

1. What is the difference between Saregama Carvaan and Saregama Carvaan (the premium variant)?

Carvaan comes pre-loaded with 5000 evergreen Hindi songs and has the following features:

- a. 4 modes – Saregama, USB, FM and Bluetooth mode
- b. Saregama mode is further categorized into Artistes, Moods and Geetmala and has 80+ stations

Carvaan (the premium variant) comes along with all the features of Saregama Carvaan, in addition offers the following:

- a. Increased number of music stations – from 80+ to 130+
- b. Songs playing under Artistes, Specials and Geetmala can be marked as Favourites
- c. App support to browse through the songs in the unit; additional support to search a specific song or create a playlist
- d. Addition of two new modes – AM and Aux In

2. Tell me more about the Saregama Carvaan app.

The 'Saregama Carvaan' app is to be used along with the Carvaan (the premium variant) music player. This app enables you to browse through the library of 5000 old Hindi songs that is pre-loaded on the Carvaan (the premium variant) unit. In addition, the app allows you to search for your favourite song or even create playlists of your choice.

3. How do I power on/ off Saregama Carvaan (the premium variant)?

To power on/ off Carvaan (the premium variant), press the power button on the top right hand corner.

4. What are the different colour variants available in Saregama Carvaan (the premium variant)?

Currently, Carvaan (the premium variant) is available only in Royal Blue colour.

5. Can I answer phone calls via bluetooth on Saregama Carvaan (the premium variant)?

There is no call answering feature. Carvaan (the premium variant) supports only Bluetooth pairing and music streaming via the Carvaan (the premium variant) speakers.

6. How can I play music stored on my personal device (mobile phone/ tablet) on Saregama Carvaan (the premium variant) speakers?

You can play music stored on your mobile phone/ tablet on Saregama Carvaan (the premium variant) speakers by either Bluetooth or plugging in an Aux cable in the Aux In port on the back panel of Carvaan (the premium variant).

If you are using an Aux cable, please switch to Aux In mode on your Carvaan (the premium variant) by pressing the USB/AUX In mode button twice.

7. What are the different modes available on Saregama Carvaan (the premium variant)?

Carvaan (the premium variant) has 4 modes i.e. Saregama mode, Bluetooth mode, FM/AM mode and USB/Aux In mode. To switch to any of these modes, press the corresponding button on Carvaan (the premium variant).

Here's a quick summary of what you can look forward to in each of these modes:

- **Saregama Mode:** Enjoy 5000 pre-loaded songs from the Saregama catalogue spanning across categories like Artistes, Specials and Geetmala
- **Bluetooth mode:** Stream songs on your personal devices like mobile phone, tablets via Bluetooth to Carvaan (the premium variant)
- **FM/AM mode:** Tune in to local FM/AM channels.
 - FM is the default mode. You have been provided with an external antenna along with your Carvaan (the premium variant). Plug this antenna into the Aux In port for an even better quality of reception of the FM channels
 - To tune into AM, use any of the following options:
 - If you are already in FM mode, press FM/AM button again to start AM
 - If you are in any other mode, press FM/AM button twice
- **USB/Aux In mode:** Plug your pen drive in to Carvaan (the premium variant) to enjoy your personal collection of MP3 songs. You can also connect an Aux cable in the Aux IN port on the back panel of Carvaan (the premium variant) to play songs from your phone/tablet.
 - USB is the default mode
 - To tune into Aux In mode, use any of the following options:
 - If you are already in USB mode, press USB/Aux In button again to start AM
 - If you are in any other mode, press FM/AM button twice

When you power on Carvaan (the premium variant) for the very first time or reset it, it will automatically be set to the default mode i.e. Saregama mode.

8. How do I navigate Artistes, Specials and Geetmala categories in Saregama mode?

When you switch to Saregama mode, by default one of the stations from the Artistes category will start playing automatically.

To switch to another category (Specials/ Geetmala), press the corresponding category button.

To change stations within a category, turn the station selector dial left/ right.

Here's a quick summary of the music that you can enjoy within each category:

- **Artistes** - 50 music stations dedicated to bollywood legends like Kishore Kumar, Lata Mangeshkar, Amitabh Bachchan, Dharmendra, Rekha, Hema Malini, Javed Akhtar, Mohammed Rafi and others
- **Specials** – 30+ music stations covering themes and moods like Romance, Happy, Ghazal, Mangeshkars, Kapoors, Songs with Dialogues Sad etc.
- **Geetmala** - 50 music stations spanning across five decades of the Geetmala Ki Chaon Mein collection by Ameen Sayani

9. I can see a big dial on Saregama Carvaan (the premium variant). What is it?

This dial is a station selector and allows you to switch between music stations.

Here's how you can use the station selector across different modes:

- **Saregama mode:** turn left/ right to change music stations when within Artistes/ Specials/ Geetmala category
- **USB/Aux In mode:** turn left/ right to navigate across folders on the pen drive
- **FM/ AM mode:** turn left/ right to change to previous/ next FM/AM channel

Note: the station selector dial is disabled in Aux in mode and Bluetooth mode

10. I can see <> buttons. What is it?

<> buttons represent the previous/ next respectively.

Here's how you can use these buttons across modes:

- **Saregama mode:** go to previous/ next song
- **USB/Aux In mode:** go to previous/ next song in USB mode. These buttons are disabled in Aux In mode
- **FM/AM mode:** go to previous/ next FM/AM channel
- **Bluetooth mode:** <> buttons are disabled in Bluetooth mode.

11. How do I change the volume on Saregama Carvaan (the premium variant)?

There is a volume dial on the right side of Carvaan (the premium variant). Move the dial up/ down to change the volume. You can also use the remote that comes along with Carvaan (the premium variant) to change the volume. Alternatively, if you are playing music on Carvaan (the premium variant) using the Saregama Carvaan (the premium variant) app, you can use the volume button on your handset to change volume.

12. What information is shown on the display panel?

Here's the list of details shown on the display panel:

a. Mode indicator

- **Saregama mode:** the panel shows the name of music station and name of the song that is currently playing
- **Bluetooth mode:** Bluetooth indicator on the panel will be displayed. In addition, you will also be able to see whether or not your Bluetooth device is currently connected to Carvaan (the premium variant)
- **USB mode:** the panel shows the folder name and song name that is currently playing
- **Aux IN mode:** the panel shows 'AUX In'
- **FM/AM mode:** FM/AM indicator on the panel will be displayed. You will also be able to see the frequency of the FM/AM channel that is currently being played

b. Battery

- Whenever Carvaan (the premium variant) is in use, the battery indicator will always be displayed on the panel

c. Favourites

- Any song marked as favourite, will be indicated with a 'Heart icon' on the display screen

d. App connected

- If the user is playing songs on Carvaan (the premium variant) through the Carvaan (the premium variant) app, the display screen will show as 'Playing from app' and the song name

13. What happens if I press the reset button?

When you press the reset button, Carvaan (the premium variant) will be set to default factory settings.

In this case, you will need to re-pair your Bluetooth device and choose the category/ station, you would like to listen to. The songs you have marked as favourites will be removed from the 'Favourites' station.

14. There is a light indicator next to the power button with a battery icon. What is it?

The light indicator turns on when Carvaan (the premium variant) is being charged. This light is automatically turned off when the battery is fully charged.

15. How do I pair my mobile phone via Bluetooth to Saregama Carvaan (the premium variant)?

To pair your mobile phone to Carvaan (the premium variant), follow the steps below:

- Press the Bluetooth mode button on the Carvaan (the premium variant) unit
- On your mobile phone, turn on Bluetooth. Select 'Saregama Carvaan (the premium variant)' from the list of available bluetooth devices
- Your mobile phone will now get paired automatically with Carvaan (the premium variant)

Once your mobile phone is paired, the display panel on Carvaan (the premium variant) will show 'BT Device Paired'.

Please note:

At any given time, you can pair only one device with Carvaan (the premium variant)

16. I have connected my mobile phone and Saregama Carvaan (the premium variant) unit. However, I am unable to play songs through the Saregama Carvaan app on my unit. Why?

If you have connected your mobile phone and the Carvaan (the premium variant) unit, ensure that you are in Saregama mode and not Bluetooth mode to play songs via the app on your unit.

17. I am in Bluetooth mode. Can I stream songs from Saregama Carvaan (the premium variant) to my mobile phone?

You can only stream music from your phone, laptop or any other Bluetooth enabled device to Carvaan (the premium variant).

18. How do I listen to songs stored on my pen drive on Saregama Carvaan (the premium variant)?

To play songs from your pen drive on Carvaan (the premium variant), follow the steps below:

- Plug your pen drive into the USB port on the back panel of Carvaan (the premium variant)
- Press the USB mode button
- The first available song will start playing automatically
- To move across folders on your pen drive, turn the station selector left./ right

Please note:

- Carvaan (the premium variant) supports pen drive upto USB version 2.0
- You cannot play songs from external hard drives, mobile phones, laptops etc. on Carvaan (the premium variant). You can only play songs from pen drives with a storage capacity upto 64 GB

19. I am tuned into FM/AM mode on Saregama Carvaan (the premium variant). However, the reception of the signal is not too great. What should I do?

External FM reception depends on the strength of the signal in your area. If the location or area where you have kept the Carvaan (the premium variant) unit has a weak FM signal, there is a possibility that you may face interruption in FM output.

To improve reception, you can insert that external antenna that comes along with Carvaan (the premium variant) into the Aux In port on back panel of Carvaan (the premium variant).

We recommend that you do not put the unit on charge while listening to FM/AM as it will interrupt the signal.

20. How do I set FM/AM channels on Saregama Carvaan (the premium variant)?

To listen to an FM channel, follow the steps below:

- Press the FM/AM mode button
- The first available FM channel will automatically start playing
- To switch to another FM channel, turn the station selector left/right or press the < > buttons

To listen to an AM channel, follow the steps below:

- If in FM mode, press FM/AM button again to start AM. If in any other mode press FM/AM button twice
- The first available AM channel will automatically start playing
- To switch to another AM channel, turn the station selector left/right or press the < > buttons

21. Does Saregama Carvaan (the premium variant) come with a remote?

Yes. Carvaan (the premium variant) comes with a remote.

22. Please describe the functionality of the Saregama Carvaan (the premium variant) remote.

You can use the remote in the following instances:

- **Mode selection:** to select your preferred mode
- **Mark as favourite:** to mark any song under Saregama mode as favourite or unmark the song as favourite

- **Category selection:** to select your preferred category when in Saregama mode
- **Manage song payout:** to move to the next/ previous song or play/ pause the song
- **Volume control:** to increase/ decrease volume

23. Can I power on Saregama Carvaan (the premium variant) from the remote?

No. the remote does not allow you to power on/ off Carvaan (the premium variant).

24. Which batteries can be used in Saregama Carvaan (the premium variant) remote?

A CR2025 battery is used in Carvaan (the premium variant) remote.

25. Does the remote come in different colours?

No. The remote comes only in one colour.

26. Is there any warranty on the remote?

No. there is no warranty on the remote.

27. I have misplaced/ lost the remote. What should I do?

If you have misplaced/ lost the remote, you can order another remote from home website

28. Is there any warranty on the external antenna?

No. there is no warranty on the external antenna.

29. Can I buy only a remote?

Yes. However, remotes are compatible with select Carvaan (the premium variant) units only. If your Carvaan (the premium variant) came along with a remote when you purchased it, it will be compatible with a standalone remote that you buy from www.saregama.com

You can purchase the remote for 150 per unit. Shipping charge of Rs 100 will be levied separately.

30. I have bought an additional remote with no favourites button on it. However, it is not working with my Carvaan (the premium variant). Why so?

Your Carvaan (the premium variant) maybe the one which supports the app and has an Aux In port. The remote you bought is an older version and hence, not compatible with your Carvaan (the premium variant) unit.

31. How do I get the Saregama Carvaan app?

Use one of the options below for help with downloading the app:

- Go to Google Play store/ Apple App store and search for the 'Saregama Carvaan' app to download the app.

32. How do I connect the Saregama Carvaan app and the Saregama Carvaan (the premium variant) unit?

You can connect the app and the Carvaan (the premium variant) unit by following the steps below:

- a. Power on your Carvaan (the premium variant) unit
- b. Press the Saregama mode button
- c. Turn on the Bluetooth of your mobile phone and 'allow new connections' under the Bluetooth settings on your mobile phone
- d. On your mobile device, go to the Saregama Carvaan app
- e. Go to the 'Bluetooth Settings' tab on your app and press 'Carvaan app'
- f. The Saregama Carvaan app and the Carvaan (the premium variant) unit are connected

33. I tried to connect my Carvaan (the premium variant) unit and the Saregama Carvaan app on my phone. However, I am unable to connect. Why?

Your Carvaan may not be compatible with the app and hence, you are unable to connect the Carvaan (the premium variant) unit and the Saregama Carvaan (the premium variant) app.

34. How do I know if my Saregama Carvaan (the premium variant) unit is compatible with the Saregama Carvaan app?

All the Carvaan (the premium variant) units which are compatible with the Saregama Carvaan app, have mentioned so on the packaging of the unit and the manual that comes along with the unit.

Alternatively, if your Carvaan (the premium variant) unit comes with an external antenna and an Aux In port at the back panel of Carvaan (the premium variant) unit, the unit is compatible with the Saregama Carvaan app.

35. I have 2 Saregama Carvaan (the premium variant) units. Can I use the same app to control both the units?

Yes. The same app will work for both the units. To switch between units, follow the steps below:

- a. Open the app
- b. Go to Bluetooth setting under the left hand side menu
- c. Choose the Carvaan (the premium variant) unit you want to playout songs on and press 'Carvaan App'
- d. Song playout begins

Note: both your Carvaan (the premium variant) units need to be app compatible

36. I was playing music through the Saregama Carvaan app on the Saregama Carvaan (the premium variant) unit. I happened to press the Specials category button on the unit and the playout from the app stopped. How do I play again from the app?

If you have pressed any button on the unit, other than the next/ previous button, the song playout will start from the Carvaan (the premium variant) unit. To start playout from the app again, choose a song from the app and press play.

37. What are the size specifications of Saregama Carvaan (the premium variant)?

Here are the dimensions approx: 28.9 cm (L), 22.9 cm (H), 8.4 Cm (W)

38. What is the weight of Saregama Carvaan (the premium variant)?

The standalone weight of the Saregama Carvaan (the premium variant) unit is approximately 1.24 kgs.

39. What is the power of the speakers?

The power of Carvaan (the premium variant) speakers is 6 Watts.

40. Does Saregama Carvaan (the premium variant) have a slot for a micro USB card?

There is no Micro SD slot on Carvaan (the premium variant).

41. What is the battery and adaptor specification?

Carvaan (the premium variant) has a rechargeable Li-Ion battery with a capacity of 2200 mAh. Adaptor rating is 5V, 1A.

42. How do I charge Saregama Carvaan (the premium variant)?

Carvaan (the premium variant) comes along with a wall charger. Plug the adaptor into a power socket. Connect one end of the USB cable to the adaptor and the other end to the micro USB port on the back panel of Carvaan (the premium variant). Turn on the switch and Carvaan (the premium variant) will start charging.

It takes 2-3 hours to charge Carvaan (the premium variant) completely. Whilst the battery is being charged, you will be able to see a red colour light next to the power button. This light will automatically turn off when the battery has been fully charged.

A fully charged battery, should last for 5-6 hours of playout time.

You can also look at the battery icon on the display panel for an indication of how much charge is available on Carvaan (the premium variant).

If you wish, you can also detach the adaptor and plug the cable into an alternate USB port on your laptop, music system etc. to charge Carvaan (the premium variant).

Please note, you cannot use Carvaan (the premium variant) to charge any other device like a mobile phone/ tablet.

43. I have lost the charger that came along with Saregama Carvaan (the premium variant). Is there any other way I can charge the unit?

You can use a power bank or any mobile phone/ tablet charger that has a micro USB cable to charge Carvaan (the premium variant). Any charger compatible with an Android device can be used to charge the unit.

44. Can I use Saregama Carvaan (the premium variant) whilst it is being charged?

You can use Carvaan (the premium variant) whilst it is being charged. However, it may impact the FM reception. Plug this antenna into the Aux In port for an even better quality of reception of the FM channels.

45. How long does the battery last on single complete charge?

Once charged completely, enjoy 5 hours of playtime.

46. What does the warranty cover?

The warranty covers the following:

- a. 1-year warranty on all parts of the Carvaan (the premium variant). This includes repair, replacement of damaged parts and servicing

47. What if I lose my warranty card?

A warranty card is typically used to indicate the date of purchase. In case you lose the warranty card, you can provide us with original invoice for Carvaan (the premium variant).

48. I purchased Saregama Carvaan (the premium variant) online. No warranty card has been issued to me. Can I still take advantage of the warranty cover?

To take advantage of the warranty cover, you can provide us with the original invoice of Carvaan (the premium variant).

49. Is the warranty applicable only in India?

Yes. The warranty on Carvaan (the premium variant) is applicable only in India.

50. My Saregama Carvaan (the premium variant) is not functioning properly. Where do I get it repaired?

Our service centers are available across select cities in India.

If you are in a city where we have a service center, please call us on 1800 102 7799 and we will arrange for our technician to visit your home and resolve the issue. You can also email us on feedback@saregama.com

If our service center is not available in your city, you will need to take your Carvaan (the premium variant) to the nearest city which has our service center.

If your Carvaan (the premium variant) is under warranty, please make sure you provide our technician with a copy of the warranty card/ original invoice.

51. How many songs are pre-loaded on Saregama Carvaan (the premium variant)?

Carvaan (the premium variant) is pre-loaded with 5000 MP3 songs.

52. Which artistes are available in Saregama mode?

The artistes category in Saregama mode has 50 stations dedicated to legends like Lata Mangeshkar, Mohammed Rafi, Kishore Kumar, Jagjit Singh, Amitabh Bachchan, Hema Malini, Dharmendra, Rekha etc. For a full list of all stations, visit www.saregama.com/Carvaan/carvaanhindi

53. What is Specials category and what are the stations included?

Carvaan (the premium variant) comprises 30+ specially curated theme and mood based stations like Romance, Sad, Happy, Ghazal, Songs with dialogues, Kapoors, Mangeshkars and many more.

54. How many Geetmala stations are available in Saregama mode?

There are a total of 50 Geetmala channels spanning across five decades of the Geetmala Ki Chaon Mein collection by Ameen Sayani.

For a full list of all stations available in this category, visit www.saregama.com/Carvaan (the premium variant)/2018/buynow

55. I am trying to Gift Saregama Carvaan (the premium variant) from saregama.com to my friend based in UK. I am unable to do so. Why?

Currently, Carvaan (the premium variant) can be gifted to residents of India only saregama.com.

56. What is the maximum number of Carvaan (the premium variant) units I can gift?

There is no upper limit on the number of Carvaan (the premium variant) units that you can gift.

However, you can gift a maximum of 10 units in a single transaction.

57. What are the payment options available if I want to gift a Saregama Carvaan (the premium variant)?

If you are based in India, you can pay via PayTm wallet, credit card, debit card or net banking.

58. I have gifted my friend Saregama Carvaan (the premium variant). How do I track the status of my order?

To check the status of your order, go to Carvaan (the premium variant) with app > Buy Now > Track Your Order

59. I want to cancel my order for Saregama Carvaan (the premium variant). I am unable to do so. Why?

Cancellation is allowed only until your order hasn't been dispatched. Your order must have been dispatched and hence, you are unable to cancel it.

To check your order status, go to Carvaan (the premium variant) with app > Buy Now > Track Your Order

60. Can I select the songs on my own to play when in Saregama mode?

The songs play in a random order. The songs cannot be selected manually. Though there is a Previous (<) and Next button (>) in case you want to jump to another song.

You can also mark the songs you like as Favourites. You can access all the songs marked as Favourites under Specials > Favourites and then go to your favourite song.

Alternatively, you can download the Saregama Carvaan (the premium variant) app, connect the app and the Carvaan (the premium variant) unit using Bluetooth and choose a song to play.

61. Can I create my own playlist on Saregama Carvaan (the premium variant)?

No, you cannot create your own playlist though you can play your own songs through USB or Bluetooth.

You can also mark the songs you like as Favourites. You can access all the songs marked as Favourites under Specials > Favourites.

In case you want to create multiple playlists, you can also do it from the 'Saregama Carvaan (the premium variant)' app by following the steps below:

- a. Download the 'Saregama Carvaan (the premium variant)' app from Google Play Store or the App store
- b. Sign in and go to 'Create Playlists' under My Playlist(s)

62. Where can I purchase the Saregama Carvaan (the premium variant) from?

Carvaan (the premium variant) can be purchased from Saregama.com, amazon, modern retail stores like Croma, Reliance Digital and retailers.

63. Can I extend the warranty?

No, there is no such facility right now.

64. What is Cancellation Policy?

An order placed on saregama.com can be cancelled only before the dispatch of the product. If the product has been dispatched from the warehouse, the order cannot be cancelled. The status of your order can be tracked from the option on saregama.com

If the order has been dispatched, the option will be automatically disabled. No cancellation will be accepted after the product has been dispatched.

65. How do I cancel the order?

"Cancel" order option would be reflected only if your order has not been dispatched yet. In case the order has been dispatched, there will be no option to cancel the order. You can check your order status from track order option.

66. How long does the cancellation process take?

An order placed on saregama.com can be cancelled only before the dispatch of the product. The cancellation request will be registered immediately.

67. How does the amount get refunded in case of cancellation?

The amount will be refunded in case of payment through Credit Card, Debit, Net banking and Paytm.

The refund will be credited to the same account (credit card/ debit card/ net banking and paytm) from which the payment of your Carvaan (the premium variant) was made. It will take approximately 7-21 working days to process the refund.

68. What is Warranty Policy?

The amount will be refunded in case of payment through Credit Card, Debit, Net banking and Paytm.

The amount will be credited back in the respective account through which the payment has been made within 7-21 working days.

Warranty will be valid only when the Warranty Card or original Purchase Invoice are presented together for service

- Saregama reserves the right to decline warranty service, if the above documents are not presented or if the information contained is incomplete or the Warranty Card is found to be tampered with.
- This Warranty shall not cover any damages resulting from un-authorized adaptations or adjustments to the product.
- This Warranty will be void if the serial no. on the product has been altered, removed or defaced.

- This Warranty does not cover damage caused to the product due to improper usage by the customer or incorrect connection of the product to any external equipment which not approved by Saregama. Any deficiency in product performance due to signal reception through third party equipment or third party software will not be under the purview of this warranty.
- This Warranty does not apply to normal wear and tear to the memory card, speaker, battery and display panel if the product is used in commercial, business, industrial, educational or rental applications.
- This Warranty shall not apply to damages caused to the product by accident, lightening, fire, water or liquid spillages, sudden drops, excessive shock or any external cause beyond Saregama's control and/or any damage caused due to tampering of the product by an unauthorized agent.
- This Warranty does not cover liability for loss of data. If the content of the memory is altered, deleted, or in any way modified, Saregama shall not be responsible and if serviced under warranty, the product will be returned configured as originally purchased.
- Saregama reserves the right to replace the defective part with an equivalent and/or reconditioned unit.

69. What is the Return Policy?

The product is non-returnable.

Every product goes through a rigorous testing so the chances of product being defective are negligible.

In case the product has any manufacturing defect or software issue, you can reach out to us on our toll free number 18001027799. A service agent will come to your door step (if within serviceable area, else you can drop and pick the product from the specified service center) and test the product thoroughly against all issues or defects. If any issue found, the defective part will be replaced by the service agent.

In case the product is irreparable attributable to any manufacturing defect, it will be replaced by the service agent.

70. Whom do I contact for After Sales Service within warranty period?

A dedicated toll free helpline number can be called up from 9 am to 9 pm from Mon- Sun. A service agent/ technician will come to your home and check the product for any issues. Our after sales service support is available through 260+ service centers.

Toll Free number: 18001027799

The technician will investigate the product for any defects and issues. If the product is within warranty, the faulty parts would be replaced/ repaired free of cost.

The home visit will be available for areas which are being covered under Free Home visit facility.

Currently there are 260+such locations which are covered under this.

In case, the area falls under non- eligible for free visit, customer will have to arrange for the pick and drop the product to the service center and service will be done free of cost

If the product is out of warranty or in absence of warranty card, customer will need to call up the toll free number and arrange for the repair/ service at his own expense.

71. What is the Replacement Policy?

The product will be replaced only if the issue is found to be irreparable.

72. What is dead on arrival Policy?

Dead on arrival applies when a newly purchased product does not function at all. In such a case, it will be replaced free of cost by our service center. However, such cases need to be reported within 10 days from the date of receipt of the product.to report such a case, call on 08879020195. A service agent will visit your house to check the product. If found to be in a non-working condition, the product will be replaced.

Dead on arrival doesn't apply to the following cases:

- If the product has been damaged / tampered/mishandled with by the customer
- If the customer is not able to provide the original invoice
- If the customer has registered a return request for the product
- Loss of any spare part by the customer
- Any other wear and tear caused to the product by the customer

73. What is the Refund Policy?

Any refund will be made only in case the order is cancelled before the dispatch. If the product has been dispatched to the customer, no refund shall be done. The refund will not be applicable in the below scenarios;

- Change of mind
- Wants a different color
- Product does not meet the expectation
- No longer need the product
- Change of mind
- Loss of any spare part at customer's end
- Any other wear and tear caused to the product at customer's end

74. I want to gift wrap Saregama Carvaan (the premium variant) with one of the gift wrapping paper options available. How much does it cost?

You can gift wrap Carvaan (the premium variant) for Rs 50 per unit

75. I have ordered for 2 units of Saregama Carvaan (the premium variant). Can I choose two different wrapping papers?

No. You can choose only one gift wrapping paper for both the units of Carvaan (the premium variant) that you have ordered.

76. I have opted to gift wrap Saregama Carvaan (the premium variant) that I have bought. However, I want to now change the gift wrapping paper. What should I do?

Sorry! You cannot change the gift wrapping paper once you have placed the order.

77. Can I write a personalized message along with Saregama Carvaan (the premium variant) that I have ordered?

Currently, we do not have an option to write a personalized message.

78. I want order Saregama Carvaan (the premium variant) and have it gift wrapped with the 'Happy Birthday Dad' gift wrapping paper. Do you have another another colour option for the gift wrapping paper?

Sorry! We currently have only the options displayed on the website.

79. How do I activate warranty on Saregama Carvaan (the premium variant)?

To activate warranty, SMS the serial no. printed on your Carvaan (the premium variant). SMS 'SC Serial No.' to 5676784

80. What is the warranty period for Saregama Carvaan (the premium variant)?

Carvaan (the premium variant) comes with 1-year warranty. The start of a warranty is determined basis the date of invoice. Free warranty is valid for upto 1 year from the date of purchase against any manufacturing defect. Warranty does not cover physical damage.

81. I bought a Saregama Carvaan (the premium variant) but there is no serial number on the unit or the outer box. I am not able to activate warranty without the serial number. What should I do?

Serial number is mandatory for activating and availing the warranty of Carvaan (the premium variant). Please note that warranty will stand invalid if the unit is found without a genuine serial number. The product will be treated as a non-genuine product and will not be considered by Saregama either for in warranty repair or out of warranty. In such a case, Saregama advises you to please return the product to the seller and take a product that has an intact serial number. A serial number is put up on the outer box as well as the bottom of the unit.

82. I have lost my invoice. How do I avail of the warranty?

Invoice is mandatory to avail warranty. In case the invoice is unavailable, the issue/ complaint/ service request will be considered as out of warranty. Any repair/ service needed will be addressed to and he repair will be chargeable as per the applicable service charge and price of spares applicable at that point of time.

In case, the order was placed online on any website where Carvaan (the premium variant) is listed (any market place), please present the bill received on email. If you had previously registered the warranty

through SMS, please do mention the same to the customer care representative for him to validate your warranty validity.

83. My friend gifted Saregama Carvaan (the premium variant) to me. I don't have an invoice. How do I avail the warranty?

Invoice is mandatory to avail warranty. In case the invoice is unavailable, the issue/ complaint/ service request will be considered as out of warranty. Any repair/ service needed will be addressed to and the repair will be chargeable as per the applicable service charge and price of spares applicable at that point of time.

If you had previously registered the warranty through SMS, please do mention the same to the customer care representative for him to validate your warranty validity.

84. Do I need to carry Saregama Carvaan (the premium variant) to the service center?

Doorstep warranty is available in select cities. The allotted technician will visit your place to fix the issue as per the appointment scheduling. If there is no doorstep facility available in your location, you will have to carry the product to the nearest service center.

APP DETAILS

1. Tell me more about the Saregama Carvaan app.

The Saregama Carvaan app is to be used along with the Saregama Carvaan music player. This app enables you to browse through the library of 5000 old Hindi songs that is pre-loaded on Saregama Carvaan. In addition, the app allows you to search for your favourite song or even create playlists of your choice.

2. How do I get the Saregama Carvaan app?

Use one of the options below for help with downloading the app:

- Go to Google Play store/ Apple App store and search for the 'Saregama Carvaan' app to download the app.

3. On what devices can I use the Saregama Carvaan app?

You can access the Saregama Carvaan app on mobile phones and tablets with the following OS versions:

Android - all devices with OS versions 5 and above

4. Can I use the Saregama Carvaan app on my desktop?

No, this app is available only on Android and iOS based mobile phones and tablets.

5. In which countries is the Saregama Carvaan app available?

The Saregama Carvaan app is available across the globe on Android and iOS based mobile phones and tablets. However, you need to have a Saregama Carvaan unit which is compatible with the unit.

6. I am facing an issue with my app, whom do I contact?

For any suggestions or grievances please write to us at feedback@saregama.com

Alternatively you can also call us on the toll free no. 1800-102-7799

7. What happens if I delete my app and install it again?

If you delete the app and reinstall it, once you login your playlists will be restored.

UNIT AND APP CONNECTIVITY

8. How do I connect the Saregama Carvaan app and the carvaan unit?

You can connect the app and the Carvaan unit by following the steps below

- a. Power on your Carvaan unit
- b. Press the Saregama mode button
- c. Turn on the Bluetooth of your mobile phone and 'allow new connections' under the Bluetooth settings on your mobile phone
- d. On your mobile device, go to the Saregama Carvaan app
- e. Go to the 'Bluetooth Settings' tab on your app and press 'Carvaan app'
- f. The Saregama Carvaan app and the Carvaan unit are connected

9. I tried to connect my Carvaan unit and the Saregama Carvaan app on my phone. However, I am unable to connect. Why?

Your Carvaan may not be compatible with the app and hence, you are unable to connect the Carvaan unit and the Saregama Carvaan app.

10. How do I know if my Saregama Carvaan unit is compatible with the Saregama Carvaan app?

All Saregama Carvaan units which are compatible with the Saregama Carvaan app, have mentioned so on the packaging of the unit and the manual that comes along with the unit.

Alternatively, if your Saregama Carvaan unit comes with an external antenna and an Aux In port at the back panel of Carvaan unit, the unit is compatible with the Saregama Carvaan app.

11. I have 2 Saregama Carvaan units. Can I use the same app to control both the units?

Yes. The same app will work for both the units. To switch between units, follow the steps below:

- a. Open the app
- b. Go to Bluetooth setting under the left hand side menu
- c. Choose the Carvaan unit you want to playout songs on and press 'Carvaan App'
- d. Song playout begins

Note: both your Saregama Carvaan units need to be app compatible

12. I was playing music through the Saregama Carvaan app on the Saregama Carvaan unit. I happened to press the Specials category button on the unit and the playout from the app stopped. How do I play again from the app?

If you have pressed any button on the unit, other than the next/ previous button, the song playout will start from the Saregama Carvaan unit. To start playout from the app again, choose a song from the app and press play.

13. I was playing music through the Saregama Carvaan app on the Saregama Carvaan unit. I want to play a song from another music app on Carvaan. However, it is not playing. Why?

If you wish to play a song from another music streaming app on the Saregama Carvaan unit, follow the steps below:

- a. Press the Bluetooth mode button on the Saregama Carvaan unit
- b. Pair your mobile phone and the Saregama Carvaan unit through Bluetooth

- c. Open the music streaming app
- d. Choose a song and press Play

LOGIN

14. Is sign in mandatory to access the app?

To ensure all our users are able to explore all the features and content on the app in a hassle free manner, sign in has not been made mandatory unless you wish to play a song or create your own playlists.

15. What are the different modes of sign in?

You can sign in via Facebook, G+ or mobile no.

16. I have logged in using my mobile no. on an Android device. Can I use the same mobile no. to sign in to my iOS device?

You can use the same mobile no. that you have used on an Android device to sign in to the app on an iOS device. To sign in using the same mobile no. on your iOS device follow the steps listed below:

- a. Go to the main menu of the app and tap 'Sign in'
- b. Click on Sign in via mobile no.
- c. Enter the mobile no.
- d. Enter the OTP sent to the mobile no.
- e. Enjoy using the Saregama Carvaan app

17. I initially signed in to the Saregama Carvaan app using my Facebook account. I want to now sign in using my mobile no. Will I be able to do this?

Yes. You will be able to sign in to the app using your mobile no. However, if you have created any playlists those will not be available to you.

18. I was signed in to the app using my mobile no. I was forced to update the app. What happens when I upgrade the app?

If you were signed in before upgrading the app, you will continue to be signed even after you upgrade the app.

19. Can my spouse and I use the same login ID to control the same Saregama Carvaan unit?

Yes. Your spouse and you can use the same login ID to control the same Saregama Carvaan unit.

However, at a time only one of you can play through the app on the same unit.

FEATURES AND CONTENT

20. What are the different sections on the homepage of the app?

Just like the Carvaan unit, the Saregama Carvaan app is also categorized into Artistes, Specials and Ameen Sayani's Geetmala countdown collection. The similarity in categorization will allow you to easily navigate your way through this app.

This is how you can use the app in conjunction with the Saregama Carvaan music player:

- a. Artistes
 - a. 50 music stations dedicated to artistes like Lata Mangeshkar, Mohammed Rafi, V. Shantaram, Shashi Kapoor, Rekha, Hema Malini, Rajesh Khanna, Amitabh Bachchan and many other legends
- b. Specials
 - a. 30 specially curated music stations like Sad, Romance, Ghazal, Bhakti, Mangeshkars, Kapoors and many more
- c. Geetmala
 - a. 50 years of Ameen Sayani's Geetmala spanning across 50 music stations

Apart from the categories on the unit, the app gives you the provision to:

- d. Search a song
 - a. You can find a song that you like easily. Enter an artiste, song, album name

- e. Create and view customized as well as editor curated Playlists
 - a. This section allows you to create new playlists. It also displays the editor's recommended playlists and lists all the playlists that you have created

21. How do I create playlists on the Saregama Carvaan app?

You can create playlists on the app in the following ways:

- a. Option 1
 - i. Go to a song
 - ii. Press the 3 dot menu on the right hand side of the song name
 - iii. Click on 'Add to Playlist'
 - iv. Label new playlist
 - v. The song has been added to the playlists
- b. Option 2
 - i. On the homescreen of the app, there is a section 'My Playlist(s)
 - ii. Press on 'Create new Playlist' under this section
 - iii. Label new playlist
 - iv. Your playlist is created

22. I haven't created any playlists. However, I can already see a few playlists under My Playlists. What is this?

Apart from the Artistes, Specials and Geetmala stations, Saregama also offers specially curated thematic playlists. These Saregama recommended playlists are listed under My Playlists for quick access.

23. Can I access all features of the app irrespective of whether I have the internet or not?

The app allows you to connect to your mobile phone and the Carvaan unit without the use of internet. You can play a song from any artiste, specials or Geetmala category from the app.

However, internet is mandatory to search a song, album, artiste and to create playlists with songs of your choice.

24. When I tap on an artiste, eg: Lata Mangeshkar, I see a list of songs and the option of Lata Mangeshkar Station as well. Is there a difference?

When you tap on an artiste eg: Lata Mangeshkar you can either play from the list of songs or Lata Mangeshkar station.

When you choose a song from the list, the song plays out and the next song plays as per the sequence unless you choose to play any other song.

When you choose to play 'Lata Mangeshkar station' the curated list of songs play out in a random manner i.e. the way it plays on the Carvaan device.

25. I heard a playlist 'Diwali Special' under My Playlist(s) section yesterday, but can't find it today. Why?

We constantly refresh the playlists on the My Playlist(s) section so that you always have something new to listen to. We may have refreshed the playlists and hence it isn't available when you try to find it again.

26. I liked a specific song on the app. Can I purchase or download the song on to the phone?

The Saregama Carvaan app allows you to select and play songs on Carvaan unit. Content cannot be purchased on an `a-la-carte basis.