

Service Policy / Warranty

1. For any defect, in the judgment of our technicians, caused under normal usage, GAINCO INTERNATIONAL LIMITED (hereinafter known as the "Company") is responsible for repairing and replacing parts free of charge within the warranty period (except accessories and certain parts), commencing from the date of purchase. Any replaced defective parts will become the Company's property.
2. The warranty periods of H-Cure H2 Water Generator is 12 months from the date of purchase.
3. Free warranty service does not cover the following items :
 - (a) Renewal and replacement of cabinet, chassis, front panel, cosmetic items and accessories include 1L water container.
 - (b) Due to foreign objects (Such as coins, keys or cotton swabs, etc.) caused by the product generates a strange noise in the use of or inability to drain properly.
 - (c) All decontamination, pest and mold in addition to services.Example for the above cases is not within the coverage of warranty and related to inspection and cleaning fees will be responsible by the customer.
4. This warranty is invalid in the following cases :
 - (a) If the product has been damaged out of misuse, negligence, accident and natural disaster.
 - (b) If the product has been repaired, modified by persons other than company.
 - (c) If the serial number has been altered, effaced and/or removed.
 - (d) The product is not according to the official instructions provided by the installation.
 - (e) Machines for commercial use.
 - (f) Due to foreign objects (such as coins, keys or cotton swabs, etc.) caused by mechanical damage.
 - (g) Fail to follow the installation instructions provided
5. The Company will not be liable for any loss directly or indirectly caused from breakdown of the equipment.
6. The Company reserves the right in its sole and absolute discretion to use any refurbished (instead of brand-new) components for providing warranty, repairing and maintenance services and charge customers such component fees (with prior quotation).
7. For this appliance, customer will be required to bring the product to and from our service centre whenever service is required.
8. Unless otherwise stipulated, this Warranty Card is valid only for products purchased in Hong Kong or Macau. This warranty services provided in Hong Kong are not applicable to Macau and vice versa.
9. If no elevator service is available for premises which the Company delivery on-site services, the Company may impose charges for collecting and delivery the products to and from the Company's repair centre for inspection or repair service at the prevailing rate.
10. For remote areas service, travelling fee will be charged and customer will be charged and in the case workshop service is needed, customer will be responsible for the back and forth of the products to and from our service centre.
11. Please keep and present this warranty card together with the official purchase invoice to our technicians for inspection during each service.

Warranty Card

Product: H-Cure H2 Water Generator

Date of Purchase: _____ **Name:** _____

Email address: _____ **Phone Number:** _____

Address: _____

Pls send back this card copy to Gainco International Ltd.

**1. By post: Rm 802A, 8/F, Kenbo Commercial Building,
335-339 Queens Road West, Hong Kong.**

Or 2. By email of this copy to sales@h2g4.com