

Equipment Warranty Policy

We are committed to providing reliable and high-quality equipment for your commercial needs. This warranty policy applies to all **commercial laundry, housekeeping equipment, bar equipment, and kitchen equipment** supplied and installed by our company.

1) Warranty Coverage

All equipment is covered by a warranty for the **earlier** of:

- **One year** from the date of installation, or
- **Eighteen months** from the date of purchase or delivery.

This warranty includes:

- **Free replacement of defective parts**
- **Free on-site service and labor for warranty-covered repairs**

2) Scope of Warranty

This warranty applies to defects in materials or workmanship under normal use and proper maintenance. It covers:

- Mechanical or electrical component failures due to manufacturing defects
- Performance issues resulting from faulty assembly or parts
- Equipment malfunctions when used in accordance with manufacturer guidelines

3) Exclusions

This warranty does **not** apply to failures or damage resulting from:

- Misuse, abuse, or negligence
- Improper installation not performed by our authorized technicians
- Unauthorized repairs or modifications
- Modifications or relocations of equipment not performed or approved by our authorized technicians
- Normal wear-and-tear parts (e.g., gaskets, filters, bulbs, belts)
- Consumable items such as oil, lubricants, chemicals, detergent, and similar materials.
- Damage from power surges, accidents, or natural disasters
- Pest-related damage, including insects, rodents (rats, mice), or other vermin
- Failure to meet MEP (mechanical, electrical, plumbing) requirements, including but not limited to:
 - Inadequate water quality or water pressure
 - Insufficient ventilation or airflow
 - Any installation that does not comply with manufacturer instructions or installer recommendations

4) Service Response

Our authorized technicians will respond to service requests within **24–48 hours**, subject to location and availability.

5) Travel & Outstation Service Policy

For service requests outside Yangon, the customer is responsible for:

- Technician travel expenses
- Accommodation and per diem (meals)

These costs will be quoted and approved before dispatch.

6) Tabletop Equipment & Small Items

Tabletop equipment and small portable items (e.g., blenders, mixers, hair dryers, kettles) must be delivered to our Yangon service center for inspection and repair. On-site service is not available for these items.

7) Warranty Claims

To initiate a warranty claim, please provide:

- Equipment model and serial number
- Proof of purchase or delivery note
- Detailed description of the issue

All claims are subject to evaluation by our technical team and to the original equipment manufacturer's warranty and claim policy.

8) Limitation of Liability

Our liability is limited to the repair or replacement of defective components as specified herein. We are not liable for indirect or consequential damages arising from equipment failure or downtime.

Prepared by;

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Chief Engineer

9th April 2025.