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**Warranty conditions for FALLING FILM CHILLER MACHINE FR3**

**1.** HEATAWAY agrees to guarantee the quality of the materials and workmanship of the chiller (FALLING FILM CHILLER MACHINE FR3), hereinafter referred to as the "Product" as follows:

**• Warranty period for products installed in Thailand**

(1) The quality of materials and workmanship of the product is guaranteed for a period of 1 year from the date of invoice, in which case HEATAWAY will be liable for damages not exceeding the value of the parts or equipment found to have problems.

(2) The evaporator plate MODEL No. FR3-_____-_____ (according to the Name Plate of the product) inside the product is guaranteed against leakage due to causes related to the quality of materials and production for a period of 10 years from the date of invoice.

For year 1-5, HEATAWAY will be responsible for the cost of repair or replacement of the evaporator plate, not exceeding the current value of the evaporator plate.

For year 6-10, HEATAWAY will be responsible for the cost of repair or replacement of the evaporator plate not exceeding fifty percent of the current evaporator plate value.

**• Warranty period for products installed outside Thailand**

(1) The quality of materials and workmanship of the product is guaranteed for a period of 1 year from the date of invoice, in which case HEATAWAY will be liable for damages not exceeding the value of the parts or equipment found to have problems.

(2) The evaporator plate Model No. FR3-_____-_____ (according to the Name Plate of the product) inside the product is guaranteed for a period of 12 months from the date of commencement of operation or no more than 18 months from the date of invoice.

HEATAWAY will be responsible for the cost of repairing or replacing the ice plate, not exceeding the current value of the ice plate.

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

**3.** The warranty for the HEATAWAY will not cover the following:

(1) The evaporator plate leakage or damage resulting from product alteration.

(2) Damage from misuse, non-compliance with technical standards and improper maintenance, or negligence and careless use.

(3) Transportation costs, crane costs, labor costs and installation and dismantling costs for repair or replacement of equipment.

(4) Damage to customers' products or goods used in conjunction with HEATAWAY products.

(5) Leakage or evaporation of refrigerants such as ammonia, freon, etc.

(6) Inspection and repair not performed by HEATAWAY.

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

**4.** Notification of product and equipment defects or the evaporator plate leak problem must be submitted to HEATAWAY in writing or sent by email to 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.

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

(1) Customer fails to comply with agreements and/or sale and purchase contract,

(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 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.

**7.** HEATAWAY shall not be liable for any other direct or indirect damages of the buyer's or the buyer's customer under any circumstances. Including any subsequent personal injury or property damage, loss of refrigeration, damage to other products, loss of sales, orders, profits or any income whatsoever.