Super-Efficient Air Conditioner Programme (SEAC)

Frequently Asked Questions (FAQs)

1. **About Indian Cooling Action Plan and the objective of Super-Efficient Air-Conditioner deployment**

   Indian Cooling action plan basically provides a roadmap of cooling demand how will it increase in the future and how will it be going to affect the power demand. As per current scenario, India has one of the lowest penetrations of air conditioners across the world today (with only 8% Indian households) but this is all set to change given the rising per capita income, rapid urbanisation and increase in cooling degree days.

   While this soaring demand for space cooling is a critical developmental and social imperative, it also represents one of the largest ends–use risks to climate. To improve lives and achieve climate targets, climate friendly ACs that are both energy efficient and use climate friendly refrigerants are the need of the hour.

   According to the "India Cooling Action Plan (ICAP)", the aggregated nationwide space cooling requirement, in Tons of Refrigeration (TR), is projected to grow around 8 times i.e. from 130 Million TR in 2017-18 to nearly 1000 Million TR by 2037-38.

2. **Programme Objective?**

   The objective of EESL's Super-efficient AC Programme is to provide energy efficient affordable cooling for all at the most affordable price.

3. **Who are the programme partners?**

   This programme is being implemented by EESL with the support of international partners namely Asian Development Bank (ADB), United Nations Environment Programme (UNEP) and Global Environment Facility (GEF).

   M/s Voltas Ltd is the OEM partner for this programme selected through an International Competitive Bidding (ICB) process.

4. **What is a Super-Efficient AC?**

   As per Bureau of Energy Efficiency (BEE)'s standard & labelling programme, a 5-star AC in the year 2020 has an ISEER (Indian Seasonal Energy Efficiency Ratio) of 4.5. EESL's offers inverter split ACs with 5.4 ISEER rating that includes eco-friendly refrigerant, these ACs are typically denoted as Super-efficient ACs due to its superior efficiencies.

5. **What is an inverter air conditioner? Is it more efficient than a conventional air conditioner?**

   An inverter air conditioner works on a variable speed compressor which does not switch on and off like regular ACs. Rather than depending on the heat load of the room, it varies its speed and achieves the desired temperature with lesser power consumption. EESL's Super-Efficient Inverter ACs are powered with steady cool inverter compressor that gives faster cooling and more saving. Hence, it is more efficient than a conventional inverter compressor.

6. **What is the difference between Inverter and non-inverter Air Conditioner?**

Non-Inverter Air-Conditioner have fixed cooling capacity and operates on the basis of start and stop of compressor. When the compressor is on, there is no variation in its power consumption. Further, the power consumption is high every time compressor starts. However, on the other hand, in the inverter ACs, cooling capacity can be adjusted by varying the frequency of power supply to the compressor. The compressor never cuts off and power consumption is low as compared to a non-inverter Air conditioner.
In the case of non-invertor AC the temperature varies due to abrupt ono-off operation whereas on the other side an invertor AC is able to maintain constant temperature due to variable speed.

7. What is ISEER rating for air conditioners?

The Bureau of Energy Efficiency (BEE) introduced a new star rating regime for all ACs from January 1, 2018. Denoted as the Indian Seasonal Energy Efficiency Ratio (ISEER), this rating regime factors in the variance in higher temperatures and different climatic zones in India, and then rates ACs accordingly. It measures energy efficiency of ACs based on a weighted average of the performance in outside temperatures.

8. How to calculate ISEER rating?

Under the BEE S&L programme, a standard sheet has been developed to estimate the ISEER rating of any AC. One has to calculate the full load cooling capacity & power and half load cooling capacity and power of respective AC and fill up the same to obtain the ISEER values. For residential customers the estimation considers 1600 hours of operation for 200 days per annum.

9. What is the electrical consumption of an air conditioner per month?

Estimated Electrical Consumption = Input (kW) x No. of hours used x No. of days per month x Current Utility Rate

10. How much area can a 1.5 Ton split AC cool?

A 1.5 ton split AC is an ideal choice for rooms measuring up to 13 − 14.8 square meter, depending on the location, facing direction, floor type, etc. Apart from this, the star rating plays major role in power consumption to cool the same area compared to low energy efficient AC. Higher ISEER means lower power consumption and vice-versa.

11. What is the model number of the ACs which are being sold under the programme?
The ACs which are currently sold under the programme bears a MODEL NUMBER: 4502822/ 2020.

12. Who is eligible under the scheme?
All residentials can opt for this scheme except the residentials of J&K, Laddakh, Lakshadweep, Andaman & Nicobar, Dadar & Nagar Haveli, North-eastern states of Indian Territory. However, the consumer can also checkto enter the name of the city on the registration portal to verify if he/she is eligible under the scheme. The program will be rolled out pan India in a phased manner. Institutional Customers may write to us on mart@eesl.co.in.

13. What is the duration of this scheme?
The scheme is valid till 31st December 2020.

14. **What is the Star rating of AC?**

Star rating is a concept which has been introduced by the Bureau of Energy Efficiency (BEE) under Standard and Labelling Programme to denote the energy efficiency of any product. BEE provides the star rating from 1 star to 5 star as per the efficiency of the product, with 5 star being the most efficient.

15. **What is TR significance in AC?**

TR stands for Ton of Refrigeration and is a standard unit used to define the cooling capacity. 1 TR is defined as the heat removal rate so as to freeze 1 ton (1000 kg) of water at 0°C into ice at 0°C in twenty-four hours.

16. **What is EER?**

EER stands for Energy Efficiency Ratio. It was used for star rating of Air Conditioner till 2017 for non-inverter AC Since 2018 all the ACs are rated ISEER and not EER.

17. **What is Dry Service of ACs?**

Dry Services includes removing & cleaning the filters with water, cleaning the indoor drain tray, cleaning the outdoor unit with blower, pre & post cleaning checking the room & grill temperature

18. **What is Wet Service of ACs?**

Wet services include, washing and cleaning of filters, washing and cleaning of indoor cooling coils, cleaning of blower wheels and blades, cleaning of indoor cooler drain tray, cleaning of water condensation drainage system, inspection of the AC unit to check for any leakages in the coils and drain pipeline, reinstalling of indoor cooler units. The wet service may include cleaning with pressurized water and may cost additional to a customer.

19. **What star rating is ideal for my room?**

Considering that AC use is energy-intensive, users should buy a high star-rated AC if they plan to use it for many hours on a daily basis. Buying a higher star rated AC would help to lower the units of electricity consumption over time. Over its life-cycle, the higher ISEER pays off the investment and results in savings. The savings will be higher for commercial and industrial applications due to high operating hours..

20. **What is turbo mode of AC?**

The Turbo Mode in the AC delivers higher air flow with its unique louvre design to help cool the room faster with no hot spots in a short period. The compressor works more to cool the indoors quickly and hence power consumption is higher on turbo mode and must be used wisely.

21. **What is sleep mode of AC?**

The sleep mode maintains a comfortable temperature by cutting excessive cooling and power consumption, so you sleep comfortably all night.

22. **What is e-saver mode of AC?**

This optimizes the power consumption saving your electricity bills.

23. **How can I purchase the EESL's super-efficient AC?**

You can purchase super-efficient AC through a dedicated web portal www.eeslmart.in

24. Can we get EESL's SEAC from local dealers?

No. Currently these ACs are available in our online platform EESLmart.in. But we are in talks with few brick & mortar dealers to display our products. Details of these dealers will be made available once we have reached an agreement.

25. Are EESL taking orders from institutional clients?

Yes, institutional clients are one of the biggest clients of this programme in terms of orders received and additional services opted.

26. In which mode these SEACs are available for consumers?

For retail customers, the orders can be placed on the official website www.eeslmart.in by using debit/credit/netbanking modes. On Saturdays, a retail customer can avail a discount of Rs 1000/- using HDFC bankcards. Commercial/institutional or clients with large/bulk orders the proposal is submitted based on the inventory and detailed information on service, turn around time and warranties are provided.

27. What is the life of a EESL super-efficient AC?

The life of EESL SEAC is 10 years when operated in standard conditions as prescribed by the OEM. However, the local conditions prevail.

28. What are the various option available for Payment in the EESLmart portal?

Credit Card, Debit Card and Net Banking

29. Is Cash on Delivery is available on Air Conditioner?

No, this option is not available as of now and no plans to implement in near future.

30. Is Windows AC being available?

No, during this phase only split invertor AC of 1.5 TR Voltas make is being rolled out.

31. Is 1 TR and 2 TR ACs available?

No, only 1.5 TR of Split AC is available under this scheme and there are no other sizes available.

32. What is covered under the Standard Installation of Air Conditioner?

The Standard Installation includes 3-meter copper pipe, 3-meter electrical cable, 3-meter Drain Pipe, hole drilling and making pipe route. For details on standard installation, kindly click on https://eeslmart.in/Policy/Installation

33. What is the cancellation policy of super-efficient AC?

Any registered user, after doing the necessary payment, may cancel his order within 12 hours from the time of check out from the portal. For more details on cancellation policy, kindly click on https://eeslmart.in/Policy/CancellationRefund.

34. What is the return policy of super-efficient AC?

Product can be returned within 7 days from the date of delivery. Returns will be accepted only if the product received is not as described, defective, damaged or not working when reviewed. For more details on return policy, kindly click on https://eeslmart.in/Policy/ReturnPolicy and the OEM website. The booklet provided with the AC provides further information on the same.

35. What is the warranty of EESL's Super-efficient AC?

Standard warranty is 5 years for complete unit and 10 years for compressor only. For more details on the warranty, kindly click on https://eeslmart.in/Policy/Warranty

36. What is included in the warranty of Super-efficient AC?

Two preventive maintenance services are included in 1-year warranty. One Dry and One wet services are included in warranty; all the manufacturing defects are covered under warranty. Preventive maintenance charges from 2nd year to 5th year need to be borne by consumer on prevailing prices. For more details of warranty kindly click on https://eeslmart.in/Policy/Warranty

37. What is Comprehensive Annual Maintenance Contract (CAMC)?

CAMC is applicable for institutional clients only. CAMC is inclusive of services charges for two preventive maintenances. Preventive maintenance is inclusive of one dry and one wet service. All manufacturing defects are covered under warranty. CAMC will be provided by EESL after post standard warranty of 1 year to institutional clients. CAMC is inclusive of project management consultancy (PMC) fees.

38. What are the additional features of Air Conditioner?

100 % copper construction for condenser coil with anti-corrosive coating, High – ambient design suitable for operation upto 52 degree Centrigrade, no derating/same cooling even at 43°C, LED temperature display and self-diagnosis option on the indoor unit, Wide operating voltage range (145V-270V), Auto Restart

39. Is voltage stabilizer is required for operation of Super-efficient AC?

It is not recommended by the OEM.. The It has built-in internal feature to protect from sudden change of voltages. However, for areas where frequent fluctuations occur it is recommended to install voltage stabilizer.

40. Is this product being available on the market?

The product is specifically launched by the EESL and not available in open market. This is a premium product and at special price. However, this AC is being made available on select dealers of Voltas in prominent cities. penetration of such ACs and is developing an ecosystem for such products.

41. Which type of refrigerant is in super-efficient AC?

The refrigerant used in this AC is R32 (Eco Friendly). This refrigerant has low GWP and zero ODP.

42. **Is your product available on any other e-commerce website?**
    No, this product is only available via www.eeslmart.in only.

43. **Which type of compressor is installed in super-efficient AC?**
    High EER twin rotatory, BLDC

44. **How to book my product for services after purchase?**

    Call on our service partner toll free number: - 1860-599-4555/9650694555, you can also write us on: mart@eesl.co.in or fill up the complaint resolution form on eeslmart.in

45. **How to book a complaint if my super-efficient AC stops working?**
    Call on our service partner toll free number: - 1860-599-4555/9650694555, you can also write us on: mart@eesl.co.in or fill up the complaint resolution form on eeslmart.in

46. **How much days required to deliver the product after the booking?**
    For retail consumers, it will take 3 days in TierR-1 cities and 7 days in rest of the cities and for institutional client depending upon the order size, it may take up to 30 days. Due to unforeseen situations such as COVID-19 the supply, delivery and installation may be impacted.

47. **Where are your services are available?**
    We are providing our services on across pan India. The delivery of services varies accordingly.

48. **How much time it will take for the complaint resolution?**
    It will take 48 hours to resolve the complaint raised by the customer through our registered customer care toll free number/email/complaint resolution form. The minor faults will be resolved within 24 hours after attending the complaint. The Major faults will be resolved within 48 hours after attending the complaint.

49. **How to get the GST Credit Invoice?**
    After purchasing the AC from eeslmart.in, Kindly send your details (like GSTIN, Billing address, Email ID and Phone Number) with order ID on mart@eesl.co.in. We will generate an invoice for GST and the same will be shared with you.

50. **What is the procedure for filing a complaint?**

    Customer can write to us at mart@eesl.co.in or may visit http://support.eeslindia.org/. Customer can call us at 1800-180-3580