HEATAWAY CO., LTD.
บริษัท ฮีทอะเวย์ จำกัด
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เลขที่ 135 หมู่ที่ 7 ตำบลคลองเปรง อำเภอเมืองฉะเชิงเทรา จังหวัดฉะเชิงเทรา 24000

Warranty terms and conditions

STAINLESS STEEL EVAPORATIVE CONDENSER Model: EC7 / 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. Warranty period

HEATAWAY guarantees the quality of materials produced during the manufacturing process for the following periods.

Detail	Model	Warranty period Products installed in Thailand	Warranty period Products installed outside Thailand
Frame & Structure	EC7 / EC9	18 months	18 months
Water Pump **Mechanical Seal**			
Fan Motor			
Other Accessories			
Pack Coil * • EC7-____-TS1-_____-_ • EC9-____-____L -_-__-_-AB1-___-____-_ • Other	EC7 EC9 Other	10 years 10 years 18 months	18 months 18 months 18 months

* **Pack Coil** for TS1 (EC7) and AB1 (EC9) models installed in Thailand.

HEATAWAY guarantees against leaks caused by material and manufacturing defects only. For a period of 10 years from the date of invoice issuance under the following conditions:

Years 1-5, Heataway will cover the cost of repairs or replacement of the coil assembly, not exceeding the coil's present value.

Years 6-10, Heataway will cover the cost of repairs or replacement of the coil assembly, up to a maximum of 50% of the current coil value.

For model TS1 (EC7) and model AB1 (EC9) installed outside Thailand, as well as other coil pack models, the warranty period is 18 months.

2. This warranty is subject to the following conditions:

The product must be installed and operated properly in accordance with the manual and HEATAWAY's instructions, including the use of water that meets the quality and standard values specified by HEATAWAY.

3. This warranty does not cover any damage or issues arising from the following cases:

3.1 Leakage of the coil or any damage resulting from modification of the product.

3.2 Leakage or evaporation of refrigerant.

3.3 Damage to property, life, body, or other belongings caused by the leakage or evaporation of refrigerants such as ammonia or Freon.

3.4 Damage to other products or customer-owned equipment used in conjunction with HEATAWAY products.

3.5 Damage resulting from improper use, use outside technical standards, incorrect maintenance procedures, or negligent and careless operation.

3.6 Transportation costs, crane rental, labor, and installation or dismantling expenses incurred for repair or replacement of parts.

3.7 Inspection or repair not performed by HEATAWAY's authorized technicians.

3.8 Damage caused by force majeure, accidents, natural disasters, or fluctuations in electrical systems or equipment.

4. Notification of product or equipment defects

Must be submitted through HEATAWAY's sales representative or via email at sales@heataway.net within 7 working days of discovering the issue for inspection.

Once HEATAWAY has completed the inspection, the cause and proposed solution will be communicated to you.

HEATAWAY reserves the right to determine repair or replacement of equipment in accordance with the warranty terms and company policy. Any damaged parts or equipment replaced under this warranty shall become the property of HEATAWAY, who may retain, dispose of, or use them as deemed appropriate.

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

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

5.2 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.

6. HEATAWAY shall not be responsible for any damage arising from the use of the products by the purchaser, installer, or end user, including but not limited to liability for products made by the purchaser, installer, or end user from the seller's products, as well as any claims for damages from third parties or customers of the purchaser, installer, or end user.