

# Haier Europe

In addition to the two-year manufacturer's warranty, Haier has provided additional warranties on selected home appliances to fulfil our commitment to offer the very best customer service and support. Please see below the additional warranties that Haier currently offers.

Haier additional 3 Year Labour guarantee promotion for qualifying Laundry & Refrigeration products purchased in the UK & Ireland in below period.

## Products purchased in the UK & ROI

### Qualifying Products – Refrigeration

Purchased between <b>01/01/2024 to 31/12/2024</b>		
HCR5919ENMP HCR5919ENMB HCR5919ENMM HCR7918EIMP	HCR5919EHMP HCR5919EHMB HDPW5620ANPD HSW79F18CIMM	HSW59F18DIMM HSW79F18DIPT HSR5918DIMP HSW59F18EIPT HTF-610DSN7**
Additional 5-warranty when purchased through Euronics		
HSR5918DNMP* HCR3818ENMM*	HETR3619FWMG*	HTW5618EWMP*
* For HETR3619FWMG, HTW5618EWMP, HCR3818ENMM, HSR5918DNMP, the 5-year warranty is only applicable if purchased through an authorised Euronics member ** For HTF-610DSN7, the 5-year warranty is only applicable in ROI.		

### Qualifying Products – Laundry

Purchased between <b>01/08/2024 to 31/10/2024</b>		
HW90-B16939S8-UK HW90-B16939-UK	HW80-B16939S8-UK HW80-B16939-UK	HW100-B14939-UK HW100-B14939S8UK
Purchased between <b>01/01/2024 to 31/12/2024</b>		
HD90-A2959 HD90-A2959S HD90-A3959 HD90-A3959S HD90-A2979N-UK HD90-A2979S HD90-A3Q979RU1 HD90-A3Q979U1 HD90-A2979 HWD100-B14959S8U1 HWD80-B14959S8U1 HWD90-B14959U1 HWD100-B14979 HWD100-B14979S HWD120-B14979 HWD80-B14979 HWD80-B14979S	HWD100-B14959U1 HWD90-B14959S8U1 HWD80-B14959U1 HW80-B14959S8TU1 HW80-B14959TU1 HW90-B14959U1 HW90-B14959S8U1 HW100-B14959U1 HW100-B14959S8U1 HW100-B14939S8* HW80-B14979S HW80-B14979 HW100-B14979 HW100-B14979S HW120-B14979 HW100-B14979U1 HW100-B14979S8U1	HW100-BD14979U1 HW100-BD14979S8U1 HW110B14979SEUUK HW80-B14979TU1 HD90-A2959E-UK HD90-A2959RE-UK HD90-A3959E-UK HD90-A3959RE-UK HWD80B14959NUUK HWD80B14959S8NUK HWD90B14959NUUK HWD90B14959S8NUK HWD100B14959NUK HWD100B14959SNUK HWD100BD14979NUK HWD10BD14979SNUK

\* For HW100-B1439S8, the 5-year warranty is only applicable if purchased through an authorised Euronics member

**Qualifying Products – Built-in**

Purchased between <b>01/01/2024 to 31/12/2024</b>		
HWO60SM6F5BH	HWO60SM2F3BH	HAKWBD 60 UK
HWO60SM6F8BH	HWO60SM2F5XH	HLE 172 UK
HWO60SM6T5BH	HWO60SM2F9XH	HBW5518EK
HWO60SM6T9BH	HWO60SM2B3BH	HBW5519EK
HWO60SM6TS9BH	HWO60SM2B9BH	HBW5719EK
HWO45NB6TOB1	HWO60SM2S9BH	HBW7518DTK
HWO45NM6OXB1	HWO45NB2B0B1	HAMS518EWK
HWO15NWD6XB1	HAHG6BR4S2X	HAUN518EWK
HAIJ64MC	HAVG5BF4S2B	XS 6A0M4PDB-80
HAFRSJ64MC	HAVG5BF4S2B/1	XS 6A4M4PB-80
HAMTSJ86MC/1	HAVG75S2B	XS 4A4M4PB-80
HAMTSJ66TFTCF	HAHG74S2X	XS 6B4S3FSB-80
HAIH6IESCF	HATS6DS2XWIFI	XS 4B4S3FSB-80
HAIH8IFMCF	HATS9DS2XWIFI	XDD 66E5LS-80
HAHG6D5XH	HADG6DS2XWIFI	XS 6B0S3FSB-80
HAHG7WL5XH	HADG9DS2XWIFI	XIB 6B2S3FS
HAVG5D4HB	HWO60SM5F8BH	XIB 3B2SFS
HAVG7WL4HB	HWO60SM5T5BH	XI1C3TB2FB-80
HATS6DS46BWIFI	HWO60SM5T9BH	HDBI H7A2TBEX-80
HATS9DS46BWIFI	HWO60SM4TS9BH	HWQ90B416FWB-UK
HADG6DS46BWIFI	HWO45NB4T0B1	HWDQ90B416FWB-UK
HADG9CS46BWIFI	HWO15NWD4XB1	HDB4 H7A2TBEX80
HATSI120CBS6BVOC	HAVG6BF4HB	HDB4 H7A2TSMEX80
HADD9SS6B	HAVG6BF4HB/1	HWDQ90B416FWS-UK
HACI100RCS6X	HAVG75HB	HWQ90B416FWS-UK
HAPY72ES6X	HFE 172 NF UK	HWQ90B416FWBR-UK
HWO60SM2F3XH	HB50T618FMK	HWDQ90B416FWBRUK
	HBW5518DK	

To register your appliance for the Haier Five Year Warranty, please call our customer service team on 0333 003 8122 (UK) or 01852 9200 (Ireland). Or you can register your appliance online.

UK: <https://haier.partners.domesticandgeneral.com/register/appliance-details>

Ireland:

[haiereurope.my.site.com/Haier/RegistrationAsset?locale=en\\_IE&Brand=Haier&country=IE](https://haiereurope.my.site.com/Haier/RegistrationAsset?locale=en_IE&Brand=Haier&country=IE)

**Your Haier Promotional Guarantee Terms and Conditions**

Thank you for purchasing a Haier appliance which automatically comes with a 24 month call out, parts and labour guarantee.

Providing that you **register your purchase with Haier within 28 days of purchase** in accordance with the Haier promotion, Haier guarantees the labour for an additional 3 years and all parts for your product for 10 years from the date of purchase.

During the first five years Haier approved engineers will replace all defective parts free of charge, except for parts subject to fair wear and tear, such as interior lamps.

In years 6-10 replacement parts will be supplied free only if fitted in the UK or the Republic of Ireland by Haier and the appropriate labour charges paid (Haier Fixed Price Repairs Out of 60 Month guarantee period).

To qualify for the benefits under the guarantee, you must be able to **provide proof of date of purchase** with your **appliance registration confirmation** and the appliance must have been supplied, maintained and used in accordance with Haier instructions.

The guarantee does not cover accidental damage, loss or damage arising from the breakdown of the product. The guarantee excludes:

1. Any faults which occur due to defective installation or misuse of the machine.
2. Repair of, or interference with, the machine by any person not authorised by the manufacturer.
3. Any parts which are fitted to the machine which are not original manufacturer's parts.
4. Non-domestic use of the machine.
5. Operation at incorrect voltage.
6. The result of using this machine for any purpose other than those described in the instruction manual.

### **Warranty declaration for Haier Home Appliances**

This Warranty Policy is additional to and does not replace any other rights enjoyed by the end user of the appliance and, in particular, in no way affects the customer's rights established by UK regulations implementing Directive 1999/44/EC.

#### **1. General rules**

This warranty is valid only for services under warranty to be provided in UK and Republic of Ireland and only covers Haier branded appliances sold by Haier Smart Home UK & I LTD, in the UK and the Republic of Ireland.

All claims must be accompanied by evidence of the model, serial number, and proof of purchase showing the appliance was purchased with 24 months prior to the date of claim. Additional promotional warranties outside of 24 months must produce a warranty certificate. These must be produced prior to the warranty service being carried out otherwise Haier Smart Home UK & I LTD reserves the right to reject the warranty claim. Please provide your warranty reference number at time of your service.

#### **2. What is not covered under your warranty**

Haier is not responsible for any costs of service due to the following reasons;

- The appliance being outside of the two-year manufacturer's warranty period.
- Any defect caused by accident, misuse, unauthorised modification, or any repair not authorised by Haier.
- Any non-mechanical malfunction or cosmetic damage to the appliance.

- Any claim for loss, damage, cost, or expensive, of an indirect or consequential nature including any loss or damage to food stuffs or goods is excluded. This includes the loss or corruption of any data or information stored by the customer in any form. (Losses resulting in deterioration following the break down, or accidental break down of the appliance, fuses, or plugs, can be covered by your standard home insurance or may require extra cost. Please check this with your insurance provider.)
- We continuously try to improve our appliances for the benefit of the customer, and for this reason we reserve the right to make changes to any appliance at any time, and without notice.
- Periodical checks or maintenance, including cleaning of filter/pump (instructions are found in user manual supplied) and/or service on consumable parts like rubber seals, charcoal filter, grease filters, knobs. We recommend you inspect your appliance on a regular basis to check it is correctly working.
- Faults including – the appliance installation not complying with that stated in the user manual – inadequate ventilation resulting in additional power consumption - external factors including weather and environmental conditions, irregular electrical power supply, under or over voltages. (Please refer to the user manual for installation and maintenance of your appliance.).
- If the appliance is not accessible due to insufficient space or the appliance cannot be removed from its location due to surrounding cupboards, worktops or other equipment or any damage resulting from the removal or re-installing the appliance.
- Accessories such as shelves, egg boxes, bottle racks, lamps, power cables, leads, hoses, remote controls missing or received damaged claimed after fourteen days from customer's delivery date.
- No fault found (NFF)
- Advice to the customer on how to operate the appliance (instructions are found in the user manual supplied).
- Cover the cost of television repair with an LCD or LED panel with defective pixels.
- LCD or LED panel solarized caused by persistent fixed image on screen (screen burn)
- For appliances used in a commercial environment such as offices, shops, restaurants, or any small business, the warranty is limited to 12 months for Washing Machines, 6 months for Washer Dryers, Tumble Dryers, Fridge and Freezers, Dishwashers, Ovens and Hoods.

### **3. Activating the aftersales service (excluding microwave ovens, handheld devices and small televisions)**

Haier appliances (microwave ovens, handheld devices and small televisions excluded) are covered by an in-home warranty.

Customers who have a technical problem or fault with their appliance should contact the Haier Customer service s by calling 0333 003 8122, or their Retailer where the appliance was purchased.

Haier will arrange for an engineer to repair the customer appliance in home. Whenever this cannot be carried out at the customer's home, alternative arrangement will be made (please ensure engineers are able to have access to the appliance prior to the visit).

The Haier engineer will assess the need for repair and take appropriate actions and implement the appropriate repair. If the appliance cannot be repair for whatever reason, the engineer will advise Haier Smart Home UK & I LTD accordingly and Haier Smart Home UK & I LTD will decide on the next course of action. If an exchange is agreed by Haier Smart Home UK & I LTD the customer will be

issued a Return Merchandising Authorisation number (RMA), the customer should advise their Retailer of this number to activate the exchange.

Providing the appliance is within the manufacturer's warranty period the service is entirely free if the appliance is found to be faulty.

If the appliance is not faulty, the costs of labour, collection at the customer's home and possible appliance transport costs will be charged to the customer by Haier Smart Home UK & I LTD.

#### **4.Activating the aftersales service (microwave ovens, handheld devices and small televisions)**

Customers with microwave ovens, handheld devices or small televisions with a technical problem or fault should contact the relevant Haier customer contact centre, depending on the retailer the appliance was purchased from, by calling the relevant Service Number. The call centre operator will explain the process fully.

#### **5.New appliances found damaged on delivery or opening the packaging**

New appliances found damaged when first opening packaging or found damaged during transport must not be installed. In these cases, customers should contact their retailer from whom they purchased the appliance who will provide them with an appropriate solution. Any damage should be reported with the seven days of purchase otherwise Haier Appliances UK reserves the right to refuse the warranty claim.

#### **6.Fixed Price Repairs (Out of guarantee period)**

- The fixed price repair is inclusive of parts and labour.
- Provided the parts are available at the first visit, we would aim to complete the repair on the first visit.
- Once the repair is completed the repair is guaranteed for 12 months.
- In the unlikely event that the appliance is beyond economical repair or cannot be repaired, you will be offered a new appliance at a reduced price inclusive of any Home delivery charges. If you prefer not to go ahead with the new appliance a Basic Call Out charge of £80 incl. vat (€72.50 in Ireland) will apply.
- In the event that a fault cannot be identified and the appliance is functionally normally in accordance with manufacturer's instructions, a Basic Call Out charge of £80 incl. vat (€72.50 in Ireland) will apply. Please ensure that you have referred to your appliance instruction manual and are following the manufacturers operating instructions before reporting a fault and booking a call out.
- Please ensure a responsible adult is present when our engineer calls, otherwise, we will not carry out the repair. In this situation an additional Basic Call Out charge of £80 incl. vat (€72.50 in Ireland) will apply if we need to revisit the premises.

#### **Fixed Price Repair Charges (Out of guarantee period)**

- Products up to 10 years old £160 incl. vat (€145 in Ireland) inclusive of labour and free parts.
- Products over 10 years old £170 incl. vat (€165 in Ireland) inclusive of labour and parts.

#### **Basic Call Out charge (Where applicable)**

- £80 incl. vat (€72.50 in Ireland)

All rates are subject to change