

# ESTEEL MANUFACTURING SDN BHD

201801022555 (1284574-D)

OFFICE: 26-2, Jalan Medan Setia 2, Bukit Damansara, 50490 Kuala Lumpur, Malaysia.

FACTORY: Lot 9629-A, Jalan Utama D/A, Kampung Desa Aman, 47000 Sungai Buloh, Selangor, Malaysia

Tel: +603-2011 7688 Fax: +603-2011 6588 Hotline: +6016-231 1188 Email: info@esteel.com.my



Thank You for Trusting Our Products. Please complete all fields in BLOCK LETTERS.

## WARRANTY CLAIM FORM

Name (Mr. / Mrs. / Mdm. / Sir) : \_\_\_\_\_

NRIC No.: \_\_\_\_\_

Address: \_\_\_\_\_ State: \_\_\_\_\_

\_\_\_\_\_ Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_

Phone (H/P): \_\_\_\_\_ Phone (H): \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Product Series: \_\_\_\_\_

Warranty Duration: \_\_\_\_\_ Warranty Expiry: \_\_\_\_\_

Dealer's Name:

Technician's Name:

Sales ID:

Tech ID:

Kindly submit the following items along with this warranty card.

- Proof of purchase
- Invoice / Receipt
- Defective device

Product Model

(eg: FG-e1000S)

Product Name

(eg: Flat Bottom without stand)

Serial Number

(eg: SAM2301-001)



# WARRANTY CARD

## eTANK

Water Storage Tank





## TERMS AND CONDITIONS OF WARRANTY

### 1. Warranty Coverage

- 1.1 The manufacturer warrants that the stainless steel water tank is free from defects in materials and workmanship for 10 years from the original date of delivery. This warranty specifically covers defects arising from the manufacturing process, including material flaws and construction errors. If any component is repaired or replaced under this warranty, the original warranty period will remain unchanged and will not be extended or renewed.
- 1.2 Stainless steel 304 is designed to resist rust and corrosion. However, its resistance is not absolute and can be affected by factors such as the presence of corrosive substances or inadequate maintenance. If rust is due to a material defect or manufacturing process error (e.g., faulty stainless steel), it would typically be covered. If rust results from misuse, exposure to harsh chemicals, or inadequate maintenance, it may not be covered.
- 1.3 This warranty applies to both the purchaser and users of the water tank.
- 1.4 This warranty covers defects related to the storage of tap water only. The use of water from other sources, such as underground or contaminated water, is not covered.

### 2. Warranty Exclusions

- 2.1 This warranty does not cover:
  - Damage caused by improper installation, misuse, or abuse.
  - Damage resulting from unauthorized modifications or repairs.
  - Normal wear and tear, including scratches, dents, or discoloration.
  - Damage caused by natural disasters, such as floods, earthquakes, or lightning.
  - Any components not manufactured by the company.
  - Failure to follow the installation and operation specifications as described in the instruction manual.
  - Losses that may occur during transit, loading, and unloading processes.
  - Losses arising from damage to the water tank or negligence.
  - Damages caused by force majeure events, such as thunder, fire, earthquakes, short-circuits, etc.
  - Damages that occur to the water tank installed indoors.
  - Damages caused by storing non-filtered water, underground water, contaminated water, disinfection agents, or other chemical substances.
  - Rust or corrosion resulting from improper maintenance, exposure to harsh chemicals, or environmental conditions not covered by the manufacturer's specifications.

### 3. Warranty Claims

- 3.1 To make a warranty claim, the purchaser or user must contact the manufacturer or authorized dealer within 30 days of discovering the defect.
- 3.2 The claimant must provide proof of purchase and a detailed description of the defect. The claimant must provide any proof requested by the manufacturer.
- 3.3 The manufacturer reserves the right to inspect the water tank and determine the validity of the warranty claim.

### 4. Remedies

- 4.1 If a defect covered by this warranty is confirmed, the manufacturer will, at its sole discretion, either:
  - Repair the defective water tank.
  - Replace the defective water tank with a new or refurbished unit.
- 4.2 The manufacturer has the discretion to charge the purchaser or user for any repairs or replacements made under this warranty.
- 4.3 The manufacturer's liability is limited to the cost of repair or replacement of the water tank. The manufacturer is not liable for any incidental or consequential damages.

### 5. Non-Covered Components

- 5.1 The warranty does not cover components or accessories not manufactured by the company, including but not limited to float ball valves. Issues related to such components should be addressed separately, and any associated costs will not be covered under this warranty.

### 6. Limitations of Warranty

- 6.1 This warranty is the sole and exclusive warranty provided by the manufacturer. No other warranties, express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, are made.
- 6.2 The duration of any implied warranties that may exist is limited to the duration of this express warranty.

### 7. Refund and Return Policy

- 7.1 Refunds and returns are only available for products that have not been used and are returned in their original packaging within 30 days of purchase.
- 7.2 To initiate a return or refund, the purchaser must contact the manufacturer or authorized dealer with proof of purchase and reason for return.
- 7.3 The manufacturer reserves the right to inspect the product and determine its eligibility for return or refund.
- 7.4 Approved refunds will be processed within 30 days, and the purchaser may be responsible for any shipping costs associated with the return.

### 8. Governing Law

- 8.1 This warranty shall be governed by and construed in accordance with the laws of Malaysia.

### 9. Severability

- 9.1 If any provision of this warranty is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

### 10. Contact Information

- 10.1 For warranty claims or inquiries, please contact:

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