



HEATAWAY CO., LTD.

Tax ID : 0105557050662

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

Tel. +66(0) 38-088708

Fax +66(0) 38-088712

บริษัท ฮีทอะเวย์ จำกัด

เลขประจำตัวผู้เสียภาษี : 0105557050662

135 หมู่ 7 ตำบล คลองประัง อำเภอ เมืองฉะเชิงเทรา
จังหวัด ฉะเชิงเทรา 24000

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

Warranty terms and conditions

STAINLESS STEEL EVAPORATIVE CONDENSER Model: ECS/ECF

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: ECS/ECF** for a period of 1 year after invoice date.

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

Warranty against leaks and seepage due to material quality and manufacturing process 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. Water ingress and Mechanical Seal leakage are not warranted for Water Pump and Mechanical Seal.

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.

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.



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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 damage 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.