



# Warranty Coverage

This product is covered under this warranty for manufacturing defects (inclusive of parts and servicing) for the period set out in the table below.  
The applicable period will commence from the date of purchase.

Product Category	Warranty Coverage	General Warranty	Parts Warranty	Exceptions
<b>Cooling :</b>				
Portable Air Conditioners	On-Site	1 year	5 years (Compressor)	1 + 3 years (Compressor) for models <a href="#">EPAC 12C6UV, 14B6UV, 20A, 30Z</a> . 1 + 6 years (Compressor) for models <a href="#">EPAC 10T6, 12T6, 14T6, 12W3, 14T8, 20S, EPAC 12Y5, 12Y6, 14Y6, 13Y6, 14Z6</a> .
Casement Air Conditioners	On-Site	1 year	6 years (Compressor)	2 + 6 years (Compressor) warranty for EAC 808A.
System Air Conditioners : Indoor Unit (Single/Multi Split)	On-Site	1 year		
System Air Conditioners : Outdoor Unit (Single/Multi Split)	On-Site	1 year	6 years (Compressor)	
Air Coolers	Walk-In	2 years	3 years (Motor)	
Bladeless Fans	Walk-In	EBFZ1 = 2 years EBFZ2 = 2 years EBFZ3D = 1 year EBFZ10 = 2 years	EBFZ1 = 3 years (Motor) EBFZ2 = 5 years (Motor) EBFZ3D = 3 years (Motor) EBFZ10 = 8 years (Motor)	<b>Only EBFZ1 model is on-site warranty</b>
Room Circulator Fans	Walk-In	1 year	1 year (Motor)	<b>Only ERC5182 model is on-site warranty</b>
Tower Fans	Walk-In	1 year		2 + 3 years (motor) warranty for <a href="#">ETF7114D</a>
Living Fan	Walk-In	1 year	3 years (Motor)	
Stand Fans	Walk-In	2 years	8 years (Motor)	
Desk Fan/ USB Fan	Walk-In	1 year	3 years (Motor)	
Jet Turbine Fans, EQQ Fan	Walk-In	1 year	3 years (Motor)	2 + 8 years (motor) warranty for <a href="#">EJF7145Z</a>
Power Oscillating Fans	Walk-In	2 years	5 years (Motor)	
Wall fans	On-Site	2 years	8 years (Motor)	
<b>Air Treatment :</b>				
Air Purifiers	Walk-In	2 years		1 Year (Full) only for models <a href="#">EPU 1110B, EPU 7700, EPU 3320C</a> .
Dehumidifiers	Walk-In	3 years	5 years (Compressor)	1 Year Warranty only for model <a href="#">EDH 3122A</a> . 3 Years (Full) Warranty only for model <a href="#">EDH 3140D, EDH5251B, EDH3200DWH, EDH3300DWH, EDH6300DGY, EDH8400DGY, EDH9600DGY</a> .
<b>Bathroom Appliances :</b>				
Water Heaters, Storage Heaters	On-Site	1 year	5 years (Heating Element)	

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<b>Major Appliances :</b>				
Wine Coolers	On-Site	2 years	5 years (Compressor)	Only On-Site 2 + 5 years (Compressor) warranty for Essential Series models <a href="#">EWC 152</a> , <a href="#">EWC 201</a> , <a href="#">EWC 331</a> , <a href="#">EWC 1331</a> only.
Fridges		2 years	10 years (Compressor)	On-Site 2 + 7 years (Compressor) for models <a href="#">ER 752Q</a> , <a href="#">ER 8501S</a> , <a href="#">ER 6401S</a> , <a href="#">ER 3311T</a> , <a href="#">ER 3371T</a> , <a href="#">ER 3372T</a> , <a href="#">ER 3461T</a> , <a href="#">ER 9360S</a> , <a href="#">ER 5311U</a> , <a href="#">ER 5371U</a> , <a href="#">ER 5461U</a> . Walk-In 1 year for model <a href="#">ER 9250</a> and <a href="#">ER9481DBK</a> only.
Washer Machine	On-Site	2 years	5 years (Motor)	10 years (Motor) Warranty for <a href="#">EFW 7801Y</a> , <a href="#">EFW 9102Y</a> , <a href="#">EFW 9101Y</a> only.
Washer Dryer	On-Site	2 years	5 years (Motor)	
Dryer	On-Site	2 years	5 years (Motor)	
Freezer	On-Site	1 year	5 years (Compressor)	<a href="#">EFZ 1361</a> will have Walk-In 1 + 5(Compressor) warranty only
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<b>Built-In :</b>				
Built-In Hood	On Site	2 years		ECH5501DBK Extended Warranty from 1 Year to 2 Years will only be eligible for the date of purchase from <a href="#">16 July 2024</a> and onwards.
Built-In Hob	On Site	2 years		Our warranty covers manufacturing defects in the main product. Please note that accessories like knobs, burners, support grid etc are not inclusive in the standard warranty coverage.  We want your appliance to last and perform its best, hence regular and proper maintenance are essential for optimal performance.  Please ensure that the burners are fitted back to its original place after cleaning to avoid any misfit that could lead to warping.
Built-In Oven	On Site	1 year		2 years for model <a href="#">EBO 3650</a> and <a href="#">EBO 3701</a> only.
<b>Small Kitchen Appliances :</b>				
Airpots, Kettles,	Walk-In	1 year		

Food Steamers, Induction Cookers, Rice Cookers, Blenders, Choppers	Walk-In	1 year		
Toaster Oven, Microwave Oven, Electric Ovens	Walk-In	1 year		
Steamboats, Air Fryers	Walk-In	1 year		
<b>Vacuum Cleaner</b>	Walk-In	1 year		
<b>Water Dispensers</b>	On Site	1 year		Exception for table top water dispenser: EWP 3361A & EWP 3362A

## TERMS & CONDITIONS OF WARRANTY (THIS WARRANTY IS VALID IN SINGAPORE ONLY)

This product is covered under this warranty for manufacturing defects (inclusive of parts and servicing) for the period set out in the table below. The applicable period will commence from the date of purchase. All general warranties apply from the date of purchase / delivery. Warranty for EuropAce and Otimmo appliances only covers spare parts and labour charges for manufacturing defects.

1. Kindly register warranty via our website link : <https://warranty.europace.com.sg/>
2. Warranty is only effective for appliances purchased from: (i) authorised EuropAce dealers operated in Singapore; or (ii) online shopping portals in Singapore which are authorised to sell EuropAce products.
3. This warranty covers for appliance that is solely meant for domestic purposes and not for commercial purposes or any other purposes whatsoever. It is to be used strictly in accordance with the instruction provided by the manufacturer.
4. Only STRATEGIC MARKETING (S) PTE LTD and its authorised service contractors are authorised to provide repair / related services during the warranty period.
5. The owner shall send in the warranty registration duly completed online within 7 (seven) days from the date of purchase / delivery.
6. The owner is required to present original proof of purchase document when requesting for repair and service.
7. Under the following circumstances, parts and labour will be chargeable even during the warranty period. The warranty DOES NOT extend to the followings:
  - a. When the serial number of the product has been altered, tampered with or removed;
  - b. When the product has been tampered with, or has been subject to misuse, or damage due to customer negligence or damaged while in transit.
  - c. When the product has not been installed, maintained or operated in accordance with instructions given by STRATEGIC MARKETING (S) PTE LTD.
  - d. When the product has undergone repairs, modifications, or dismantled by the purchaser or any third party without prior written approval by STRATEGIC MARKETING (S) PTE LTD.
  - e. For defects caused by abnormal voltage or in-coming power supply from a generator.
  - f. For defects caused by fire, lightning, electrical disturbance, negligence, accidents and other natural disasters or due to deviation from the recommended application and installation.
  - g. For defects caused by household pests such as lizard, rat, cockroach, etc.
  - h. For defects caused by chemical reaction, excessive heat, excessive dust or corrosive surroundings
  - i. For components parts (including accessories) which require replacement in the ordinary course of use due to normal wear and tear.
  - j. For external parts including without limitation cabinet, knobs, hoses and joints, against damage, scratches and ageing.
8. The warranty shall cease to be valid and void if appliance is exported or relocated from Singapore.
9. The warranty will be void if the appliance is being operated without EuropAce genuine or recommended parts.
10. The owner shall be fully responsible for the due delivery and collection of the appliance for any work done pursuant to this warranty. Transportation expenses incurred for delivery or handling the appliance are chargeable to the ow

11. STRATEGIC MARKETING (S) PTE LTD reserves the right to impose additional charges or may refuse to attend to any products installed locations which are inaccessible and /or hazardous to our service agents. Additional charges will
  12. If the appliance or parts in the appliance requires repair, STRATEGIC MARKETING (S) PTE LTD may, at its sole option and discretion, repair, replace or exchange it with an equivalent appliance or parts that is new or refurbished. STR
  13. The terms and conditions of this warranty shall be contained exclusively in this document and no other presentation of provision, either written or otherwise, regardless of the origin of the same, shall be accepted as either adding t
  14. STRATEGIC MARKETING (S) PTE LTD liability under this warranty is limited to repairing and / or replacing defective products only. The warranty does not cover any losses and damages caused directly or indirectly by the appliances.
  15. Diagnostic tests on the appliance may be conducted by Electrolux to ascertain the cause or reason of the failure/defect. STRATEGIC MARKETING (S) PTE LTD decision on all claims, including without limitation whether there is a defe
  16. No person, by dealer / company is authorised to change, modify, or extend the terms of these warranties in any manner.
  17. The owner shall have no claim under this warranty in respect of personal injury, damage to property or consequential damage.
  18. This warranty is only valid within Singapore and may not apply in other regions.
  19. This warranty does not include transport delivery or handling charges incurred in the transportation of the appliance to and from STRATEGIC MARKETING (S) PTE LTD.
  20. In respect of the refrigerator, washing machine, aircon, air coolers, fans, air treatment, water heater, storage heaters, wine coolers, dryers, freezer general warranty expiry from the date of purchase / delivery, charges for transport, parts and labour
  21. This warranty will not cover chemical cleaning, maintenance service, general service and overhaul. Charges will be applied.
  22. Claims for damaged / missing parts after 3 days from the purchase date / delivery will not be valid.
  23. This warranty does not particularly cover damages and/or defects arising from
    - a. Usage of wrong electrical supply/voltage.
    - b. Usage not according to the Instruction Manual provided by the manufacturers.
    - c. Misuse, accidents, negligence, abuse, improper installation, or any manner of tampering.
    - d. Normal wear and tear.
    - e. Corrosions rusting or stains.
    - f. Scratches, dents on the unit body, casing or paintwork of the appliance.
    - g. Act of God, fire, flood and civil unrest.
    - h. We shall not under any obligation, legal or otherwise to repair this appliance or one to one exchange if the same shall be required as a result of losses, damages and malfunctions arising from any of the causes mentioned in the paragraph.
  24. All accessories, external parts and extruded parts such as front panel, casing, door, glass cover, glass door, cable/cord assembly, batteries, adaptor, plug, remote control, control knob, buttons, filter, UV lamp, oven tray, wooden rack, exhaust hose, f
  25. STRATEGIC MARKETING (S) PTE LTD reserves the right to reject the warranty claim for non-observance of above clauses.
  26. All services provided after the warranty period will be chargeable at standard rates determined by STRATEGIC MARKETING (S) PTE LTD.
  27. The terms and conditions of this warranty shall be varied except with the written and express consent or agreement of STRATEGIC MARKETING (S) PTE LTD.
- While STRATEGIC MARKETING (S) PTE LTD endeavours to repair any defects after the warranty period, it is subject to availability.

It is hereby expressly provided that any liability of STRATEGIC MARKETING (S) PTE LTD for any loss or damage whatsoever arising from, relating to or in connection with the purchase of the appliance shall not exceed the purchase price (excluding installa  
\* STRATEGIC MARKETING (S) PTE LTD reserve all rights to change the terms & conditions without prior notice.