



電寶實業
HOTPOOL INDUSTRIES

香港葵涌葵喜街13-29號永恆工業大廈16樓7-12室
Flat 7-12, 16/F, Wing Hang Ind. Bldg., 13-29 Kwai Hei St.,
Kwai Chung, Hong Kong
Tel: (852) 3622 3800 Fax: (852) 3622 3820

保用證 WARRANTY CERTIFICATE

首兩年保修服務*必須於購買日起十四天內寄回方能生效/The two years warranty* will become effective only after the receipt of the application within 14 days of purchase.
*需按保修細則及條款/Terms & Conditions applied

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



首叁年保用登記 THREE 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: _____

購買商店

Dealer: _____

(客戶存根/CUSTOMER COPY)

產品型號及編號/ Product & Serial Code

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>



產品型號及編號/
Product & Serial Code

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

德國威能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)

1. 從購買日起，電寶實業(本公司)將會為本熱水器提供三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三年免費保修服務。
2. 用戶必須於購買日起14天內將填妥的保用證，透過網上、傳真、電郵或郵寄方式寄回本公司。否則，若用戶未能依時寄回，本公司將視用戶為已自行放棄該熱水器的叁年免費保修服務的行使權。
3. 本公司亦不會發出確認通知或退還任何文件。除本熱水器的爐殼外，本公司的叁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。
4. 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。
5. 本公司有全權決定對熱水器進行現場或回廠維修。**於熱水器維修期間，本公司不會提供熱水器借用服務。**
6. 當三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\$800 / 每次/每爐 |
| 裝拆運輸費 | : 另行報價 |
| 其他 / 零件費用 | : 另行報價 |
- 保修期屆滿前及屆滿後 (適用於):**
- | | |
|---|-------------------|
| 離島偏遠地區附加費 :如: 長洲、大嶼山、梅窩、南丫島、坪洲、大澳、西貢坳西洲...及同性質地區等等 | : HK\$1000/ 每次/每爐 |
| 偏遠地區 (A) 附加費: 愉景灣 | : HK\$600 / 每次/每爐 |
| 偏遠地區 (B) 附加費: 馬灣、東涌、機場、沙頭角圍村、打鼓嶺或交通工具不達，要步行15分鐘或以上之地區等等 | : HK\$300 / 每次/每爐 |
| 上樓梯搬運費 | : HK\$40 / 每層/每爐 |
| 上樓梯服務費 (僅限維修檢查) 第4層開始計 | : HK\$30 / 每層/每爐 |
| 其他費用 | : 另行報價 |
7. 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。
8. **如遇以下所列之情況，用戶的保修資格將會被取消:**
- 因環境、人為因素，錯誤安裝或不當使用所引致的損壞
 - 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
 - 因使用非本公司供應的原裝零件或配件所引致的損壞
 - 未能出示有效的購買單據或保用證
 - 購買單據或保用證有任何非認可的刪改
 - 機身編號被擅自塗改、破壞或刪除
 - 用於商業用途
9. 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。如有任何爭議，電寶實業保留最終決定權。

07-2026(ver.) 中英文版之內容如有歧義，任何情況下概以中文版為準。

VAILLANT ELECTRIC INSTANTANEOUS WATER HEATER Warranty Terms & Conditions (Applies only to Hong Kong SAR)

1. 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 three years from the date of purchase.
2. Application for three 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.
3. The three 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.
4. 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.
5. 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.**
6. After the three 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\$800 per call per unit
Assembly and disassembly Transportation charges Fee	: by individual quotation
Other charges / Spare part charges	: by individual quotation

Within Warranty Period / Warranty Expired Charges:

Outlying Island & Registered Area extra charges	: HK\$1000 per call per unit
(Accessible by Ferry or Specific Transport) e.g.: Lantau Island , Cheung Chau, Restricted Area etc.)	
Outlying Areas : Discovery Bay	: HK\$600 Per call per unit
Remote New Territories surcharges	: HK\$300 per call per unit
(e.g.: Ma Wan, Tung Chung, Park Island, Wai Village, Air -port or the transportation is not available, the area to be walked, etc.	
Stair Carry Fee	: HK\$40 per floor per unit
Staircase Surcharge for Repair Service, starting from the 4th floor	: HK\$30 per floor per unit
Other charges	: by individual quotation

7. 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.
8. **This warranty does not include and will be voided if:**
- Damages resulting from improper installation or abnormal usage.
 - The water heater has been inspected or repaired or being tampered with/by any unauthorized person.
 - Non-standard parts and/or accessories are installed and/or used with the water heater.
 - Failed to produce a valid sales invoice or warranty card.
 - Original invoice and / or installation and operation manual are altered or modified.
 - The serial number on water heater body is removed or altered.
 - Commercial use
9. 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.

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



STAMP
請貼上郵票

PRINTED MATTER