

BEKO MALAYSIA PRODUCT WARRANTY

The warranty provided by Beko Appliances Malaysia Sdn. Bhd. in these statements only apply to Beko appliances sold to the original purchaser or homeowner in Malaysia.

The warranty applies only to products purchased through an authorized dealer or authorized reseller. Go to <https://www.beko.com/my-en/Find-a-Retailer> for a list of authorized dealers.

Please keep your purchase receipt or other proof of purchase in a safe place; you will need to have it should the product require attention under guarantee.

You will also need your product model number, serial number, retailer name and address where purchased and purchase date / installation date. It will help us assist you when requesting service. (The model number is printed on the Instruction Booklet and the serial number is printed on the Rating Label affixed to the appliance)

Before requesting service please check the trouble-shooting guide in the Operating Instructions as a charge may be levied where no fault is found even though your product may still be under guarantee

Should you experience any difficulty in obtaining service please contact the Beko customer service at:

1. Call: 1-800-88-2356
2. WhatsApp Only: +6018-9404550
3. Email: cs.my@beko.com
4. Website: <https://www.beko.com/my-en/support/contact-us>

The warranty is not transferable.

Your new BEKO product is guaranteed against the cost of breakdown repair for two (2) years from the date of the original purchase, covering parts and labor for servicing within Malaysia.

Proof of Purchase

Proof of purchase will be required for the validation of all warranty claims.

Documents suitable for proof of purchase include, but are not limited to the following;

- a) Retailer or supplier invoices;
- b) Credit card statements where the purchase of the appliances are clearly depicted

The inability to provide proof of purchase will lead to the claim being treated as a service call with labor and part cost being born by the claimant.

Proof of purchase is the only requirement for warranty claim, please keep a copy of the purchase receipt with this warranty card.

What is covered?

Repairs necessary as a result of faulty materials, defective components or manufacturing defect.

The cost of functional replacement parts, but excluding consumable items

The labor costs of a BEKO authorized/ approved repairer to carry out the repair.

Added Value Coverage

Refrigerator: 12 years motor warranty for **ALL Refrigerators** with Inverter or Non Inverter Compressor

Air Conditioner

With Inverter models: 12 years motor warranty

With Non Inverter models: 5 years

Washing Machine

Front Load with Inverter models: 12 years motor warranty

Front Load with Universal motor models: 5 years motor warranty

Top Load - 12 Years Motor warranty.

Dryers: 12 years motor warranty for all models

Dishwashers: 12 years motor warranty for all models

Built In Kitchen

Ovens: 12 years fan motor warranty for all Built In models

Hobs: 12 years warranty for gas, ceramic/ induction on glass models

Hoods: 12 years warranty for the Inverter model

Water Heater: 5 years warranty for DC pump and 10 years warranty for heater tank leakage.

Remark:

Warranty period starts counting from the date of purchase.

*Added Value Coverage covers the related parts **ONLY!** It does not cover delivery, installation or labor cost incurred due to part replacement.*

Any costs incurred (except for cost of parts classified under "Value Added Coverage") after the 2 year manufacturer warranty period may be borne by customer.

What is not covered?

Any service calls in which the problem is found not to be caused or related to any defect in the Beko Product. In this instance, the cost of the service call will be charged to you. Examples (but not limited to) of no product fault listed below:

- a) Transit, delivery or accidental damage or misuse and abuse including natural disaster, lightning, fire, flood and exposure to sunlight.
- b) Cabinet or appearance parts, including knobs, flaps, handles or container lids.
- c) Accessories/parts or consumable items including but not limited to, ice trays, scrapers, cutlery baskets, filters and light bulbs such as blade, drive coupling, dust bag, filter or any other external accessories/part which are worn out from normal use.
- d) Repairs required as a result of unauthorized repairs or inexperienced installation or improper power supply or input voltage beyond specifications that fails to meet the requirements contained in the user instruction book (normally user manual).
- e) Correcting the installation, e.g. levelling of product, adjustment of drain crossed or kinked hoses, leakage of hoses if incorrectly fitted, removal of transit bolts (front loading washers), noises due to water hammer and/or power supplies.
- f) Replacing fuses or correcting house power wiring or house plumbing issues
- g) Repairs to products used on commercial or non-residential household premises.
- h) Loss of frozen food in freezers or fridge/freezers.
- i) Charging gas, gas refill, cleaning, reconditioning and or lubrication.
- j) Blocked pumps, removal of foreign objects/substances from dishwashers, washing machine and the like. e.g. socks, bra wires, food scraps, dirt etc.
- k) Normal noise or vibration.
- l) Infestation of pests, insects or vermin.

- m) Consumables. Consumables are defined as any part or component of an expendable nature and/or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not and whether such consumables originate from Beko or not. **Consumable items include without limitation, replacement parts, gas refills, refrigerant and other miscellaneous materials for the product, installation materials, which include without limitation, inlet/outlet hoses, insulation materials, copper pipping, PVC pipping and electrical wiring.**

Warranty is void if the product is used commercially e.g., bed + breakfast, nursing home etc.).

Service must also be performed by an authorized Beko service agency.

This Guarantee does not cover damage caused by:

- a) Misuse or abuse of Beko Product
- b) Accidental damage or any kind
- c) Rust and Corrosion where the product is located within a corrosive environment
- d) Discoloration of burners or trivets on gas cooktops or chrome surrounds
- e) Incorrect operation or not following the operation instructions as stated in the user manual
- f) Improper installation
- g) Failure to clean or improper cleaning
- h) Use of incorrect non-compliant electrical or gas connections
- i) External sources including but not limited to electrical interference, power surges or voltage fluctuations
- j) Any loss by civil commotion
- k) Any loss caused from extreme events of nature including but not limited to, flood, cyclone, severe storm and earthquake
- l) Use of non-genuine/ authorized parts
- m) Any repair or other work carried out on the Beko product other than by an authorized Beko Service Personnel
- n) Products where the serial number is removed, defaced or made illegible, parallel imported sets, products purchased overseas or from non-authorized dealers or retailers, second hand sets, products sold "AS IS", "REFURBISHED" or bearing similar notations.
- o) Cosmetic defects, reduced or impaired functionality, reduced lifespan or limitations of Products which, in Our records indicate, are second hand, "Used", "Refurbished", "Open Set" or "Display Sets".



This Guarantee does not cover cost associated with replacing and servicing of consumable parts. E.g. lamps & bulbs, filters

Important Notes

Your BEKO products is designed and built for domestic household use only.

The guarantee will be void if the product is installed or used in commercial or non-residential domestic household premises.

The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instruction Booklet provided.

Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dryer, Dishwashers and Electrical Cookers.

Gas Cookers must only be installed by a Gas Safe (or BORD GAIS) registered Gas Installer.

Qualified installation by a qualified installer is recommended.

The guarantee is given only within the boundary of Malaysia.

The guarantee is applicable only to new products and is not transferable if the product is resold.

BEKO disclaims any liability for incidental or consequential damages.

The guarantee does not in anyway diminish your statutory or legal rights.