

## MAINTENANCE SERVICE SCOPE

### **Refrigerator**

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, accessories as: glass shelf, crisper, gasket, shelf, ice-tray & interior cleaning are excluded).
- Free Transportation Fee for workshop service.
- Loan set is on demand and subject to stock available. Subscribers will enjoy priority loan set arrangement.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

### **Tub Washer / Front Loading Washing Machine / Dishwasher (Household Use)**

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, gasket, drain pump filter, filter net, water kettle, bowl basket ,chopstick basket, water tank lid, drainage pipe, top nozzle, lower spray arm, detergent dispenser, attachments, extending supply or drain hoses, water tap, plumbing, drainage servicing, cleaning tub and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

### **Dehumidifier**

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, handle, casters, air filter, air cleaning filter, water receptacle, drain hose attached and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject Maintenance Fee calculated on pro-rata basis.

### **Superheated Steam Oven / Steam Oven / Steam Microwave Oven / Microwave Oven / Air Fry Oven**

- Free on-site visit services.
- Free replacement or repairing of the examined defective electrical parts (cabinet, handle, cavity, button, knob, water tank, drain tray and accessories are excluded).
- Free Transportation Fee for workshop service.
- Maintenance Fee is non-refundable. In case if the required spare parts are discontinued which repair service could not be carried out, we would refund the subject maintenance Fee calculated on pro-rata basis.