwhelmed with internet traffic. 2. 2. It is recommended to wait and download the

	update at a later time. *Note: The Xbox One S update is a server based update.*
No internet connection.	**Connect Xbox to internet.** 1. Make sure the WiFi is turned on and that the Xbox One S is connected to the internet.
Hard Disc drive running out of memory.	**Delete the unwanted games/application to free up the memory** 1. It is possible when downloading games or updates that the hard disc drive runs out of storage memory. *Note: If the hard disc drive is running out of memory, you will not be able to download any new games or updates.* 2. Delete the unwanted games/application to free up the memory and download the update.

Issues with Gimbals – Set up and Troubleshooting

How to charge your gimbal?

Steps:
- Plug one end of the charging cable into your gimbal's charging port and the other end into a USB power source.
  - Note: The USB power source can be a computer, power bank, or USB wall outlet.
- Charge your gimbal for 2–3 hours.
  - Note: Typically, the battery level indicators will turn OFF once your gimbal is fully charged.
- Unplug the charging cable from your gimbal and the USB power source.
- Press the Power button to turn ON your gimbal.

How to install your gimbal's app on your smartphone?

For Android:
- Open the Google Play Store app.
- Type the name of your app on the search bar and tap the Search icon.
- Tap Install to install the app

For iOS:
- Open the App Store app.
- Tap the Search icon, type the name of your app the search bar, and tap it.

How to pair your gimbal with the app?

For Android:	For iOS:

1. Open the **Google Play Store** app. 2. Type the name of your app on the search bar and tap the **Search** icon. 3. Tap **Install** to install the app	1. Open the **App Store** app. 2. Tap the **Search** icon, type the name of your app the search bar, and tap it. 3. Tap **GET** to install the app.

Next Steps:

iOS	Android

1. Open the **Settings** app. 2. Tap **Bluetooth** and tap the toggle switch next to Bluetooth to turn it ON. **Note**: The **Bluetooth** icon will turn green once you turn it ON. 3. Attach your smartphone to your gimbal using the phone clamp and press the **Power** button to turn it ON. **Note**: Typically, a green/red LED indicator will glow once your gimbal is turned ON. 4. Press and hold the **M** button on your gimbal until the system status LED turns solid green to enter into the pairing mode. 5. Open the app of your gimbal on your smartphone. 6. Register or sign in to your account. 7. Tap the **Devices** icon from the homepage of the app. **Note**: Typically, the app will automatically scan for new devices after tapping the **Devices** icon. 8. Select the name of your gimbal and tap **Connect.** 9. Follow the onscreen instructions to complete the pairing process. **Note**: Typically, the app will enter into the camera view once your gimbal is successfully paired with it.	1. Swipe down from the top of your smartphone screen. 2. Tap the Bluetooth icon to turn ON Bluetooth. **Note:** The Bluetooth icon will turn blue once you turn it ON. 3. Attach your smartphone to your gimbal using the phone clamp and press the **Power** button to turn it ON. **Note:** Typically, a green/red LED indicator will glow once your gimbal is turned ON. 4. Press and hold the **M** button on your gimbal until the system status LED turns solid green to enter into the pairing mode. 5. Open the app of your gimbal on your smartphone. 6. Register or sign in to your account. 7. Tap the **Devices** icon from the homepage of the app. 8. **Note:** Typically, the app will automatically scan for new devices after tapping the **Devices** icon. 9. Select the name of your gimbal and tap **Connect.** 10. Follow the onscreen instructions to complete the pairing process. **Note:** Refer to the user manual for instructions on how to pair your gimbal with the app, as they may

> **Note**: Refer to the user manual for instructions on how to pair your gimbal with the app, as they may vary by brand or model.   vary by brand or model.

How to operate your gimbal?
Steps:
- Press the M button on your gimbal to select the desired mode.
- Use the joystick on your gimbal to move your smartphone vertically or horizontally.
- Press the Shutter/Record button on your gimbal to take a photo or to start/stop a recording.

Does gimbal prevent shaking?
Gimbals are mechanical stabilizers on which you can mount your smartphone. The stabilizer makes sure your camera stays stable irrespective of how much your hand moves or shakes.

When should I calibrate my gimbal?
It's recommended to calibrate your gimbal whenever you change filters, after a hard landing or rough handling, or once every 6 months.

How long does a gimbal take to charge?
The charging time takes about 1 to 1.5 hours.

What is the benefit of mobile gimbal?
A mobile gimbal improves the stabilization of hand-held footage on your smartphone.

ISSUES RELATED TO ORDERING, SHIPPING, RETURN, REFUND, REPLACEMENT AND DAMAGED PRODUCTS

Ordering with Amazon - FAQ

How to place orders in Amazon

To begin ordering, you may visit the Amazon website. If you are using an Android phone, you may download and install the Amazon Shopping app.

iPhone users may download the Amazon shopping app.

Steps to place an order:

1. Select the items which you want to order.
2. Add those items to your "Shopping Cart".
3. After reviewing your shopping cart, select "Proceed to Checkout".
4. You'll be prompted to sign in to Amazon.in account, you can sign in using your mobile number or email address if you already have an account.
5. If you're a new customer, select "I am a new customer" option on the sign in page to create a new account. Here's an helpful page to Get Started with Amazon.
6. Enter the address where you want to receive your order/select the Pickup store as per the availability by searching in the available criteria.
7. If it a gift for someone/ if you want your order to be gift wrapped, then select gift-wrap option and include a gift message.
8. Select the payment method, add the details and select "Continue".
9. Review your order and select "Place your Order" button and Pay to complete the transaction.

Note: The delivery speeds, dates and delivery address cannot be changed once an order is placed.

Why am I unable to place orders?

This could be due to the following issues:

- There is a Payment decline. Please select here to know more about Payment issues.
- The item you have selected is out of stock.
- There is some technical or internet connectivity issue.
- Undeliverable to selected location/pincode.
- There is a quantity limit.
- Sometimes when Fulfiiled by Amazon and seller fulfilled items are clubbed together, the order processing takes time.

How can I change or modify the quantity of orders in the cart?

To change the quantity for items you have not yet added to the cart -

Once you select the "Add to Cart" button and add the item to your shopping cart, enter the desired quantity in the "Quantity" dropdown option on the right side of the page.

To change the quantity for items already added to the cart -

Go to Cart, select the quantity dropdown box to the right of the title and choose the desired quantity. The quantity number for the item and order amount will be updated automatically.

If the entered quantity is not available with us, you'll see an error message.

Can I change or modify orders that are already placed?

You would not be able to change or modify the number of items once you have already placed an order. You can place another fresh order with the desired modifications. However, you can change your shipping preferences in **Your Account** at any time after placing your order as long as the order hasn't entered the shipping process yet.

How to place Bulk Orders?

You can bulk order new products from Amazon Business.

You can also access Bulk Ordering by hovering over your Account for Business menu and selecting Bulk Ordering from the drop-down menu. Enter the ISBNs or ASINs into the online form, or download a copy of the form to fill out and upload later.

Amazon Business offers the option to bulk buy products for business customers at no extra cost. You can also get an option of quantity discount.

How to Update Delivery instructions?

Tell us what you'd like us to do with your parcel if you're not at home to receive it. Your delivery instructions can be accessed in multiple locations:

- Your address book.
- The checkout process
- Your order confirmation page
- The progress tracker

Select update delivery instructions under your delivery address, if this option is available. A window appears. update your delivery instructions and select Save instructions.

Note: We try to honour your delivery instructions whenever possible. However, we can't always guarantee that our carriers can meet these requests.

How to change the payment method?

You can add or update your payment methods by selecting the payments options section in Your Account.

What is Cash on Delivery?

Cash on Delivery is one of the payment methods for making purchases on Amazon.in. When you select Cash on Delivery as your payment method, you don't have to make any advance payment. You pay for your order only when you receive it.

How to cancel orders?

You can cancel items or orders by visiting the Your Orders section in Your Account.

To cancel orders that aren't yet out for delivery:

1. Go to Your Orders.
2. Select the item you want to cancel and click Cancel items.
3. Provide reasons for cancellation (optional).
4. Click on Cancel Checked Items.

To cancel an order that is already out for delivery:
1. Go to Your Orders.
2. Select the Request cancellation option and proceed further.
3. The item(s) will be returned to us for a refund (if the payment is already made).

Note: In case you're still contacted for delivery, please refuse to accept it.

How to place gift orders?

You can choose to gift-wrap any item from your shopping cart as long as it is fulfilled by Amazon. To do this, check the This will be a gift box next to the item that you want gift-wrapped. Alternatively, check the box next to Ordering a gift? during checkout. The gift options show on the Delivery & Payment page.

Products eligible for this service can be gift wrapped for just ₹30.

What is Amazon Bazaar?

Amazon Bazaar is a new store on Amazon.in, offering a dedicated destination for fashion and home products at affordable prices. You can find items from clothing, accessories, and jewelry to handbags, shoes, traditional and western wear, and a wide array of home goods including kitchenware, towels, bed linens, and décor items.

Coupons - FAQ

1. How do I find and use Amazon Coupons?

You can use coupons by 'collecting' them first by selecting the 'Collect Coupon' button found in these pages. After you have collected the coupon, your promotional discount will be displayed on your order summary page during checkout.

2. Where will I find the coupons collected by me?

When you visit Amazon Coupons page, you'll find a "View Coupons" link on the Coupons Bar on top of the page. Once you select it, it'll take you to "Your Coupons" page showing all the valid coupons collected by you.

3. Do I need to copy and paste some coupon code?

There are no visible promo codes to copy and paste. You just have to select on "Collect Coupon" button and the discount will be automatically applied as you proceed to checkout.

4. Can I collect a coupon now and make the purchase later?

Yes. The collected coupon will be saved to your account and will be automatically applied when you purchase the item from the same seller from whom the coupon was collected. Meanwhile, if the coupon validity expires, it'll be removed from your account. Go to the Coupon bar on the Coupons pages to find the Coupons which will expire soon so you can make a purchase before the expiry. Coupons cannot be reactivated or reissued once they are expired.

5. What happens if I want to return the item purchased using Coupon?

If you return the item within the return window and want a refund, you'll get the amount paid by you. If you want a replacement, you'll get it for free without any additional payment.

6. If I collect a coupon and purchase multiple quantities of the item, will I get the coupon discount on all items?

No. The Coupon discount will be applied only to one unit of your purchase. E.g., if you collect a Coupon of 10% off on Item X worth ₹100 and you go on purchasing 4 units of Item X for ₹400, you'll get a total discount of ₹10 only and not ₹40.

7. Why am I unable to apply the collected coupon when making a purchase?

You might be unable to apply the coupon as some items do not qualify for the coupon. Please read the T&C of the promotional coupon to get more information about the eligible items where you can apply the coupon.

Note:
- Ensure to use a coupon offered only on Amazon.in since we don't accept coupons not listed on our website.
- Coupons can be used on Subscribe & Save items when you sign up for a new subscription. The coupon will only apply to the first delivery. It's not possible to redeem coupons for the existing subscriptions.

Damaged or Defective Item

1. What qualifies as damaged or defective products?
- Product is not in working condition or has visible cuts, crush, tear, broken parts, dents or scratches.
- Product seal is broken and/or there is a leakage.
- Product arrived with parts or accessories missing.
- Product arrived in a different size or color than what was ordered.
- Item does not match product description.
- Entire product is missing, but the box is not tampered.
- Products are expired.
- Dead on Arrival / Screen Damaged.
- Product doesn't meet expectations.
- Product box damaged - packaging issue, Transportation issue.
- The correct box contained incorrect item.
- Item missing-box tampered.
- Product is fake / counterfeit.

- Product has a different seal.

2. What to do if I receive a damaged or defective product?

If you have received a damaged, defective or if you are not happy with the product quality, you can **return** or **replace** the product. Note:

- Items listed on Amazon.in that are identified as 'returnable' on the product detail page and within the 'return window' period. Products eligible for return will have a logo on the product details page which mentions the return window and return category as per the product. (Example: 10 Days Returnable, 7 Days Return & Exchange, etc.).
- Replacement or exchange of products is based on the availability of products.
- There are different processes of return and replacement for products fulfilled by Amazon and products fulfilled by third-party (Marketplace) sellers .

3. How to return a damaged product Fulfilled by Amazon?

- Go to Your Orders.
- Select the product that you want to replace.
- Click on Return/ Replace items.
- Choose a reason to replace.
- Continue and proceed as per the on-screen instructions.

Note:

1. We might require a clear image for verifying that the product is damaged or defective.
2. Item will be picked up as per scheduled pickup date and time, which will be communicated via email and visible in Your Orders.
3. If your address is not covered by our courier partners, you will need to return the item using any courier.

4. How to return a damaged product fulfilled by a third-party seller?

- Go to Your Orders.
- Choose an item that you want to return or replace.
- Select Contact seller. You will be directed to the Seller Messaging Assistant.
- Select the appropriate option and start the conversation.
- If a seller fails to address your query in three business days, the Amazon A-to-z Guarantee is available to you.

Note:
The following items and situations are not covered under the Amazon A-to-Z Guarantee:

- Digital merchandise
- Credit card payments where the issuing bank has initiated a chargeback
- If the product you received is a gift order and the outer box is damaged, you can place a request for replacement.

- Some products may not be eligible for return. Check the returns policy for more details.
- Returning items with personal data: If you're returning a mobile phone, camera, or any other storage device, remember to remove any passwords and any personal data contained in it

before returning it. Don't send personal accessories not originally included with the item when purchased, for example, cases or external memory cards purchased separately.

5. How to replace a damaged product?
- Go to [Your Orders](#).
- Select the product that you want to replace.
- Click on Return/ Replace items.
- Choose a reason to replace.
- Continue and proceed as per on-screen instructions.

Replacement will not be possible if the item you selected is out of stock. In such cases you can return the product and a refund will generated.

6. How will the refunded money be credited?
The refund timeline will depend upon the mode of refund chosen by you. You can choose to receive the refund in your Amazon Pay Balance, original payment method or to your bank account.

- If you had chosen "Pay on delivery" while placing an order, you can choose refund to Amazon Pay Balance or Original payment method.
  - For Amazon Pay balance, the refund will be credited to your Amazon Pay-Balance Account.
  - For bank account refunds, ensure that you add your bank account details where you wish to receive the refund. The refund should be processed via NEFT/IMPS and credited to your bank account by 5 business days from the date of refund initiation.

To add your bank account through website,

1. Go to Your Orders.
2. Click on the order you want to return.
3. Select Return or Replacement items option.
4. Select 'Refund to your bank account'.
5. Select 'Choose a bank account'.
6. Select 'Add a new bank account', and enter your bank account details.

Available refund method	Refund Time Frame	
	Amazon Delivered orders (After the return is received by Amazon)	Seller-Fulfilled orders (After seller notifies Amazon of receipt of return)
Prepaid Orders		
Amazon Pay Balance*	4 hours	
Credit Card/ Debit Card	5 Business Days	5 Business Days

Net Banking Account (Credited to Bank Account)		
UPI Linked Bank Account	5 Business Days	
Pay on Delivery Orders		
NEFT to Bank Account	5 Business Days	5 Business Days
Amazon Pay Balance*	4 hours	
Paper Cheque	Up to 10 business Days	

7. What is the time window for initiating a return or replacement?

The time window for initiating a replacement is the same as the return window for that product category. For example, if the product has a return window of 30 days, a replacement will also have to be initiated within the same period of 30 days.

8. What to do if renewed products are damaged?

If you have received a damaged renewed product, you can initiate a return or replacement through the Your Orders page. You will be required to upload all sided images of the product received. Make sure the images are clicked with the product placed at least 8 inches from the camera. Along with the images, ensure to provide the invoice details.

9. What can I do if I receive a wrong item?

You can return or request for replacement of the wrong item. Please ensure the item is in its original condition, and still in its packaging to be eligible for a return.

About Exchanges

What is Exchange?

The Exchange Offer program on Amazon.in allows you to exchange your used product for a discount on a new product. For example, you can exchange your old products (AC, Washing

Machine, Water Purifier, Television, Mobiles and so on,) by selecting the option "**With Exchange**" or "**Exchange Your Old Phone/Product**" option on the Product Detail page.

When placing the order for a new product that is eligible for the Exchange Offer on Amazon.in, you will be asked to provide details about the used product that you want to exchange. Based on the details you provide, an exchange value is calculated for your used product and applied as a discount on the new product during checkout. At the time of delivery of the new product, the delivery associate will verify and validate the used product with the details you provided at the time of placing the order. If the details match, the delivery associate will deliver your new product and pick up your used product. If the details don't match, or if the used product is not available for pick-up, the delivery of your new product will be suspended and your order may be cancelled.

Note:
- Exchange offer is currently available in select cities only. To check if is available at your selected address, enter your pincode in shipping address and the eligibility will be displayed.
- Before the delivery associate arrives, backup all your personal data, delete it from your used phone/tablet/laptop. Remove any memory card from the product.
- Remove any screen locks, iCloud locks or passwords from your exchange phone/tablet/laptop.
- Ensure your mobile/tablet/laptop has at least 50% charge so the delivery associate can conduct all the necessary tests without the battery running out.
- Before you handover the device for exchange, complete a full factory reset and reset your old device to ensure all personal data has been removed.
- Please note that the verification process will require the Rabbit Exchange app on used phone with customer logged in with the same Amazon account which was used to place the order. Kindly be available at the time of delivery or share the ordering account credentials with the intended recipient who will be present while exchanging the used device.
- For appliances such as, AC, Washing Machine, TV, Water Purifier, make sure these are uninstalled and ready for pickup.

Exchanging Mobiles

Note: To find your IMEI number to exchange your used mobile phone, dial *#06# from that phone. The IMEI number can also be found inside the battery compartment or in the phone settings or on the original packaging of the mobile phone.

Here is how exchange works for mobiles.
1. At the time your new product is delivered, our delivery associate will check your used phone's physical and functional condition.
2. For a fair evaluation, connect your used phone to the internet, remove any screen guard/tempered glass and phone cover (if any) and ensure the phone battery is at least 50%.
3. Our delivery associate will run an automated test using your Amazon account on your used phone. This process can take up to 30 minutes. Please ensure you're logged into your Amazon account on your used phone.
   Note: Please note that the verification process will require the Rabbit Exchange app on used phone with customer logged in with the same Amazon account which was used to place the order. Kindly be available at the time of delivery or share the ordering account credentials with the intended recipient who will be present while exchanging the used device.

4. Once the checks are completed:
   a. If your phone condition doesn't match as declared, you can still get a partial discount. You will need to pay the differential amount to the delivery associate.
   b. If your phone condition fails the verification, you will need to pay the exchange discount amount by Cash or Card and take delivery of your new phone. The exchange will be cancelled.

Exchanging Laptops/Tablets

Here is how exchange works for laptops/tablets.

1. Before the delivery associate arrives, backup all your personal data and delete it from your used laptop/tablet. Remove the memory card (if any) from your laptop/tablet. Also remove any screen lock, iCloud lock or passwords.
2. At the time of delivery of the new product, the delivery associate will assess the physical and functional condition of the used product.
3. All the basic accessories and components for functioning of the device should also be handed over.

For TV, Refrigerator, Washing Machine and other appliances

Here is how exchange works for TVs, Washing Machines and other appliances.

1. At the time of delivery, the delivery associate will check your used appliance's brand and model provided while placing the exchange order.
2. Delivery associate might switch on the appliance by using appliance's power cable to check the working condition.
3. Delivery associate will also check for major physical damage, spots/lines on TV screen, or signs of heavy rusting in refrigerators/washing machines/water heaters/microwaves/ACs.
4. All the basic accessories and components for functioning of the device should also be handed over.

For Home Inverter Battery and Automotive Battery

1. At the time of delivery, the delivery associate will check your used appliance's brand and model provided while placing the exchange order.
2. Delivery associate will also check for major physical damage to the battery.
3. All the basic accessories and components for functioning of the device should also be handed over.

Exchange Offer - Frequently Asked Questions

Before Placing an Order

1. **How do I check if exchange is available at my location?**
   a. Select the product you are looking for.
   b. Select the delivery address (or provide pin code of delivery address) to check if exchange is available in your location.

      Exchange offer is currently available in select cities only.

   c. On the product detail page, look for the option of '**Exchange Your Old Phone/Product**' option.

2. **Why do I see a different exchange value at different pin codes?**
   Exchange offer and the proposed exchange value of used product is provided by third-party exchange partners. The offer may vary depending on the brand and model selected, your delivery location and availability of the offer by the exchange partner at the time of placing the order. While we try to work with various exchange partners to provide the best value to customers, the offer you see may vary depending on the above-mentioned factors.

3. **Is there a list of used products that can be exchanged?**
   The used products accepted under the Exchange program is dependent on the exchange partners. Visit the "Exchange Your Old Phone/Product" option on the product detail page of the selected product to see the latest list of used products eligible for exchange.

4. **What should be the condition of my used product that is to be exchanged?**
   If you are returning a Mobile, Laptop or Television, the used product:

   - Must be in working condition and should not be damaged, broken, have dents or cracks.
   - The display/screen should not have any cracks, discoloration, spots, lines, or dead pixels.
   - Should match the details entered while placing the order (with Exchange) and will be validated by the delivery associate e.g., IMEI of phone.
   - You must delete all personal data, sign out of your iCloud (iOS) / Google (Android) accounts, and remove any lock code or passwords.

5. **The battery of my phone/laptop/tablet is dead and the device only turns on when connected to a charger, will my device be accepted under the exchange program?**
   We do not accept such devices under the exchange offer.

6. **Do I need to provide original accessories and packaging for my used product?**
   It is preferred that you provide your used product with all original accessories and packaging. However, it is not mandatory. You may complete the Exchange process without the original accessories and packaging, if your used product meets all the other requirements.

7. **Can I exchange more than one used product to buy one new one?**
   No, you can exchange only one used product per new product.

8. **Do gift orders also require exchange verification?**
   Yes, gift orders will also require the exchange verification procedure on the pickup device at the time of delivery.

9. **Can I provide one address for pick up and another for delivery?**
   No. The address has to be the same as the pickup and delivery happen simultaneously.

10. **Do I pay any additional fee for availing exchange?**
    Yes, exchange fee is charged at the time of placing the order for the new product. This exchange fee is added to the total order price at the time of purchase. This fee covers pickup from doorstep, packing and shipping of your used product.

    - For exchanging TV, Refrigerator, AC, Washing Machine - Rs. 200
    - For exchanging Mobile - ₹129

    - Laptop, Tablet, Microwave and all other products - Rs. 100

After Placing an Order but before pickup of used product

1. **I have placed an exchange order, when will my used product be picked up? Where can I track the status?**
Your used product will be picked up by Amazon's Delivery associate at your doorstep when they come to deliver the new product. Since both **pickup and delivery happen at the same time**, you can track the new product delivery status to know the expected date of exchange pickup as well.

2. **How do I send my used product to Amazon?**
You don't need to send your used product. The delivery associate will pick up the used product at the time of delivery of the new product, provided the exchange checks are performed successfully.

3. **What should I be prepared for before the pickup of my used phone/laptop/tablet?**
   a. Once the order is placed, the new product will be shipped. At the time of delivery of the new product, the delivery associate will assess the quality of the used product
   b. Backup all your personal data and delete it from your used phone/laptop. Remove any memory card from your device.
   In case you opt for Phone setup service (available in select pin codes in Bangalore) for your new device, the backup and transfer of personal data from the old phone to the new phone will be done by an expert technician. They will deliver your new device and perform the setup service.

   c. Ensure you have the Amazon app installed on your used phone and you are logged into your Amazon account. Also ensure your phone has at least 50% battery so the delivery associate can conduct all the tests without battery running out.
   d. Remove any screen locks, iCloud lock or passwords.
   e. Once all checks are complete and before you handover your device to the delivery associate, please complete a factory reset of your used device.

4. **What should I have prepared for before the pickup of my used appliance?**
For appliances, the product should be in a ready to pick up condition after uninstallation. Please note that the delivery associate may verify your product by powering it on using your device's power cable. Specific product level information is as below:

   - **Television:** All accessories should be unplugged and TV is dismounted from any fixtures.
   - **Refrigerator:** All the food items inside should be removed.
   - **Washing Machine:** All accessories should be unplugged and excess water needs to be drained out.
   - **AC:** The unit needs to be uninstalled by customer before pickup. For split AC, both indoor and outdoor units need to be uninstalled. Our delivery associate will not be able to help or arrange for uninstallation.
   - **Microwave:** All accessories are unplugged, and is ready for pickup.
   - **Water Purifier/ Water Heater:** The unit needs to be dismounted before pickup and excess water needs to be drained out.
   - **Water Heater:** The unit needs to be dismounted before pickup and excess water needs to be drained out.
   - **Fans:** The unit needs to be dismounted from ceiling or wall. For ceiling fans the blades should be dismantled from the main motor unit and kept ready for pick up.
   - **Vacuum Cleaners:** All accessories/attachments should be dismantled and kept ready for pickup.

- **Mixer Grinders:** All accessories/jars should be dismantled and kept ready for pickup.

Points you need to remember during pickup of used product

1. **What happens at the time of pickup of used mobile phone or appliances?**
   Please note that the verification process will require the Amazon app on used phone with customer logged in with the same Amazon account which was used to place the order. Kindly be available at the time of delivery or share the ordering account credentials with the intended recipient who will be present while exchanging the used device.

2. **What happens if my used product fails the verification process?**
   If the used product does not pass all quality checks during exchange, you can still get the delivery of new product by **paying the exchange discount amount** against used Product. You may pay the value of the exchange discount to delivery associate. The delivery associate will hand over the new product upon receipt of payment and will not pick up the used product.

3. **Will the delivery associate help in uninstalling the used AC or other appliances?**
   No, the delivery associate will not be assisting in uninstallation. you will need to ensure AC or other appliances are uninstalled in advance and ready for pickup.

Amazon's Returns Policy

Most items purchased from sellers listed on Amazon.in are returnable within the return window, except those that are explicitly identified as not returnable.

For the products that are returned by the customer, the refund is issued to the original payment method (in case of pre-paid transactions) or to the bank account / as Amazon Pay balance (in case of Pay on Delivery orders).

General Returns Policy

1. Applicable products are returnable within the applicable return window if you've received them in a condition that is physically damaged, has missing parts or accessories, defective or different from their description on the product detail page on Amazon.in.

2. If you report an issue with your Smartphone, Tablet, Laptop, Television, Air Conditioner, Refrigerator, Washing Machine, Microwave, we may facilitate scheduling a technician visit to your location and services availability depends on the location pin code. This visit is scheduled by placing an order with Amazon through Amazon.in Home Services. Subject to Amazon.in Home Services Terms and Conditions, a resolution will be provided based on the technician's evaluation report.

3. We will carry out verification checks and return will be processed only if:
   - it is determined that the product was not damaged while in your possession;
   - the product is not different from what was shipped to you;

- the product is returned in original condition (with brand's/manufacturer's box, MRP tag intact, user manual, warranty card and all the accessories therein).

4. If you wish to return an electronic device that stores any personal information, please ensure that you have removed all such personal information from the device prior to returning. Amazon shall not be liable in any manner for any misuse or usage of such information.

5. Products may not be eligible for return in some cases as covered in detail in the "Return Policy Types" table below, including cases of buyer's remorse such as incorrect model or color of product ordered or incorrect product ordered.

6. Products marked as "non-returnable" on the product detail page cannot be returned. However, in an unlikely event of damaged, defective or wrong item delivered to you, we will provide a full refund or replacement, as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund/replacement. We reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund/replacement.

7. No additional information is required to return an eligible order unless otherwise noted in the category specific policy.

8. Products may be eligible for replacement only if the same seller has the exact same item in stock.

9. On products where return is eligible (basis the policy defined in the Return Policy Types table below), if the seller does not have the exact same product in stock, a refund would be issued to you instead of a Replacement.

10. Products purchased by international customers are not eligible for returns. However, orders made by international customers are eligible for refunds and customers will have to contact customer service within 5 business days from delivery date or estimated delivery date to claim refunds. For India based customers please refer to the display page to confirm the days of replacement / return specific to the item before purchase.

11. In the event customers are found to misuse the return policy by excessively returning, or cancelling or not accepting the orders placed, Amazon reserves the right to warn and/or suspend and/or block and/or terminate such customer accounts, as necessary.

Note: If you've received a non-returnable product in a damaged/defective condition, you can contact us within 5 days from the delivery of the product.

Note: All product categories are non-returnable for International Customers for Export Orders.

Return Policy Types with Descriptions:

Customers should check the display page for Return / Replacement policy applicable to the specific product before purchase.

Policy	Defective use case	Damage, Wrong Item use case
7/10 Days Service Centre Replacement	For defective items, you will have to reach out to the brand service centre for further resolutions. For few items, we may facilitate scheduling a technician visit at your doorstep for	This item is eligible for free replacement, within 7/ 10 days of delivery in an unlikely event of damaged, or different/wrong item

	troubleshooting only. Based on the assessment/ visit, final resolution (repair, refund, replacement) will be provided by brand only.	delivered to you. Please keep the item in its original condition, with MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging. We may contact you and / or carry out verification checks to ascertain the damage or defect in the item prior to issuing refund/replacement.
7/10 Days Replacement by Brand	For Defective items, brand will provide On-call support followed by a Technician inspection at your location. Brand technicians will repair the item or provide a replacement as per brand policies. On the basis of the technician's evaluation report, Amazon will provide resolution. Please keep the item in its original condition, with MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging. We may contact you and / or carry out verification checks to ascertain the damage or defect in the item prior to issuing refund/replacement.	This item is eligible for free replacement, within 7/ 10 days of delivery, in an unlikely event of damaged, or different/wrong item delivered to you. Please keep the item in its original condition, with MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging. We may contact you and / or carry out verification checks to ascertain the damage or defect in the item prior to issuing refund/replacement.
7/10 Days Replacement	This item is eligible for free replacement, within 7/ 10 days of delivery, in an unlikely event of damaged, defective or different/wrong item delivered to you. Please keep the item in its original condition, with MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging. We may contact you and / or carry out verification checks to ascertain the damage or defect in the item prior to issuing refund/replacement. For few items, we may facilitate scheduling a technician visit to your location. On the basis of the technician's evaluation report, we will provide resolution.	
10/30 Days Returnable	This item is eligible for free return or replacement, within 10/ 30 days of delivery, in an unlikely event of damaged, defective or different item delivered to you. You can also return the item within 10/ 30 days of delivery for full refund. Please keep the item in its original condition, with brand outer box, MRP tags attached, user manual, warranty cards, and original accessories in manufacturer packaging for a successful return pick-up. We may contact you and / or carry out verification checks to ascertain the	

	damage or defect in the item prior to issuing refund/replacement.
10 Day Free Returns & Exchange	This item is eligible for return within 10 days of delivery. You can also exchange this item for a different size/color (based on item availability) or return for a full refund. Please keep the item in its original condition, with brand outer box, MRP tags attached, warranty cards, and original accessories in manufacturer packaging for a successful refund/replacement.
Non-Returnable	These items are not eligible for returns. However, in the unlikely event of damaged, defective or different item delivered to you, we will provide a full refund or free replacement as applicable. We may contact you to ascertain the damage or defect in the item prior to issuing refund/replacement. We reserve the right to pick up the item to ascertain the damage or defect in the item prior to issuing refund/replacement.

Categories with associated return window and exceptions, if any:

Amazon Digital Devices

Category	Return Policy
Echo & Alexa, Fire TV Stick, Kindle E-Readers and Amazon Accessories for these devices	**7 Days Replacement only** For warranty related information, please check Amazon Device Replacement Policies.
Kindle Books	**7 Days Refund for accidental orders only** Kindle books are eligible for a refund for accidental book orders within seven days of purchase.

Inspect and Buy

Category	Return Policy
Products with 'Inspect & Buy' label	**2 Days Refund only**

Seller Fulfilled Items

Return policies that are exclusively Seller Fulfilled are listed below. For all other categories, the return policies mentioned above apply.

Category	Return Policy
Fine Art, Sports collectibles, Entertainment collectibles, Coin collectibles	Sellers to be informed of the damage / defect within 10 days of delivery.

Customizable Products

Category	Return Policy
Customizable Products	**Non-returnable** This item is non-returnable due to customized nature of the product. However, in the unlikely event of damaged, defective item or product with wrong customization being delivered to you, we will provide a full refund as applicable. We may contact you to ascertain the damage or defect in the product prior to issuing refund. You may request for refund under A-to-Z Guarantee claims for these items.

Amazon Bazaar

Category	Return Policy
All Products in Amazon Bazaar	Amazon Bazaar will have a uniform return window of 5-days from the date of delivery of the order across most of the categories. However, few products such as inner wear, lingerie, socks are non-returnable due to hygiene, health and personal care, wellness nature of the product. On Amazon Bazaar, there is no replacement or variant/size-related exchange that will be available to customers. Products marked as 'Non-returnable' on the detail page cannot be returned. However, in an unlikely event of damaged, defective or wrong item delivered to you, we will provide a full refund . We may contact you to ascertain the damage or defect in the product prior to issuing refund. Please note, we reserve the right to pick up the product to ascertain the damage or defect in the product prior to issuing refund.

How to schedule a Return

You can easily schedule a return for eligible items which you have ordered on Amazon.in.

To schedule a return for an eligible order, go to
Your Orders

How to return an item you have ordered

On Amazon Shopping App:

On Amazon.in website on Desktop :

1. Select Orders in the app Menu.
2. Select the completed order that you need to create a return for.
3. Scroll down to reach the section Need help with your item.
4. Select Return item. Please note: Some items cannot be returned or replaced so you will not find the option in the order details. To know more about our returns policy, select here.
5. Enter the Reason for return and Tell us more. You can also add more items to the same return.
6. Select Continue.
7. Choose the refund mechanism under How can we make it right. Continue.
8. Choose the pickup address date and time. That's it, your return pickup is scheduled.

1. Select Returns & Orders on the top menu bar.
2. Scroll to select the item that you want to return.
3. Select Return and enter the Reason for return and Tell us more.
4. Select Continue.
5. Choose the refund mechanism under How can we make it right. Select continue.
6. Choose the pickup address date and time. That's it, your return is scheduled. Select confirm.

Note: In case you're trying to return a smartphone, then you'll be prompted to install a diagnostic app to validate the defect. Based on the outcome of the app troubleshooting, we will provide the next course of action.

Frequently Asked Questions:
1. Do I need to print any return documentation?

No, you do not.

2. My return item has reached Amazon.

A refund request will be initiated for your order when the returned package is received by Amazon.

To check the status of your refund, select the relevant order and select View Return/Refund Status.
Your Orders

3. My return item is a Pay on Delivery order.

You can choose a refund to Amazon Pay balance or through NEFT to Bank Account. For NEFT to Bank Account, you'll need to add a bank account for refund.

4. My return item is an electronic device. What should I do?

If your return electronic device stores any personal information, please ensure that you have removed all such personal information from the device prior to returning. Amazon shall not responsible for any misuse or usage of such information.

Amazon's Return Pick-up Issues

To view the status of your return pick-up request, go to
Online Returns Center

A **return pick-up can fail** due to any of the following reasons:

- **Customer not available during pick-up slot**: In case you were not available, Delivery Agents will try up to **three attempts** to reschedule pick-up after calling and confirming with you. After three failed attempts, the pick-up will be cancelled.
- **Product verification failed:** Delivery Agent will check the product during pick-up. If the verification fails, because the product is not in its original state (has been used, missing price tags etc.,) the delivery agent may cancel the pick-up.
- **Return pickup cancelled by Amazon:** At times the pick-up may get cancelled or cannot be attempted due to operational reasons.

If your return pick-up has failed - you can follow below steps to start a new return pick-up request.

Before you place a new request for return, please ensure: The product is in **original condition (with MRP/price tag intact)** and you are **available during the pick-up slot**.

1. Go to **Online Returns Center**.
2. Select the item that you have scheduled for return.
3. If the return request was approved, select **View Return/Refund Status**.
4. Select **Manage Return**. **Note:** After you select "Manage Return" you'll have options to **reschedule your pickup, make changes to your return or choose to no longer return the product.**
5. On the following page, select Cancel Return.
6. Once the active return request is cancelled, you can create a new pick-up request in Online Returns Centre. To schedule a return, visit **How to Schedule a Return** help page.

If your order was not eligible for return pick-up and you have already shipped your item to be returned (using Self-Ship option), you will not be able to cancel your return.

Amazon's Refund Policy

Once we receive your return or the seller notifies us of receipt of return, as the case may be, a refund is issued to the original payment method (in case of pre-paid transactions) or to your bank account / as Amazon Pay balance (in case of Pay on Delivery orders).

Refund Timelines:

The refund time period for different modes of payments is provided below.

Available refund method	Refund Time-frame	
	Amazon Delivered orders (After the return is received by Amazon)	Seller-Fulfilled orders (After seller notifies Amazon of receipt of return)
Prepaid Orders		
Amazon Pay Balance*	Up to 4 hours	
Credit Card/ Debit Card	Up to 5 Working Days	Up to 5 Working Days
Net Banking Account (Credited to Bank Account)		
UPI Linked Bank Account	Up to 5 Working Days	
Pay on Delivery Orders		
NEFT to Bank Account	Up to 5 Working Days	Up to 5 Working Days
Amazon Pay Balance*	Up to 4 hours	
Paper Cheque	Up to 10 Working Days	

If the standard time-frame as mentioned in the above table has expired and you have still not received the refund, please contact your credit or debit card issuer or your bank for more

information. Refunds will not be processed in cash. Refunds can be processed via paper cheque only in exceptional cases.

If Credit/Debit card that was used to place the order is no longer active or is expired, please [contact us](#) for assistance.

Note: International customers would need to reach out to our Customer Service team to get refunds for their purchase. The refund would be made to the original payment method/instrument used to make the initial purchase.

Refund for Pay on Delivery Orders:

For Pay on Delivery orders, refunds will be processed either to your bank account (via National Electronic Funds Transfer (NEFT)) or Amazon account (as Amazon Pay balance).

 If you wish to receive the Pay on Delivery order's refund to your bank account, you can update the details of the bank account from the Returns Centre when you are returning an item.

- **To add your bank account through mobile app**, go to Orders > Click on the order you want to return > Select Return or Replace items option > Select 'Refund to your bank account' > Select 'Choose a bank account' > Select 'Add a new bank account', and enter your bank account details.
- **To add your bank account through website**, to Orders > Click on the order you want to return > Select go to Return or Replacement items option > Select 'Refund to your bank account' > Select 'Choose a bank account' > Select 'Add a new bank account', and enter your bank account details.

Note: Refunds cannot be processed to third-party accounts. The name on your Amazon account should match with the name of the bank account holder.

Paper cheque clearing

All cheque refunds will be in form of "at par" Deutsche Bank cheques.

If you plan to present the cheque in person in any other city, ensure that your beneficiary bank sends the cheque for outstation clearing.

In case you plan to drop your cheque in a clearance box, please note the following:

- If you are dropping the cheque in a clearance box in any of the above cities, use the box marked Local Cheques.
- If you are dropping the cheque in a clearance box in any other city, use the box marked Outstation Cheques.

Failing to follow the above instructions might result in the cheque not being processed and a penalty being levied by the bank.

Note: Once a cheque is issued, Amazon will send you an e-mail with the tracking details of the refund cheque within 4 business days from the date of refund.

Shipping Cost Refunds

1. For Fulfilled by Amazon and Prime Eligible items, return shipping costs of upto Rs. 100 will be refunded. The cost of gift-wrapping will also be refunded, if any. All such refunds will be issued through cheques.
   Note: If you incur return shipping charges over Rs.100 for returning large and heavy items, you can contact us for an additional refund. For refund of such additional charges, proof of payment, like a courier receipt needs to be submitted.

2. If you're returning a Seller-Fulfilled item, you can request the seller to reimburse the return shipping charges you incurred. In such cases, a seller might ask you to provide the courier receipt.

Note: The seller will not refund the shipping cost incurred in case of remorse returns.

Amazon's Replacement Policy

Fulfilled by Amazon items, Prime eligible items and few Seller Fulfilled items can be replaced at no extra cost through our Online Returns Centre provided the following conditions are met.

FAQ's

Which items are eligible for a Free Replacement?

Fulfilled by Amazon items, Prime eligible items and few Seller Fulfilled items are eligible for free replacements. If an eligible item is out of stock from the same seller, it cannot be replaced. Only a refund against the returned item will be issued.

What are the conditions for Free Replacement?

Items within return window and in stock (exact same item) with same seller are eligible for free replacement. The free replacement order will be shipped through standard shipping once the original order is returned. Free replacements can be requested if the following conditions apply:

- Item received is physically damaged;
- Item received has missing parts or accessories;
- Item received is different from their description on the product detail page on Amazon.in; or
- Item received is defective/does not work properly.

Note:

- A free replacement cannot be created for an item which was returned and replaced once earlier.
- If the item has missing parts or accessories, you may try to contact the manufacturer for assistance. Manufacturer contact information can usually be found on the item packaging or in the paperwork included with the item.
- If your item is not eligible for free replacement due to any reason, you can always return it for a refund.
- If your item is "Seller-Fulfilled," A replacement can only be created if the product is available with the same seller. In case the product is not available with the same seller, please "Contact Seller" from "Your Orders" to request a refund.

Returns and Replacements - FAQ

1. What can I return?

- Items listed on Amazon.in that are identified as 'returnable' on the product detail page and within the 'return window' period. Products eligible for return will have a logo on product details page which mentions the return window and return category as per the product. (Example: 10 Days Returnable, 7 Days Return & Exchange etc.). To know about the "non-returnable" categories and the specific return windows for categories eligible for return.

- Products that are physically damaged, defective, has missing parts, or are different from their description in the product details page are eligible for return. You may also return products if you there is a change of mind and you do not wish to keep the item with you. Items with Missing Parts. You may request for a refund -
    o If the item is missing and the box is tampered
    o If you have received an empty package
    o If part of the order was missing (accessory)
  To validate your identity for refunds, you may need to share identity proof with us . Please see our Privacy Policy to understand how your data will be processed. Please DO NOT share Aadhar data.

Note:
- Sometimes the order is split into multiple shipments. This means you won't get all orders in one go. The packages would be delivered to you according to the date mentioned on "Your Orders "page.
- If the bookmark is missing from the book, please be informed that although we try to include bookmarks with several book orders, you may not receive it for every book.

2. What are non-returnable items?

Some items of consumable nature (like wax candles, pet food and grooming products, cleaning products, fertilizers etc) are non returnable. For a full list of non-returnable categories and products, and the specific return windows for categories eligible for return, visit Amazon.in Returns policy .

3. How to return items?

To return an eligible item:

1. Sign in to Amazon.in
2. Go to Your Orders.
3. Select the item you want to return or replace.
4. Select a reason from menu and follow on-screen instructions to continue.

Visit How to schedule a return to learn more.

Products fulfilled by third-party (Marketplace) sellers have the message "Sold and Shipped by (seller name)" on the product detail page.

If a seller fails to address your query in three business days, you can file an A-to-Z Guarantee claim.

Additional return guidelines

- Your address and the item you wish to return must be eligible for return.
- If your address is not eligible for Pickup, a Self-Return option will be provided. Once the return is processed, refund will be issued in accordance with Amazon.in Refund Policy.
- For Pay on Delivery orders, refunds will be processed either to your bank account (via National Electronic Funds Transfer (NEFT)) or to your Amazon account (as Amazon Pay balance).

4. Where can I view status of return?

To view the status of return/refund:

1. Go to Your Orders.
2. Locale the order which your have returned and select **Return/Refund status**.
3. You can also manage your Returns from Returns Center.

5. How can I return a Gift?

To initiate return for a gift order, visit Gift Returns and enter the order number.

For items eligible for refund or replacement as per return policy, you can also return the gift item in exchange for an Amazon Pay Gift Card (if the gift sender has sent a Gift Receipt to you).

6. How can I return a Gift Card?

Gift cards once purchased cannot be cancelled or returned due to regulatory restrictions.

7. Can my order be replaced?

Selected items are eligible for replacement, if the item delivered is physically damaged/ defective or is different from their description on the product detail page, or has missing parts or accessories. It will be eligible for a free replacement if the product is available with the same seller.

8. Can the replacement be delivered to a different address.?

Replacement cannot be delivered to a different address. We recommend to return the item for a refund (if the product is eligible for return) and place a new order with the new address.

9. What is the Amazon.in Service Centre Replacement Policy?

For issues related to **defective items** received by a customer, Amazon does not have a provision for processing replacements or refunds to customers. The customer must reach out to the brand/service centre for further resolutions (repair, replacement, warranty, etc.) according to the brand warranty policy. Amazon is an online marketplace facilitating buyer seller discovery for these products.

About Refunds

How long do refunds take ?

Refund Timelines

A refund will be initiated for your returned or cancelled orders, once the returned package is received by Amazon. Refund requests are processed by Amazon within 13 days of successful pickup. Refer to below table to know about time taken for refund to be processed, after Amazon has initiated the refund request.

To check the status of your refund, click on the relevant order and select **View Return/Refund Status**.

Payment Method for Refund	Time taken for Refund to be processed (For Amazon Fulfilled and Seller Fulfilled orders)
Prepaid Orders	
Amazon Pay Balance	Up to 4 hours
Credit/Debit Card	Up to 5 Working Days
Net Banking (Credited to Bank Account)	Up to 5 Working Days
UPI Linked Bank Account	Up to 5 Working Days
Pay on Delivery Orders	
Transfer to Bank Account (NEFT)	Up to 5 Working Days
Amazon Pay Balance	Up to 4 hours
Paper Cheque	Up to 10 Working Days

Note:

- If the refund processing time is up to 5 working days, you must wait until the end of 5th working day for a refund update. Working days exclude bank holidays.
- Refund will be processed to the original payment method used for placing the order or to your Amazon Pay Balance, based on your preference.
- If the refund is issued to your credit card account, your card provider may take additional time to update the statement. Please check your latest credit card statement to confirm the refund, it would be visible under 'Unbilled Transactions' section. If you do not see the 'Unbilled Transactions' section in your credit card statement, please contact your card provider for the refund confirmation.

Bank account for Refund - If you wish to receive the refund in your bank account, make sure to add/update the correct bank account details for refunds to be successfully processed. Follow below steps to add a bank account for refund:
To add your bank account through website,

1. Go to Your Orders
2. Click on the order you want to return
3. Select Return or Replacement items option
4. Select 'Refund to your bank account'
5. Select 'Choose a bank account'
6. Select 'Add a new bank account', and enter your bank account details

Refund for Seller Fulfilled Orders:

- Any refund for a orders sold and shipped by our seller partners needs to be initiated by the seller directly. The terms and conditions of refunds may vary from seller to seller and is available on Seller details page. You can access it by selecting Seller name on the product page.
- All seller fulfilled orders are covered by our **A-to-Z Guarantee**. Our Guarantee offers reimbursement and protection for instances when a seller is unable to resolve a missing or incorrect order.

Amazon Pay Later Refunds

- If you have not paid any installment for the returned product, then on returning, we will credit your Amazon Pay Later limit with the total order value.
- If you've already made a payment, we will credit the amount back to your bank account, along with reinstating your credit limit.

Refunds for products purchased with EMI plans

If you've already paid an EMI, the amount paid as EMI will be refunded to your credit card and the loan will be cancelled.

Note: For more details about your EMI closure
- Bajaj Finserv (BFL Card): Contact Bajaj Finserv for details about EMI closure. You can also write to BFL on wecare@bajajfinserv.in
- Any other credit card: Contact the card issuing bank for details on EMI closure. Your card issuing bank may charge nominal pre-closure charges in case you've already paid an EMI.

Check Status of Your Refund

Note: Return/Refund status will only be visible on orders for which you have initiated a return.

To check the status of your refund:

- Go to Your Orders
- For desktop: Next to the relevant order, select View Return/Refund Status.
- For mobile: Tap the order you have initiated return and select View Return/Refund Status.
- You will be directed to the Refund tracker where you can see the latest updates regarding your returned item.

You can also check the status of your refund by going to Your Orders and selecting View order details next to the relevant order. The refund status is displayed at the bottom of the Order Summary.

Note: There might be instances where you have cancelled the order before delivery or rejected an order at the time of delivery or an order has been cancelled by Amazon. If you have already paid for it, a refund will be initiated to your original payment method by Amazon within 24 hours and processed as per the timelines mentioned below. You will be notified about your refund status through email. To check the status of refund on cancelled/rejected/undelivered orders, go to Amazon Pay and click on **Refunds** in Your Transactions.

Refund method	Refund Time-frame	
	Amazon Delivered orders (After the return is received by Amazon)	**Seller-Fulfilled orders (After seller notifies Amazon of receipt of return)**
Prepaid Orders		
Amazon Pay Balance	Up to 4 hours	
Credit/Debit Card	Up to 5 Working Days	Up to 5 Working Days
Net Banking (Credited to Bank Account)		
UPI Linked Bank Account	Up to 5 Working Days	
Pay on Delivery Orders		
NEFT to Bank Account	Up to 5 Working Days	Up to 5 Working Days
Amazon Pay Balance	Up to 4 hours	
Paper Cheque	Up to 10 Working Days	

Note:
- Please note that the refund is initiated by Amazon only once the item is picked up and reaches our Fulfilment Center. Please read our Returns Policy for more details.
- If you haven't received your refund within the time frames mentioned above, please reach out to your bank with RRN (Refund Reference Number) displayed in the **Refunds** section in the Transactions history.

Frequently Asked Questions about Warranty

Where can I find the warranty information for the product I am purchasing, before purchase?

The warranty information can be found on the product detail page.

What do I see when I select the shield icon and how do I interpret it?

There are two types of shield icons:

Star within the shield icon: This warranty icon enables you, as a customer, to claim the warranty through your Amazon account.

Tick within the shield icon: This warranty icon means the warranty will be provided by the manufacturer. If you reach out to the manufacturing brand and provide details from your invoice, the service center will schedule a convenient service slot for you.

If you **do not see a shield icon** that would imply the brand has not shared their warranty information with us. Please reach out to the brand directly.

How do I avail a warranty for my product?

The steps for claiming a warranty can be seen by selecting the "Warranty widget" on the product description page. To avail the warranty service,

1. Go to Your Orders.
2. Select the item for which you want warranty support.
3. Select "Get Product Support".
4. Go to the section "Warranty Claim & Repairs"
5. Select "Available Support Options"

At this stage you will be able to view four different experiences depending on what information the brand has shared with us, which is shown to you as is.

Experience 1:

You will be able to schedule a service visit by simply clicking on a button. Your service request will be forwarded to the manufacturing brand, and the brand manufacturer will reach out to you directly for the next steps.

Experience 2:

You will have an option to view the list of nearest service centers with their contact details or the Customer Support contact details of the manufacturing brand. You can either visit these service centers in person or contact their Customer Support center for assistance.

Experience 3:

You can view your product's warranty period and its expiration date. In this scenario, please note that the manufacturing brand has not provided any additional details. Please contact the manufacturer directly for further support.

Experience 4:

The "Get product support" option is not visible because there is no warranty information from the manufacturing brand available for the product. Please contact the manufacturing brand directly for support.

You can also contact the brand through phone, e-mail, or by visiting a service center. To contact the brand, visit the brand contact details page. Alternatively, you can refer to the user manual, warranty card, or packaging information to find the brand's contact information.

What happens in case the brand doesn't reach out?

Once a service order has been raised, kindly allow up to 3 business days for the service provider to reach out to you. If you haven't received a response from the service provider within 3 business days, please Contact Us.

What happens if I am not satisfied with the service?

If you are unsatisfied with the services provided by Amazon Home Services, please Contact us for additional support.

Note: Based on specific conditions, the company will either send a representative to address the damage or provide compensation that is appropriate for the extent of the damages. If you would like to learn more about our Terms and Conditions, please refer to Amazon Home Services T&Cs. Any queries, complaints, or issues pertaining about the Brand Fulfilled Warranty must be addressed to the brand. If you reach out to Amazon Customer Service, we can help raise your concerns with the manufacturer. However, the end resolution will be provided by the brand only.

Installations - Frequently Asked Questions

Does my product include installation?

To know if the product you are purchasing comes with an installation service, check for the installation related message on the product detail page. For more details like charges involved, slot availability and the installation process, reach out to the service provider using the contact information provided on the product detail page.

Note: In some cases, you might have to select the installation message to get more information regarding the service and the service provider. Check for Read key details or See more alongside the 'request for installation' box on the product details page.

How can I modify, cancel or reschedule the installation slot?

- Contact the service provider using the contact information provided on the product detail page to modify (cancel or reschedule) a slot. The details of the Brand manufacturer can be found here.

- The option to reschedule the service appointment is available on the email notification that we had sent when the installation appointment was confirmed. You can click the Reschedule option on the email and raise a request to reschedule the appointment.
- You can also visit Your Orders and request modification-
1. Go to Your Orders.
2. Select the Installation Service Order.
3. Select 'Reschedule'.
4. Check the box 'I have received my product. Would like to schedule the service'.

Can installation be done at a different address?

Installation services can only be provided at the location where the product was delivered.

Why hasn't my product been installed yet?

Please check in the Product details page if your order is eligible for installation. If yes, please select **Get Product Support (GPS)** option against the purchased product on **Your Order page.**

How do I contact the assigned technician?

Generally, the technician details are shared with you within 4 hours of the scheduled slot.

You can reach out to the service provider using the contact information provided on the product detail page for technician's details, or check your SMS and email notifications.

Note: In some cases, you might have to select the installation message to get more information regarding the service and the service provider.

Frequently Asked Questions about Extended Warranty

What is Protection Plan?

Protection Plan, also commonly referred to as Extended Warranty is a Service Agreement that replicates and extends the manufacturer's warranty on your product by a specified period. It effectively transfers the financial risk of product break down from the buyer of the Extended Warranty to its provider. In event of the covered product breaking down functionally, the provider of the Extended Warranty undertakes the repairs of the product as per the terms specified in the Extended Warranty.

Why should I buy a Protection Plan?

Manufacturers provide warranty on their products for a very limited period of time. After that period is expired, you are at risk of spending thousands if your product fails and needs repair or replacement. With an extended warranty plan, you can extend the length of warranty to the term of your choosing and protect yourself from spending thousands in the event your product fails owing to manufacturing or workmanship defects.

With an extended warranty plan, you can extend the length of warranty by a further Six (6) or Twelve (12) months (as per plan selected) and protect yourself from spending thousands in the event your product breaks down.

Where can I view and purchase protection plans?

1. On Product Display Page: Once you are on the Display page of the product you wish to buy, you can find the protection plans in different places depending on which experience you are exploring on: a. App b. Desktop.

App Version: For all categories, on the product display page, please scroll down and navigate to the widget which says "Protect your Device/Appliance" based on the product category. Clicking on it will open multiple cards hosting the available options of the protection plans. The services hosted here are offered by multiple service providers, details of whom you can find once you click on any card.

Desktop version: In the box right above the Add to Cart button, you can see 'Add a Protection Plan' section which has the available options with a tick box button in front of each to select. You can click on any plan to see additional details of the plan including the provider's name.

How are these service plans surfaced on the widget?

Amazon displays a service plan to show up in the widget taking into account a variety of factors including customer actions such as ratings, and information about the service plan such as price, coverage value for the repairs, number of repair claims allowed, availability of multiple modes of claim, speed of claim fulfilment and ease of the claim processing through intuitive in-app journey.

2. Other offers on Product Display Page

You can also explore plans from other service providers other than the ones offered on the product DP. These are relevant to the product you are exploring. You can click on the link 'Know more and explore other offers' listed right below the Warranty cards. Here, you will get the option to select the type of plan you want to explore - Extended Warranty or Total Protection Plan. Clicking on either will show you all the available options for that plan type from other service providers, which you can add to cart and check out along with the product.

3. Search and browse on Amazon.in

Apart from the options above, you can also enter your key words into the search box on Amazon.in and search for a service.

What are the different types of protection plans available to purchase on Amazon.in?

Based on the product category and availability, you will be able to buy the below types of protection plans:

Extended Warranty - Extends the manufacturing warranty and covers all manufacturing defects that are covered by the manufacturer. Coverage begins after manufacturing warranty coverage ends.

Total Protection Plan - Covers External accidental and liquid damage to the product which is not covered in manufacturer warranty. The coverage starts from the date of purchase of the device for the prescript tenure of the plan. There could be other protection plan types as well based on the category or the brand of the product, details of which can be found out by clicking on the plan name.

How do I activate my plan?

Customer has to purchase Protection plan along with the device only. Once the device is delivered, Protection plan gets activated automatically.

How can I view my Protection plan details?

You will find the purchase history of protection plans in Your orders section. The detailed Terms & Conditions of the plan will be emailed to you within 48 hours of the plan purchase which you can refer for any future claims.

Can I cancel the plan after purchasing it?

Extended warranty is a Non-returnable product on Amazon. In-case you return the base product in the return window, you can opt for a return-less refund during that window by going on the extended warranty product in 'Your Orders' section.

How do I raise a claim in case of a damaged item?

You will need to open the respective product (such as Mobile, TV etc) tab in 'your orders' section and go to the get product support option. You will get an option to 'schedule service' which will guide you step by step on successfully raising the claim. The process is completely paperless.

Will I need to provide any documents when raising a claim?

Yes, you will be required to share certain documents based on the service provider requirement such as images of the damaged/defective product and Amazon invoice. You will also need to answer a few basic questions on details of when and how the damage occurred after which your claim will be raised successfully.

How can I escalate if the Protection plan seller denies the service?

The service claim requests are handled by sellers of the protection plans and they will resolve you request within the pre-defined time. In case you face any challenges such as support denial, or delays in product support, you can connect with Amazon customer service and we will convey the concerns to the seller to expedite resolution.

Subscribe and Save Subscription FAQs

How can I create a Subscribe & Save (SnS) subscription?

See Order a Subscribe & Save Subscription to create a subscription.

What additional savings will I get with SnS?

You will get a 5% discount on your first delivery of the subscription. From the next month's delivery, you will get a 5% discount when 1 or 2 subscriptions arrive on the monthly delivery day and a 10% discount when 3 or more subscriptions arrive on the monthly delivery day.

Note: If you are not an Amazon Prime member and have subscribed to 3 or more items and 1 or more of those are diapers, you will get 5% discount on diapers and 10% on other items, at the time of checkout.

What will be the Subscribe and Save discount applicable if I have a mix of diaper subscription and other item subscriptions?

If you're not an Amazon Prime member and you have 3 or more subscriptions scheduled for the same delivery date, you'll get 5% discount on the diaper items and 10% discount on the other items. Even if you have 3 different diaper subscriptions, you'll be eligible only for 5% discount on them.

Note: If you are Amazon Prime member, you will save 10% on all diaper subscriptions, irrespective of the number of items subscribed.

How can I pay for my Subscribe & Save auto-deliveries?

Subscribe & Save AutoPay: Automatic payments is the only mode of payment supported for your Subscribe & Save orders. You can set up automatic payments on select debit cards, credit cards or Amazon Pay UPI. Please set up AutoPay and check the status of your AutoPay here.

When will I get the delivery of the items to which I have subscribed?

As soon as you create your first subscription, the items you've ordered will ship immediately with free standard shipping. Your order will be delivered to you on or before the estimated delivery date on your order. This delivery date will automatically be set as the delivery date for future deliveries of the subscribed items, unless you manually change it. You can select a frequency (1 to 6-month intervals) for every item. Automatic orders will be created on the monthly delivery day based on the frequency set.

What if I need an item delivered sooner than the monthly delivery day?

1. Go to Your Subscribe & Save Items.
2. Hover the mouse on the required item subscription, click **Edit**.
3. In the pop-up that appears click **Need this item right away?**.
4. With this option, shipping fee may be applicable on the item shipped. The free shipping only applies to Subscribe & Save items that are delivered on the monthly delivery day.

Note: The free shipping only applies to Subscribe & Save items that are delivered on the monthly delivery day.

How can I change my Subscribe and Save subscription details such as frequency, delivery or payment method?

See [Change Your Subscribe & Save Delivery Day](#) to change the delivery frequency, payment method or shipping address of your subscriptions.

How can I skip a delivery or cancel my subscription?

See [Skip Your Next Delivery](#) to skip a delivery and see Cancel your Subscribe and Save Subscription to cancel your subscription.

Once I create a subscription, will I get all future orders at the same price I subscribed for?

The seller reserves the right to change the price at any time. The price applicable to your subscription order is based on the price of your Subscribe & Save items on the day your order is generated. If an item has already been shipped before the price changed, you'll need to pay according to the old price for that item on that order.

Subscribe & Save Terms & Conditions

Benefits

The Subscribe & Save benefits discussed on the [Subscribe & Save details page](#) and [Frequently Asked Questions](#) page are part of these Terms. Amazon reserves the right to change the Subscribe & Save benefits at any time in its sole discretion. All changes will apply to future orders, including for current subscriptions.

Some of the offer details may change as you receive deliveries over time (for example, prices offered by sellers, taxes, availability).

Your Subscribe & Save subscription will be placed with the seller identified for the offer to which you subscribe, and until you cancel will automatically create a new order with that seller according to your chosen delivery schedule. Notwithstanding the foregoing, you agree and acknowledge that your orders may be fulfilled by other sellers in the event the seller identified aforesaid is unable to fulfill your orders.

We may, in our sole discretion, terminate your subscriptions at any time without notice. If we do so, you will only be charged by sellers for orders that have been shipped to you.

Eligible Purchases

Subscribe & Save benefits are limited to items displaying the Subscribe & Save offer message and the seller indicated in the offer message. To see a full list of eligible items, visit https://www.amazon.in/subscribeandsave. Subscribe & Save is only available to customers shipping to addresses in India. Your participation in the Subscribe & Save program is personal to you, and you may not assign or transfer your Subscription or any of the benefits to any third party without our authorization.

Subscribe & Save subscription promotions in effect apply only to eligible items displaying the offer message on the Subscribe & Save item information pages, and then only if you select the Subscribe & Save delivery method. Special limited time subscription promotions only apply during their effective dates.

All returns under Subscribe & Save are subject to the Amazon.in Returns policy.

Payment; Renewal

Pay on Delivery (POD) and Amazon Pay balance are the available payment methods you can use to pay for items delivered as part of your Subscribe & Save subscriptions. If your payment method for a subscription is Amazon Pay balance, we'll charge your Amazon Pay balance at the time of shipping, after the 'Last date to update this order' displayed in Your upcoming deliveries. If the Amazon Pay balance is insufficient at the time the amount is charged, we'll ship your order with Pay On Delivery as the payment method for the entire order. In such cases, we will not charge your Amazon Pay balance. You can pay for Pay on Delivery orders by cash at all locations and by credit or debit cards in select locations. Please check with the delivery associate if you can pay by credit or debit cards.

Agreement Changes

We may, in our sole discretion, change these Terms, Amazon.in's general Conditions of Use and Privacy Notice, as well as all other applicable terms, conditions, limitations and requirements on the Amazon.in website, without notice to you. If any change to these terms is found invalid, void, or for any reason unenforceable, that change is severable and does not affect the validity and enforceability of any remaining changes or conditions. YOUR CONTINUED PARTICIPATION AFTER WE CHANGE THESE TERMS CONSTITUTES YOUR ACCEPTANCE OF THE CHANGES. IF YOU DO NOT AGREE TO ANY CHANGES, YOU MUST CANCEL YOUR SUBSCRIPTIONS.

Used products - Frequently Asked Questions

1. **What are Used products?**
   These are products that may have been in possession of other customers prior to being put up for sale on Amazon. These include products that are Open Box, Refurbished, as well as products with some signs of usage. Used products are further classified into various Offer Conditions based on their physical appearance, functionality, age, etc. Click here to know more about these Offer Conditions and their descriptions.

2. **What categories offer Used products on Amazon.in?**
3. We currently offer Used products in books, mobiles, tablets and laptops .

4. **How do I search for a Used product on Amazon.in?**
   You can also search and filter the results based on **Conditions**, so only used products are displayed.

5. **What is the return policy on Used products?**
   The return window for all used products is same as new products. Please check our returns policies.

6. **How long will it take to deliver a Used product?**

Delivery timelines for these products are the same as any other new product sold and fulfilled by sellers on Amazon.in.

7. **Is there a manufacturer warranty on these products?**
All Used products with a manufacturer warranty must be classified under the Offer Condition "Refurbished" by the Seller on Amazon. Only products that carry a manufacturer warranty can be classified as Refurbished. Used products under any other Offer Condition may or may not carry a Seller warranty. In case such a warranty is applicable it will be called out in the detailed description of the offer.

8. **Are all relevant accessories included with these Used products?**
All Offer Conditions, other than "Used - Acceptable" automatically imply that the Seller has included all the accessories that were a part of the original product. In case the Offer Condition is marked "Used - Acceptable" the Seller will usually call out any missing accessories in the description of the Offer.

9. **How to determine the Used product condition?**
The seller will include an unbiased note on the condition of the Used product. This information will be seen in the details of each offer. Each Used product will also be classified under one of the Offer Conditions by the Seller before listing. Please check these Offer Conditions and their descriptions.