



HEATAWAY CO., LTD.

Tax ID : 0105557050662

135 Moo7 Khlong Preng, Mueang Chachoengsao,
Chachoengsao, Thailand 24000

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บริษัท ฮีทอะเวย์ จำกัด

เลขประจำตัวผู้เสียภาษี : 0105557050662

135 หมู่ 7 ตำบล คลองประง อำเภอ เมืองฉะเชิงเทรา
จังหวัด ฉะเชิงเทรา 24000

E-mail : sales@heataway.net Website : www.heataway.net

Warranty terms and conditions

STAINLESS STEEL EVAPORATIVE CONDENSER Model: EC9

HEATAWAY Co., LTD (hereinafter referred to as the "HEATAWAY") will warrant the products of the Company by providing maintenance check, repair, parts replacement services with terms and conditions as follows:

1. HEATAWAY will warrant of products STAINLESS STEEL EVAPORATIVE CONDENSER **Model: EC9** for a period of 1 year after invoice date.

2. For the coils inside the product, the warranty is as follows:

2.1 Coil Model No. EC9-____-____L-____-____-AB1-____-____- (as specified in the product name plate)

Leakage warranty for 10 years from the date of invoice, covering defects in materials and workmanship, subject to the following terms and conditions:

For years 1-5 from the date of the invoice, HEATAWAY will be responsible for the cost of repairing or replacing the coil equipment, not exceeding the coil's present value.

For years 6-10 from the date of the invoice, HEATAWAY will be responsible for the cost of repairing or replacing the coil equipment, not exceeding 50% of the current coil value.

2.2 Coils models not specified in section 2.1 are warranted for 12 months from the date of initial operation or 18 months from the invoice date, HEATAWAY will be responsible for the cost of repairing or replacing the coil equipment, not exceeding the coil's present value.

3. EC9 series Water Pumps and Mechanical Seals of all models are warranty under the following conditions:

3.1 For Water Pump warranty against water ingress into the unit for 12 months from the date of initial operation or 18 months from the invoice date.

3.2 For Mechanical Seal warranty against water leakage form the seal for 12 months from the date of initial operation or 18 months from the invoice date.

4. Warranty is applicable only to products that have been installed and operated properly in accordance with the HEATAWAY's manual and installations.

5. The warranty for the HEATAWAY will not cover the following:

5.1 Coil leakage or damage resulting from product alteration.

5.2 Damage from misuse, non-compliance with technical standards and improper maintenance, or negligence and carelessness use.



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5.3 Transportation costs, crane costs, labor costs and installation and dismantling costs for repair or replacement of equipment.

5.4 Damage to customers' products or goods used in conjunction with HEATAWAY products.

5.5 Leakage or evaporation of refrigerants such as ammonia, freon, etc.

5.6 Inspection and repair not performed by HEATAWAY.

5.7 Damage caused by force majeure, accidents, natural disasters, fluctuations in the electrical system or electrical equipment.

6. Notification of product and equipment defects or coil leak problem must be submitted to HEATAWAY in writing or send to E-mail: sales@heataway.net within 7 days of discovery for inspection of the defect or problem.

Once HEATAWAY has completed the inspection of the reported defect or problem, HEATAWAY will inform you of the resolution and the timeframe for implementation. The repair or replacement of equipment is now HEATAWAY's responsibility, and any replaced or damaged equipment shall become the property of HEATAWAY.

7. The warranty shall be immediately terminated upon the occurrence of any of the following:

7.1 Customer fails to comply with agreements and/or sale and purchase contract,

7.2 Change the place of use of the product, modify the product or allow another person to repair the product during the warranty period without receiving permission from HEATAWAY.

8. HEATAWAY shall not be liable for any damages arising from the buyer's use of the goods under this contract, including but not limited to the buyer's product liability for product manufactured using the seller's goods, claim for damages from the third parties or the buyer's customer.