



Dear Channel Partner,

**Subject: Important update regarding the guarantee and warranty coverage**

We would like to bring an important update to your attention. We, Ferrolì Heating (South Asia) Private Limited, are in the process of closing our domestic business operations in India. In view of this, effective from **October 20, 2023**, one of our group companies will be undertaking and providing guarantee and warranty coverage as stated in the guarantee terms attached to the user manuals / instruction manuals of the various products (**Guarantee Terms**), either by itself, or through its authorised service provider(s). Accordingly, the references to "Company" or "Ferrolì" in the Guarantee Terms shall, on and from the Effective Date, mean and refer to Ferrolì Heating Equipment (China) Company Limited (**Ferrolì China**).

Please see below the contact details of Ferrolì China:

**Ferrolì Heating Equipment (China) Company Limited**

Address: No.9 JianSheDongLu,  
Taoyuan Economic Development Zone  
He Shan Guang Dong,  
Jiangmen, China – 529725

Website: [www.ferrolì.com.cn](http://www.ferrolì.com.cn)

Helpline number: +86 400-100-0188

E-mail: [service@ferrolì.com.cn](mailto:service@ferrolì.com.cn)

At present, Ferrolì China has appointed M/s Ferrocure Services (**Ferro Care**) as its authorized service provider, to undertake and provide the aforementioned guarantee and warranty coverage detailed in the Guarantee Terms. Please see below the contact details of Ferro Care:

**M/s Ferrocure Services**

Address: No 805B, Desai Radiant, 4<sup>th</sup> Cross Road,  
Vijaya Nagar, Whitefield,  
Bangalore Urban,  
Karnataka – 560066

Helpline number: +91-9611279104

E-mail: [ferrocureservices@gmail.com](mailto:ferrocureservices@gmail.com)

Please be rest assured that the quality and performance of our products remain our utmost priority.

Cont.



In case you have any concerns or require any clarifications, feel free to reach out to Ferroli China's or Ferro Care's support team at the contact details mentioned above.

Once again, we would like to extend our heartfelt appreciation for your trust in Ferroli.

For and on behalf of **Ferroli Heating (South Asia) Private Limited**

A handwritten signature in black ink, appearing to read "L. K. Mediratta". The signature is written in a cursive style with a large initial "L" and "M".

**L. K. Mediratta**  
Country Manager