



TOTALSERVICE ENGINEERING SDN BHD

No. 14, JALAN PJS 7/20B, BANDAR SUNWAY, 46150  
PETALING JAYA, SELANGOR. MALAYSIA.

TEL: +603 - 5633 2957 / +603 - 5621 1876

**WARRANTY CARD**

**Warranty Ref No.** :

**Product Description** :

**Customer Full Name** :

**Location of  
Installation** :

**Warranty Date** :

**Invoice No.** :

**Terms & Conditions of Warranty:**

This warranty is applicable to SOLAR GOLD Solar Water Heater purchased direct from Totalservice Engineering Sdn. Bhd. or its authorized dealers within Malaysia.

- Warranty is for a period of 12 months from the purchased date.
- Warranty replacement of parts is confined strictly to manufacturer's defects arising from normal usage as stated in the instruction/operating manual.
- Faulty parts will be retained by the company for further investigation and will remain the property of Totalservice Engineering Sdn. Bhd.
- To present this warranty card together with purchase receipt to Totalservice Engineering or its authorized dealers or authorized service agent when initiating a warranty claims.
- This warranty does not cover parts that are subjected to wear and tear.
- Warranty terms and condition are void if any of the phrases in this warranty are altered by unauthorized party.
- Warranty is immediately void if any unauthorized person other than Totalservice Engineering service staff or Totalservice Engineering appointed Authorized dealers or authorized service representative effect a repair or service or modify this products.
- Warranty does not cover defects arising from natural disaster such as fire, earth quake lighting strike etc.
- Totalservice Engineering Sdn. Bhd. reserves the right to replace defective parts with equivalent in the event the product protected under this warranty has been discontinued.
- Warranty also does not cover the aesthetic value of this product.
- The water storage container and vacuum tube are warranty for 10 years subject to all the terms and conditions mentioned above.
- Service or repair job carried out from year two onwards is chargeable during this 10 years warranty period.



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- Totalservice Engineering Sdn Bhd is not liable for any injuries arising from any unauthorized service, repair or alteration to this product.
- Totalservice Engineering Sdn Bhd will provide free workmanship for replacement or repair of faulty water storage container and vacuum tube during the first year of warranty period.
- For remaining years of the warranty period, Totalservice Engineering Sdn Bhd will only provide the replacement parts only ( Water Storage Container & Vacuum Tube) and replacement expenses will have to be borne by customer. Customer have to engage Totalservice Engineering Sdn Bhd or its Authorized Dealers to provide the replacement or repair job

Authorized Signature, Stamp and dated by \_\_\_\_\_

Totalservice Engineering Sdn. Bhd or its authorized representatives

CONFIDENTIAL