

# 保用證 WARRANTY CERTIFICATE

(客戶存根/CUSTOMER COPY)

產品名稱/Product Name: \_\_\_\_\_

購買日期/Date of Purchase: \_\_\_\_\_

如有任何查詢或安排保修服務請致電客戶服務部/For inquiry  
or maintenance please call customer services department :

# (852) 3622 3833

代理品牌/Brands



首兩年保用登記 TWO YEARS WARRANTY REGISTRATION

請用英文正楷填寫/Please filled with BLOCK LETTERS

客戶姓名

Customer: \_\_\_\_\_

聯絡電話

Tel. No.: \_\_\_\_\_

購買日期

Date of Purchase: \_\_\_\_\_

地址

Address: \_\_\_\_\_

於網上登記可獲得額外一個月免費保養

Register your warranty online to receive

one extra month of warranty

<http://www.hotpool.com.hk/warranty-registration>



購買商店

Dealer: \_\_\_\_\_

本人確認及同意按貴公司的細則及條款登記保用/

I CONFIRMED AND AGREED THIS WARRANTY IN ACCORDANCE  
WITH TERMS AND CONDITIONS SHOWN.

簽署確認/Sign & Confirm

產品型號及編號/  
Product & Serial Code

**電寶即熱-即熱式電熱水器保修細則及條款(祇適用於香港特別行政區)**

- 從購買日起，電寶實業(本公司)將會為本熱水器提供兩年免費上門保修服務。而本公司將會依照下列條款為熱水器提供兩年免費保修服務。
- 用戶必須於購買日起十四天內把填妥的保用證以傳真、電郵或郵寄方式寄回本公司。否則，用戶將被視為自行放棄該熱水器的兩年免費保修服務的行使權。而本公司不會發出確認通知或退還任何文件。
- 除本熱水器的爐殼外，本公司的兩年免費保修服務包括對本熱水器的發熱芯及機電零件提供維修及更換。而本公司有全權選擇維修或更換熱水器損壞的部分。
- 如本公司因產品或零件停產及缺貨之原故而未能為用戶提供維修或更換服務，本公司可選擇以近似品質、功能或型號之產品及零件予以代替。而本公司不會為任何產品或零件的價格差異而作出任何形式的賠償、退款或優惠。
- 本公司有全權對熱水器進行現場或回廠維修的決定權，**於熱水器維修期間本公司並不會提供熱水器借用服務。**
- 當兩年免費保修期屆滿後，所有零件、檢查、維修、運送及裝拆費用均須另行收費。**收費資料如下:(如有更改、恕不另行通知)**  
**保修期屆滿後:**  
上門檢查服務費 :HK\$550 /每次/每爐  
裝拆運輸費 :HK\$300起/每次/每爐  
零件費用 :另行報價  
**保修期屆滿前及屆滿後:**  
離島及偏遠地區附加費 :HK\$300 /每次/每爐  
(如:長洲、大嶼山、愉景灣、沙頭角、打鼓嶺、禁區等)  
特別地區附加費(如:馬灣、東涌、珀麗灣、圍村...等) :HK\$150起/每次/每爐  
或交通工具不達，要步行之地區等)  
上樓梯服務費(如:村屋、唐樓、沒有升降機提供...等) :HK\$30起/每層/每爐  
其他費用 :另行報價
- 在任何情況下，保障範圍不會伸延至任何個人或財產損失引起的任何營利損失、附帶的、偶然的、特別的或後果的損失，或任何直接或間接損失。  
如遇以下所列之情況，用戶的保修資格將會被取消:  
a) 因環境、人為因素，錯誤安裝或不當使用所引致的損壞  
b) 熱水器曾接受用戶自行搬遷或曾受未經本公司授權之人士作出檢查、維修或改裝  
c) 因使用非本公司供應的原裝零件或配件所引致的損壞  
d) 未能出示有效的購買單據或保用證  
e) 購買單據或保用證有任何非認可的刪改  
f) 用於商業用途的熱水器  
g) 機身編號被擅自塗改、破壞或刪除
- 如用戶自攜熱水器或部分配件到本公司檢查或維修，本公司將會收取檢查及測試費用。
- 收費如有修訂，恕不另行通知。

如有任何爭議，電寶實業保留最終決定權。

中英文版之內容如有歧義，任何情況下概以中文版為準。

**Warranty Terms & Conditions (Applies only to Hong Kong SAR)**

- With the purchase of electric storage water heater, the comprehensive warranty period will begin where Hotpool Industries Ltd. will provide on-site rectifications to any manufacturing defects free of charge, given that such defect is reported to our Customer Service Department within two years from the date of purchase.
  - Application for two years on-site warranty must be completed and returned to Hotpool Industries Ltd. via fax, e-mail, or post, within 14 days of purchase. The warranty will become effective after the receipt of the application, without any confirmation notice or written documents in return.
  - The two years comprehensive warranty only limits to the heating element and electrical parts. Hotpool Industries Ltd. reserve the rights to choose to repair or replace each faulty components subject to the evaluation of Hotpool Industries Ltd. service and maintenance crew.
  - If a product or part is discontinued or out of stock at the time of repair, maintenance or replacement, Hotpool Industries Ltd. has the option to repair or replace the covered product with the same model or like kind, specifications and quality at Hotpool Industries Ltd. sole discretion.
  - Hotpool Industries Ltd. reserve the rights to choose to provide on-site or workshop repairing service. **And Hotpool Industries Ltd. will not provide water heater borrowing service.**
  - After the two years comprehensive warranty, all inspection, rectification, transportation, and installation costs will be charged to the customer.
- Charges information (Charges can change without prior notice):**
- Warranty Period Expired Charges:**  
Charges for Service out call /Inspection :HK\$550 per call per unit  
Assembly and disassembly Transportation charges :HK\$300up per call per unit  
Spare part charges :by individual quotation
- Within Warranty Period / Warranty Expired Charges:**  
Outlying Island & Registered Area extra charges :HK\$300 per call per unit  
(eg:Cheung Chau, DBay, Ta Ku Ling, Sha Tau Kok, Restricted Area etc.)  
Special area surcharges (eg: Ma Wan, Tung Chung, Park Island, :HK\$150up per call per unit  
Wai Village or the transportation is not available, the area to be walked, etc.)  
Stair case Service Fee (No Lift provided) :HK 30up per floor per unit  
Other charges :by individual quotation- Under no circumstances shall coverage extend to any loss or damage to a person or property for any loss of profit, incidental, contingent, special or consequential damages or any direct or indirect loss.
- This warranty does not include and will be voided if:  
a) Damages resulting from improper installation or abnormal usage.  
b) The water heater has been inspected or repaired or being tampered with/by any unauthorized person.  
c) Non-standard parts and/or accessories are installed and/or used with the water heater.  
d) Failed to produce a valid sales invoice or warranty card.  
e) Original invoice and / or installation and operation manual are altered or modified.  
f) The water heater is for commercial use.  
g) The serial number on water heater body is removed or altered.
- All walk-in requests for water heater repair or replacement service at our Customer Service office are subject to inspection and testing charges.

In case of any disputes, Hotpool Industries Ltd. reserves the right to make the final decision. Where this disclaimer is available in English, the Chinese version is the governing version and shall prevail whenever there is a discrepancy between the two versions.

Flat 7-12, 16/F, Wing Hang Ind.  
Bldg, 13-29 Kwai Hei St., Kwai  
Chung, Hong Kong

HOTPOOL INDUSTRIES LIMITED  
Service Department

STAMP  
請貼上郵票

PRINTED MATTER

