

## HEGII Product warranty policy

**HEGII Policy Reference:** [HEGII International Warranty Policy \(Click\)](#)

### **【 Part A】 Definitions of warranty and warranty period:**

1, Warranty period: The warranty period of a HEGII product commences from the date on which it was bought by a customer. The warranty periods of various products of HEGII are shown in the list of warranty periods below.

2, Warranty service: In the case that after-sales services such as repairing and replacement of spare and accessory parts due to poor product quality, and in the circumstance of daily normal use and maintenance and the product is within the warranty period, HEGII shall provide free warranty services.

3, The warranty does not apply to the following circumstances:

- 3.1, Engineering products (as per the contract within the warranty period) ;
- 3.2, Damages caused by human or force majeure, such as earthquake, fire, flood and frost crack, etc.

### **【 Part B】 Definitions of non-warranty:**

4, Non-warranty means that the product exceeds the period of free repair and maintenance promised by HEGII;

5, Damage caused by customers' inappropriate use, daily maintenance and safekeeping of product;

6, Product damages caused by force majeure;

### **【 Part C】 Definitions of non-warranty expense:**

7, Non-warranty services: after-sales repair and value-added services provided by HEGII service outlets and such services have exceeded the free warranty period or the warranty scope.

8, Non-warranty service fee = door-to-door service fee + cost of labor + cost of spare and accessory parts

8.1, Door-to-door service fee: the expense of one-way travelling from a HEGII outlet to a customer.

8.2, Cost of spare and accessory parts: the expense charged by a HEGII outlet for replacement of spare and accessories for customers. The expense charged by a HEGII outlet for replacement of spare parts and accessories for customers shall not exceed the expense charged by HEGII to the outlet by 20%.

The charging standard is a reference upper limit for HEGII outlets, and it shall not be exceeded in the process of implementation;

## Comparison table of warranty periods of HEGII products

No.	Main category	Sub-category	Warranty period
1	Smart product	Smart lid, smart integrated toilet	6 years
	Ceramics product	One-piece toilet, counter basin, pedestal basin	5 years
	Bathroom cabinet	Bathroom cabinet	3 years
2	Leisure product	Showering room	3 years
		Bathtub	3 years
3	Metal fittings and accessories	Shower, faucet	Main body, manifold, valve element 5 years
			Other parts, 3 years
		Accessories	Main body, 5 years
			Other parts, 3 years
		Tissue box, corner basket, handrail, lifting rod	3 years
		Sink, floor drain	3 years
4	Public facilities	Urinal, squatting pan, concealed toilet, mop tank	5 years
		Sensing flushing valve for toilet/urinal, sensing faucet	3 years
		General toilet/urinal flushing valve	3 years
		Cistern of squatting pan	3 years
		Hand drier	3 years
5	Water supply accessories	Corner valve, inflow hose	5 years
6	Drainer	Corner valve, inflow hose	3 years

**Note:**

- 1.The products purchased after January 1, 2019 are subject to the above warranty policy.
- 2.The above warranty periods are only for products sold by terminal retailers and online retailers, and the warranty periods of engineering products are subject to contract requirements.

**Disclaimer:**

- 1.Product failures arising from inappropriate daily use or maintenance, or unauthorized inappropriate repair and renovation;
- 2.Product failures or damages caused by improper installation by user;
- 3.Product failures arising from use beyond the specified scope or environment of product use, for example, the use of a household product for commercial purposes;
- 4.Product failure caused by earthquake, fire, lightning, other natural disasters, public hazards, as well as inconformity of salt fluid, voltage, water pressure (dynamic, static) , etc.

\*The above explanations are all owned by HEGII Limited.

## HEGII Non-warranty Charging Standards

No.	Maintenance level	Service items	Labor Cost
1	Consultation	Onsite consultation services and instruction	Free
2	Minor repair	<p>Smart toilet (lid): replacement of remote control, water inlet tee, filter, solenoid valve;</p> <p>Bathroom cabinet: replacement of door plank, hinge, handle, drawer and guide rail, adjustment of hinges and loosened parts;</p> <p>Squatting pan: replacement of cistern and water tool; adjustment of water tool;</p> <p>Small metal fittings and accessories: replacement of quick-opening valve element, replacement of spare shower, bubbler, bounce core, grip, cross recessed countersunk head screw, outlet connection, decorative button, hose for water supply and drainage, adjustment against various loosening and water leakage, replacement of rubber gasket and valve element locknut;</p> <p>Bathroom: replacement (adjustment) of handle, hook, waterproof adhesive tape, repair cementing and replacement of decorative cover.</p>	USD20
3	Medium repair	<p>Sensing parts: replacement (adjustment) of sensing faucet control group, electronic control valve, ups power supply, battery, sensing module, control box assembly, sensor housing;</p> <p>Toilet: replacement (adjustment) of damper, toilet lid, water tool, cistern button, cistern cover, bottom repair cementing, adjustment of loosening and water leakage of water tool;</p> <p>Smart toilet (lid): replacement (adjustment) of power line, toilet seat, toilet lid, spray gun assembly, display box assembly, damper, knob (keyboard plate) assembly, receiving box assembly, drying assembly, deodorizing assembly, decorative parts, cleaning solenoid valve assembly, internal solenoid valve of movement;</p> <p>Bathroom cabinet: replacement (adjustment) of mirror cabinet, side cabinet, main cabinet, counter table, cabinet foot, inflow corner valve, drainage hose, mirror light;</p>	USD40

		Large metallic fittings and accessories: replacement (adjustment) of valve element, main body, shunt valve, straight pipe, elbow, S contact, draw bar;	
		Bathroom: adjustment of abnormal noises, replacement of pulley, drawbar, hinge and wall clip, etc.	
4	Major repair	Toilet: replacement of shift unit, flange, ceramic body and heavy-duty ceramic body;	USD60
		Bathroom cabinet: replacement of floor drain, slotting, waterproofing work, door plank paint spraying;	
		Bathroom: replacement (adjustment) of profiles, door glass and stone foundation, and dismantling and re-installation;	
		Smart toilet (lid): replacement (adjustment) of main control panel, power panel, instant heater, gearbox, thermal-storage cistern, concealed cistern, water discharge mechanism;	
		Bathtub: replacement (adjustment) of motor, water pump, pipe, heater, skirting, bathtub, control box, display screen.	
5	Others	Showering room: replacement of bursting disk.	USD80

**Note:**

1. HEGII does not charge its users who are less than 15km (including 15km) away from HEGII with onsite service fee, but charges its users who are more than 15km away from HEGII with onsite service fee, which is charged for the distance beyond 15km, that is, the customer shall pay for the extra kilometer (single-way distance) ;
2. HEGII charges the maximum cost of labor of a single repair item in the case of multiple repair items of a single service;
3. If any service item is not included in the above table, HEGII shall communicate and consult with the user; if a fee needs to be charged, it shall not be higher than the market/industrial standard or the standard stipulated by local price authority.

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