



冷氣機保用條款及細則

Air Conditioner Warranty Terms & Conditions

1. 請於購買日期起 10 個工作日內，填妥保用證寄回或傳真至本公司客戶服務中心，或在本公司網頁上登記保用，保用證方為有效。
To validate the warranty, please fill in the warranty card and return to our Customer Service Center via mail or fax within 10 working days since the purchase date. You may also register the warranty at our official website.
2. 本公司技術人員上門檢修時，客戶必須同時出示發票正本及本公司發出之保用證以確定是否屬保養期內。
To ensure that the product is still within warranty period, the customer must present the original invoice and Midea issued warranty card when technicians carry out on-site inspection and maintenance.
3. 若客戶未能出示上述(第二點)兩項有效文件，該產品則會視為屬非保養期內，客戶需繳付出勤費及修理費(如需更換零件，則需繳付零件費)。
If the customer fails to provide the mentioned certified documents (Point 2), the product will be deemed to have expired warranty. Customer will have to pay for the attendance fee and maintenance fees (If parts need to be replaced, parts fee will be charged).
4. 保養期由發票上顯示的購買日期起計。期間機件如有損壞或發生故障，經本公司技術員證實是在正常使用情況下發生，本公司將提供免費修理及更換零件。經更換後之任何損壞零件，將歸本公司所有。
The warranty will be effective from the purchase date shown on the official invoice. During the warranty period, if the product is proofed by our company's technicians that it is damaged or malfunctions under normal usage, the company will provide free repairs and replacement parts. Any damaged parts after replacement will be owned by our company.
5. 窗口式冷氣機保用 39 個月。
39 months warranty offer for window type air conditioners.
 - a. 家庭使用第 1 至第 39 個月全保，免上門檢查費及更換零件費用，惟次年起需收取人工及雪種等材料費。
For household usage, 39 months full warranty will be offered including free on-site inspection and parts replacement. However, attendance fee and material fees like refrigerant have to be charged starting from the 2nd year onwards.



- b. 家庭使用壓縮機保用 5 年，次年起更換壓縮機需收取人工及雪種等材料費。
5 years warranty will be offered to the household used compressor. Starting from the 2nd years onwards, attendance fee and material fees like refrigerant will be charged for the replacement of the compressor.
 - c. 商業及出租用途保用 1 年 (包括壓縮機)。
For commercial use and rental purposes, 1 year warranty will be offered (including compressor).
6. 家庭使用分體式冷氣機保用 24 個月。
24 months warranty offer for household use split type air conditioners.
 - a. 家庭使用第 1 至第 24 個月全保，免上門檢查費及更換零件費用，惟次年需收取人工及雪種等材料費。
For household usage, 2 years full warranty will be offered including free on-site inspection and parts replacement. However, attendance fee and material fees like refrigerant have to be charged starting from the 2nd year.
 - b. 家庭使用壓縮機保用 5 年，次年更換壓縮機需收取人工及雪種等材料費。
5 years warranty will be offered to the household used compressor. Starting from the 2nd years, attendance fee and material fees like refrigerant will be charged for the replacement of the compressor.
 - c. 商業及出租用途保用 1 年 (包括壓縮機)。
For commercial use and rental purposes, 1 year warranty will be offered (including compressor).
7. 商業用途天花機、風管機、座吊兩用機、座地櫃式冷氣機及 MDV 冷氣機，出貨後起保用 12 個月。
1 year warranty since delivery for commercial used cassette type air conditioner, concealed duct type air conditioner, ceiling suspended & floor mounted type air conditioner, stand type air conditioners and MDV air conditioner.
8. 室外機維修工作，客戶必需提供安全設施。倘若本公司之技術人員無法在安全情況或環境下進行維修工作，本公司則保留拒絕維修該產品之最後權利。
Customers are obligated to provide safety facilities for outdoor unit maintenance work. If our technicians are requested to perform maintenance work under unsafety conditions or environments, our company shall reserve the final right to refuse to maintenance work.
9. 所有維修工作均於辦公時間內進行。
All maintenance work should be carried out during office hours.



10. 如產品需要收回廠維修，客戶需支付搬運收送服務費用HK\$150 /次(單程運輸)，偏遠地區HK\$300/次(單程運輸)，愉景灣HK\$520/次(單程運輸)。離島不設搬運收送服務。

If the air conditioner needs to return to the factory for inspection and maintenance, the customer shall be responsible for the delivery fee of HK\$150/trip (one-way trip), remote area HK\$300/time (single trip), Discovery Bay HK\$520/time (single trip) while this service will not be provided to outlying islands area.

11. 若維修地點沒有升降機，客戶需支付上落樓梯費用 HK\$30 元/層 (12 級樓梯為 1 層)。

If there is no elevator at the maintenance site, the customer shall be responsible for the staircase fee at HK\$30/floor (12 stairsteps as 1 floor).

12. 若維修人員到訪後，客戶放棄維修，仍需繳付上門費用 (窗口機 HK\$350 / 分體機 HK\$500 / 一拖二分體機 HK\$630 / 天花機 HK\$550)。上門費用即場交予維修人員即可。

If the customer refuses the maintenance after our technician visit, customer still need to pay for the attendance fee (Window Type HK\$350 / Split Type HK\$500 / Multi Split Type HK\$630 / Ceiling Type HK\$550). The attendance fee could pay directly to our technician.

13. 保養期內經本公司技術人員查證後，機件於正常運作情況使用下發生故障之運轉性零件，則可提供免費維修及零件更換(機殼、遙控器及配件除外)。

During the warranty period, free maintenance and replacement of parts (except the case, remote control and accessories) could be provided if the operating parts of the air conditioners fail to operate under normal circumstances.

14. 保用期內並不包括以下服務範圍：

Below service aspects are excluded from warranty period:

a. 以不正確方式安裝而影響機件正常運行或引致任何機件損壞及維修。

Incorrect installation that affects the normal operation of the machine or cause any damage of the parts.

b. 隔塵網清洗，需收取人工費用 HK\$100。

Filter cleaning. HK\$100 handling fee will be charged.

c. 冷氣清洗，需另行收費，詳情請參閱本公司之售後服務表。

Air conditioner cleaning. Additional charge is needed. For details, please refer to our company after sale service price list.

d. 清理去水盤及水喉管淤塞，將另收取人工費用 HK\$150 元正。

Water tray and piping blockage clearing. HK\$150 handling fee will be charged.

e. 冷氣機供電裝置。

Power supply device for air conditioner.



- f. 外殼破爛及人為撞擊，墮地或錯誤及不正確使用導致之損壞。
Case damage due to man-made hitting, dropping or incorrect usage.
 - g. 經非本公司授權人恣意改動或修理
Any modification or maintenance carry out by parties who are not authorized by our company.
 - h. 由於錯誤使用、疏忽、輸入錯誤電壓、擅自修理或改裝、天然災害或其他一切不能控制的原因所引致之任何損壞。
Any damage caused by misuse, negligence, wrong voltage input, unauthorized repair or modification, natural disasters or all other reasons beyond control.
 - i. 在有腐蝕性物質或其他污染物的環境下使用而引致的損壞。
Damage due to product usage under environment with corrosive substances or other pollutants.
 - j. 因修理而需要搭建 / 拆卸棚架、使用安全工作台或使用吊船。
Maintenance that needs to set up or dismantle the scaffolding, using safety work platform or suspended work platform.
 - k. 裝拆任何妨礙該機維修工作之裝修或設備。
Assemble and disassemble any decoration or equipment that hinders the maintenance of the air conditioner.
 - l. 擅自刪改型號或機身編號的產品，或擅改本保用證內容者。
Unauthorized alteration of the model or serial number of the washing machine or unauthorized modification of the warranty card contents.
15. 若客戶要求維修人員到香港離島、東涌、馬灣及圍村等偏遠地區提供維修服務，會需要較長的時間安排，並需支付附加費HK\$300。
Maintenance that requested at remote areas and restricted areas such as Hong Kong's outlying islands, Tung Chung, Ma Wan and Wai Village may require a longer processing time. Moreover, customers need to pay for the surcharges of HK\$300.
16. 本公司發出之保用條款只限於本公司所銷售的行貨型號及只在香港及澳門有效。
The warranty that issued by the company are only limited to the licensed models sold by the company and are only valid in Hong Kong and Macau.
17. 除了由本公司發出的保用證外，任何商號及人士發出之保用證，均不被本公司所認可。
Apart from the warranty card issued by the company, any other forms of warranty card will not be accepted.
18. 如有任何爭議，本公司將保留一切細則及條款之最後解釋決定權。



Midea Electric (Hong Kong) Limited shall reserves the final right of decision for all the interpretation of the terms and conditions.

19. 此保用證之中英文版本有差異時，應以中文版本為準。

In case of discrepancies between the Chinese and English versions of this warranty card, the Chinese version shall prevail.

20. 本公司收集的個人資料會用於提供產品售後服務及直接營銷用途 (包括續保邀請、服務推廣及最新產品優惠)。如客戶不願意我們使用個人資料作推廣用途，請書面通知本公司。

The personal data collected by the company will only be used for after-sales service offer and direct marketing purposes (including warranty renewal invitations, promotion of service and latest product offers). If customers do not wish the company to use their personal data for promotional purposes, please inform the company by written notification.