



# HÄFELE (THAILAND) LIMITED

## Warranty Terms and Conditions

1. The product is under warranty for the stipulated period as mentioned in the warranty chart (effective from August 1, 2021 onwards).
2. Warranty period is valid from date of purchase of the product. Benefits of warranty can only be availed subject to verification of invoice and warranty card by HAFELE. Customers are therefore required to keep the original invoice and warranty card of product safely
3. HAFELE's obligation under this warranty shall be limited to repair or providing replacement of defective parts/product only under the warranty period.
4. Warranty does not cover cost of labour, defects or damage caused by installer or user, or resulting from any other person careless or improper handling, modification of any type for any reason, improper installation, lack of proper routine maintenance or use of abrasive or improper cleaners.
5. Warranty does not cover consumables and fragile parts including light bulb, battery, rubber seal, glass and air filter.
6. HAFELE is not liable for any special or consequential damages due to defective product/component or part thereof.
7. HAFELE is not liable for any implied warranties with any modification and other than those mentioned in the terms and conditions of the warranty.
8. This warranty automatically expires after completion of period mentioned in the warranty chart even if the product may not be in use for any time during the warranty period for any reason.
9. In the event of repair/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for unexpired period of warranty. Moreover, the time taken for repair/replacement in transit, whether under the warranty or otherwise, shall not be excluded from the warranty period.
10. HAFELE reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the product during the warranty period.
11. This Warranty does not apply to any kind of product that has been discontinued under any circumstances.
12. In case of any dispute, this warranty is subject to jurisdiction of Thai Courts only.

Product Type	Warranty Products	Warranty period	Remarks
Built-in Gas Stove, Table Gas Stove, Floor Gas Stove	• Machine only	1 year	Not include glass or other fragile parts
	• Gas and valve systems	3 years	-
	• Spark point	3 years	-
Electric Stove, Ceramic stove, Induction Stove	• Machine only	1 year	Not include glass or other fragile parts
	• Heating system	3 years	-
	• Electric circuit	3 years	-
Hood	• Machine only	1 year	Not include glass or other fragile parts
	• Motor	3 years	Not include air filter equipment
	• Electric circuit	3 years	-
Oven, Microwave, Warming Drawer	• Machine only	1 year	Not include glass or other fragile parts
	• Heating system	3 years	-
	• Magnetron	3 years	-
	• Electric circuit	3 years	-
Dishwasher	• Machine only	1 year	Not include glass or other fragile parts
	• Motor	3 years	-
	• Electric circuit	3 years	-
Refrigerator, Wine Cooler	• Machine only	1 year	Not include glass or other fragile parts
	• Compressor	5 years	and air filter equipment
	• Electric circuit	3 years	-
Sink	• Exclusively for the sink (pump model)	1 year	Only leaks and tear
	• Sink accessories such as the drain stopper.	1 year	Not include rubber seals and wearable parts
	• Tub only (welding model)	2 years	Only leaks and tear
Faucet	• Faucet only	5 years*	Only leaks at the faucet housing
	• Ceramic valve	lifetime*	Only leaks at the mouth of the faucet
Small Appliances	• Electric circuit	1 year	-
	• Motor	1 year	-
	• Heating system	1 year	-

### Service Charges

1. Free 1 year service charge (only for manufacturing defect problems) For the 2nd year or more, the service charge is 600 baht per time. No service area limitation.
2. Free spare parts during the spare parts warranty period. If the warranty is expired, the price will be calculated according to the spare parts quotation.
3. Gas stove repair service/ equipment replacement 600 baht/set (next set will be charged at 400 baht/set)
4. Electric stove repair service/ equipment replacement 600 baht/set (next set will be charged at 400 baht/set) Transportation cost: Free of charge for inside service areas such as Bangkok and Vicinity, there will be transportation charge for upcountry according to HAFELE terms and conditions
5. Hood repair service/ equipment replacement 600 baht/set (next set will be charged at 400 baht/set)
6. Oven repair service / equipment replacement 600 baht/set (next set will be charged at 400 baht/set)
7. Dishwasher repair service/ equipment replacement 600 baht/set (next set will be charged at 400 baht/s)
8. Refrigerator, wine cooler repair service/ equipment replacement 600-1500 baht/set (not include changing refrigerant service)

