



2024售後服務顧客收費價目表

	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 *	免費
		保養期外(零件費另計)	\$300
		* 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	
2	eSpring™/ 新一代eSpring™ 安裝掛牆架	上門安裝(包括開孔)	\$350
		* 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)	
eSpring™/ 新一代eSpring™			
3	服務1	基本安裝(新機購買一個月內免費)	免費
		1) 接駁分流器及安裝淨水器 2) 淨水器運作測試	
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3	鵝頸水龍頭(獨立淨水出口)接駁及淨水器安裝	\$300
		1) 鵝頸接駁及淨水器安裝 2) 淨水器運作測試	
		* 客戶須自行安排銑盆開孔及自行更改水喉管接駁位	
6	服務4	鵝頸水龍頭一站式安裝	\$1,130
		1) 上門現場評估	
		2) 銑盆開孔	

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 / WhatsApp 852-6680 7773 / 853-2855 3671
- 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)

生效日期：2024年1月1日



2024 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 bracker kit should be purchased by the customers in advance (#2996 /#7068 New)	

eSpring™/New eSpring™

3	Service 1	Basic Installation (Free for new buyer within a month)	Free
		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 3	Auxiliary Faucet connection (with independent outlet) and installation	\$300
		1) Connection of Auxiliary Faucet and installation of the system	
		2) Preliminary test of the system	
		* 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	
7	Service 5	Purchase Auxiliary Faucet Kit and select One-stop Installation service no. 4	\$1,630
		1) Can be purchased Auxiliary Faucet Kit at special price	\$1,690 (New eSpring)
8	Others	Select the service 1, 3, 4 or 5	
		1) To remove water purifier or Auxiliary Faucet (not including to discard the old items)	\$200

Air Treatment System

9	ATM On-site Service fee	Within warranty period*	Free
		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 maintenance	After warranty period service fee (parts fee extra)	\$180 per unit
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Remarks:

- Free parts will be provided during warranty period not including Pre-filter, HEPA filter, Odour filter, Filter Cartridge, Diverter, Auxiliary Faucet and Tubing.
- 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
- 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
- No PV/BV is applicable for all charges
- Please call Amway Service Hotline at 852-2969 6300 / 853-2855 3671 / WhatsApp 852- 6880 7773 for an appointment or enquiries.
- Hotline Service hours: Monday to Friday from 9:00am to 5:30pm (except Hong Kong Public holidays)

Effective date : January 1, 2024