

項目	內容	收費(港幣及澳門幣)
1	eSpring™/ 新一代 eSpring™ 上門費用	保養期內 *
		保養期外(零件費另計)
		* 免費上門維修服務不包括獨立更換濾心、喉管、分流器閥及連結 新一代eSpring™專用應用程式
		免費
2	eSpring™/ 新一代 eSpring™ 安裝掛牆架	上門安裝(包括開孔)
		* 上門安裝掛牆架，不論是否需要鑽牆/開孔，一律需要收取上門費
		* 客人需要自行購買安裝掛牆架 (#2996 /#7068新一代)
		\$300
eSpring™/ 新一代eSpring™		
3	服務1	基本安裝 <b>(新機購買一個月內免費)</b>
		1) 接駁分流器及安裝淨水器 2) 淨水器運作測試
		\$300
4	服務2	鵝頸水龍頭(獨立淨水出口)上門現場評估
		\$250
5	服務3A	<b>[首月優惠] 新一代eSpring™ 智能淨水器 — 安利鵝頸水龍頭安裝服務</b>
		內容：1) 鵝頸接駁及淨水器安裝 2) 淨水器運作測試
		適用條件：凡購買新機於首月內成功預約上門安裝。
		客戶須知：客戶須自行安排銻盆開孔及自行更改水喉管接駁位，方可獲免費安裝。
		免費
6	服務3B	<b>新一代eSpring™ / eSpring™ 鵝頸水龍頭接駁及安裝 (標準服務)</b>
		內容：1) 鵝頸接駁及淨水器安裝 2) 淨水器運作測試
		適用於購買超過一個月後安排安裝，或未符合上述免費條件之顧客。
		客戶同樣須自行安排銻盆開孔及更改水喉管接駁位。
		\$300
7	服務4	鵝頸水龍頭一站式安裝
		1) 上門現場評估
		2) 銻盆開孔 3) 更改自來水喉管接駁位
		4) 鵝頸接駁及淨水器安裝 5) 淨水器運作測試
		客戶須自行預備eSpring / 新一代鵝頸水龍頭套裝。
		\$1,130
8	其他	選用服務1、3、4或5
		* 清拆安利/其他品牌淨水器 或鵝頸水龍頭 (不包括扔掉舊件)每部
		\$200
9	ATM™空氣清新機 上門費用	保養期外(零件費另計)
		*免費上門維修服務不包括獨立更換濾網
		\$300
#	SKY™/ SKY Mini™ 空氣清新機 上門費用	保養期內*
		保養期外(零件費另計)
		*免費上門維修服務不包括獨立更換濾網及連結專用應用程式
		免費
		\$350
#	中心檢查及 / 或 維修服務	適用於保養期外產品之中心檢查、診斷及 / 或維修處理。每部須收取中心服務費，不論檢查後是否進行維修。此費用不包括零件費；如需更換零件，零件費另計。
		\$180 / 每部

### 備註

- 保養期內之免費配件不包括：空氣清新機前置濾網、高效能微粒濾網、氣味濾網、智能淨水器之濾心匣、前置濾網、分流器閥、白色喉管、鵝頸水龍頭及連結專用應用程式
- 新一代 eSpring™智能淨水器可享首年免費上門客戶服務乙次，用戶可於濾心到期時預約首年免費上門更換濾心並同時為淨水器安排基本檢查
- 所有收費不設積分額/售貨額
- 預約或查詢服務請致電安利熱線 852-2969 6300(香港)/ 853-2855 3671(澳門) 或 WhatsApp 852-6680 7773
- 辦公時間：星期一至五 上午9:00 至下午5:30 (香港公眾假期除外)



## 2026 After Sales Service Tariffs

	ITEM	DESCRIPTION	RATE (HKD & MOP)
1	eSpring™/New eSpring™ On-site service fee	Within warranty period*	Free
		After warranty period (excluding parts )	\$300
		*Free on-site maintenance service does not include independent replacement of filter, tubing, diverter, Auxiliary Faucet and connect the App to mobile device	
2	eSpring™/New eSpring™ Wall mounting	On-site Installation (including opening)	\$350
		*For on-site installation, no matter with or without wall drilling or opening, on-site service charge will be incurred	
		*Wall mount bracket kit should be purchased by the customers in advance (#2996 /#7068 New)	
<b>eSpring™/New eSpring™</b>			
3	Service 1	Basic Installation <b>(Free for new buyer within a month)</b>	\$300
		1) Installation of diverter with basic installation 2) Preliminary test of the system	
4	Service 2	Auxiliary Faucet on-site inspection for installation	\$250
5	Service 3A	<b>[First-Month Offer] New eSpring™ Water Purifier — Amway Auxiliary Faucet Installation Service</b>	Free
		<b>Scope of Service:</b> 1) Auxiliary faucet connection and installation of the system 2) Preliminary test of the system <b>Eligibility:</b> Applicable to customers who purchase a new unit and successfully schedule an on-site installation appointment within the first month of purchase. <b>Customer Notice:</b> Opening of the zinc basin and change the connection position of the water pipe should be arranged by customer in advance.	
	Service 3B	<b>New eSpring™ / eSpring™ Auxiliary Faucet Connection and Installation — Standard Service</b>	\$300
		<b>Scope of Service:</b> 1) Auxiliary faucet connection and installation of the system 2) Preliminary test of the system Applicable to customers who arrange installation more than one month after purchase, or customers who do not meet the above free installation eligibility requirements. <b>Customer Notice:</b> Opening of the zinc basin and change the connection position of the water pipe should be arranged by customer in advance.	
6	Service 4	Auxiliary Faucet One-stop Installation	\$1,130
		1) On-site inspection for installation 2) Zinc basin opening	
		3) Change tubing connection 4) Auxiliary Faucet connection and installation	
		5) Preliminary test of the system * New eSpring™ Auxiliary Faucet Kit should be purchased by the customers in advance	
7	Service 5	Purchase Auxiliary Faucet Kit and select One-stop Installation service no. 4	\$1,690
		1) Can be purchased Auxiliary Faucet Kit at special price	
8	Others	Select the service 1, 3, 4 or 5	\$200
		1) To remove water purifier or Auxiliary Faucet (not including to discard the old items)	
<b>Air Treatment System</b>			
9	ATM On-site Service fee	After warranty period (parts fee extra)	\$300
		*Free on-site maintenance service does not include to change filter alone	
10	SKY™ / MINI™ On-site Service Fee	Within warranty period*	Free
		After warranty period (parts fee extra)	\$350
		*Free on-site maintenance service does not include to change filter alone and download and connect the App to mobile device	
11	Centre Inspection and/or Repair Service	Applicable to out-of-warranty products requiring centre inspection, diagnosis and/or repair handling. A centre service fee applies to each unit, regardless of whether repair is carried out after inspection. This fee does not include parts; parts replacement, if required, will be charged separately.	\$180 / unit

**Remarks:**

- 1 Free parts will be provided during warranty period not including Pre-filter, HEPA filter, Odour filter, Filter Cartridge, Diverter, Auxiliary Faucet and Tubing.
- 2 Free on-site maintenance service not including stand-alone service for filter cartridge replacement, tubing , Air treatment system filter replacement and connect the App to mobile device
- 3 New eSpring Water Purifier is entitled to a free on-site after sales service for the first initial year. Customer can make an appointment for the basic inspection when the filter has expired
- 4 No PV/BV is applicable for all charges
- 5 Please call Amway Service Hotline at 852-2969 6300(HK) / 853-2855 3671(MC) / WhatsApp 852- 6680 7773 for an appointment or enquiries.
- 6 Hotline Service hours: Monday to Friday from 9:00am to 5:30pm (except Hong Kong Public holidays)

Effective date : May 07, 2026