



FAQs – Energy Efficient Products Scheme

Q.1 What is Energy Efficient Product Scheme?

Ans. Tata power-DDL in collaboration with multiple Original Equipment Manufacturer (OEM) is promoting discounted below mentioned Energy Efficient products. Under this scheme customer is eligible to purchase any number of:

Brand	Products	Price (Rs.)
Crompton	9W LED Bulb	50
	12W LED Bulb	90
	20W Tube light	120
	28W BLDC Fan	3200
	35W BLDC Fan	3000
Surya Roshni Ltd	10W LED Bulb	60
	12W LED Bulb	90
	20W Tube light	130
	28W BLDC Fan	2800

Q.2 Where and when can the Energy Efficient Products be purchased?

Ans. Customer can get these products at all District Customer Care Centers between 10.00 AM to 3.00 PM on Monday to Friday and 10:00 AM to 12.00 PM on Saturday (except public holidays).

Q.3 How will the Lighting scheme benefit me?

Ans. Energy-efficient bulbs use up to 80–90% less power than incandescent bulbs while giving the same brightness. Following are the key benefits of using Energy Efficient LED bulbs:

- Lower Electricity Bill
- Longer Life Span
- Reduce Carbon Emissions
- Instant Brightness

Q.4 Why to opt for BLDC Fan?

Ans. A BLDC ceiling fan is a modern, energy-efficient alternative to conventional fans offering substantial power savings, quiet operation and better performance.

- Traditional Ceiling fans run on AC motors. Yet, fans with BLDC technology use brushless DC engines that cut power consumption by approx. 65%.
- BLDC fans maintain high torque to secure high-quality performance.
- An induction motor has carbon brushes that create friction, which creates noise. A BLDC fan has zero friction, hence creating minimal noise.



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Q.5 Can Customer avail EEP on EMI?

Ans. No, as there is no EMI provision.

Q.6 What is Tata Power-DDL AC Scheme?

Ans. Tata Power-DDL in association with Voltas is providing a discount-based scheme **with or without Replacement of Old AC for all the customers**. Exclusive Discount up to 49% on MRP & price of AC purchased under Replacement Scheme includes old AC buyback price of Rs 4000 along with BEE 5 Star rated AC.

Customers as per their requirements can register AC of their choice online. To know more & register, click on <https://www.tatapower-ddl.com/dsmportal/applyacscheme.aspx>.

Q.7 What if the customer loses its invoice/receipt in the span of warranty year?

Ans. To avail the warranty, customers must keep the invoice receipt in their safe custody. The LED bulbs and Tube lights shall be replaced within product-specific warranty period against the original invoice with their respective brands by visiting Customer Care Centres

Q.8 What if any Energy Efficient Product found defective?

Ans. Customer must carry original copy of invoice issued at the time of purchase of the product for replacement of these products at any of the Tata Power-DDL distribution counters operating at District Customer Care Centre. The product will be replaced only if it falls under the warranty period.

The warranty for all products shall be rendered null & void:

- If the product is altered, damaged, dismantled or rectified.
- If the guideline is not followed while installation and usage
- If the product is burnt out due to loose connection/improper wiring and overload (load was more than the product rating).

** For after sale services of BLDC fans, please contact the respective OEM for details refer next question.*



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Q.9 Who is responsible for ensuring performance and service of Energy Efficient Products?

Ans. The respective OEM will be sole responsible for the products under their respective schemes. Customer shall contact the respective OEM for any query or complaint as per their convenience. Customer can refer below details:

OEM DETAILS	
Crompton (LED Bulb, Tube light, BLDC Fan)	9871219075/ 1800-419-0505
Voltas (AC- Window and Split)	9311056189/ 9311056689
Surya Roshni Ltd (LED Bulb, Tube light, BLDC Fan)	1800-102-5657