

eSpring™智能淨水器「舊機換新機」推廣優惠

eSpring™ Water Purifier Trade-In Promotion

常見問題 FAQ

1. 問：eSpring™智能淨水器和新一代 eSpring™智能淨水器的規格上有什麼分別？

1Q: What are the differences in specifications between the eSpring™ Water Purifier and the New eSpring™ Water Purifier?

1. 答：請參閱[此處](#)查看 eSpring™智能淨水器 and 新一代 eSpring™智能淨水器的規格對比。

1A: Please refer [here](#) for the specification difference of the eSpring™ Water Purifier and the New eSpring™ Water Purifier.

2. 問：哪一款 eSpring™智能淨水器型號可以參與這次 eSpring™「舊機換新機」推廣優惠？

2Q: Which eSpring™ Water Purifier model is eligible for the eSpring™ Trade-In Promotion?

2. 答：只有指定型號 eSpring™智能淨水器型號 (產品編號: 0188) 才能參與這次 eSpring™「舊換新機」推廣優惠。

2A: Only the specified model of the eSpring™ Water Purifier (SKU no.: 0188) is eligible for the eSpring™ Trade-In Promotion.

3. 問：這次 eSpring™「舊機換新機」推廣優惠可享有分期付款嗎？

3Q: Is the eSpring™ Trade-In Promotion eligible for installment payments?

3. 答：這次 eSpring™「舊機換新機」推廣優惠可以享有 12 個月免息分期付款，此優惠只適用在店內付款訂單，不適用於線上訂單。

3A: The eSpring™ Trade-In Promotion is eligible for 12-month interest-free installment payments. This offer is only applicable to in-store payment orders and does not apply to online orders.

4. 問：成功參加 eSpring™ 「舊機換新機」推廣優惠後，我的舊 eSpring™ 智能淨水器仍可享有維修服務嗎？

4Q: After successfully participating in the eSpring™ Trade-In Promotion, will my previous eSpring™ Water Purifier still be eligible for repair services?

4. 答：已參加 eSpring™ 「舊機換新機」推廣優惠的舊 eSpring™ 智能淨水器，將不再獲提供維修服務。

4A: The previous eSpring™ Water Purifier signed up for eSpring™ Trade-In Promotion will no longer receive maintenance services.

5. 問：這次 eSpring™ 「舊機換新機」推廣活動，安利公司會收取舊 eSpring™ 智能淨水器嗎？

5Q: Will Amway collect the previous eSpring™ Water Purifier during the eSpring™ Trade-In Promotion?

5. 答：參加者只需提供舊 eSpring™ 智能淨水器之 13 位機身編號，安利公司並不會收回舊 eSpring™ 智能淨水器。

5A: Customers are only required to provide the 13-digit serial number of the previous eSpring™ Water Purifier, the unit will not be collected.

6. 問：在安裝新一代 eSpring™ 智能淨水器前，我需要拆除舊水機嗎？

6Q: Do I need to remove the previous water purifier before installing the New eSpring™ Water Purifier?

6. 答：在安裝新一代 eSpring™ 智能淨水器前，客人需要先自行拆除舊水機。如果在拆除時遇到疑問，可以 WhatsApp 至 6680 7773 或電郵至 ahkinfo@amway.com 與我們的客戶服務員聯絡，我們會盡快回覆。

6A: Yes, customers need to remove the previous water purifier themselves before the installation of the New eSpring™ Water Purifier. If you have any questions during the removal, please contact

our customer service at WhatsApp 6680 7773 or email to ahkinfo@amway.com. We will get back to you as soon as possible.

7. 問：我可以如何處理舊 eSpring™ 智能淨水器？

7Q: How can I dispose of my previous eSpring™ Water Purifier?

7. 答：客人可以根據政府指引，把舊 eSpring™ 智能淨水器送到指定的回收地點。

7A: Customers can take the previous eSpring™ Water Purifier to the specified recycling location in accordance with government guidelines.

8. 問：哪裡可以找到 eSpring™ 智能淨水器的機身編號？

8Q: Where can I find the serial number of the eSpring™ Water Purifier?

8. 答：eSpring™ 機身編號可以在智能淨水器機身內殼找到 (須拆開外殼)，請參閱 [此處](#)。

8A: The serial number can be found in the inner part of eSpring™ Water Purifier (the outer cover must be removed). Please find the instructions [here](#).

9. 問：每一組 eSpring™ 智能淨水器的機身編號，可以參與多少次「舊機換新機」推廣活動？

9Q: How many times can each set of eSpring™ Water Purifier serial number participate in the Trade-In Promotion?

9. 答：每一組 eSpring™ 智能淨水器的機身編號只能享用「舊機換新機」推廣優惠一次。

9A: Each set of eSpring™ Water Purifier serial number can only participate in the Trade-In Promotion once.

10. 問：如果系統顯示我輸入的 eSpring™ 智能淨水器的機身編號不被接納，代表什麼？

10Q: If the system indicates that the eSpring™ Water Purifier serial number I entered is not accepted, what does that mean?

10. 答：請確定所輸入的 eSpring™ 智能淨水器機身編號為 13 位數字，而該機身編號未曾參與以往任何的「舊機換新機」推廣活動。

10A: Please ensure that the eSpring™ Water Purifier serial number you entered is 13 digits, and that serial number has not participated in any Trade-in Promotions in the past.

11. 問：如果系統顯示我輸入的 eSpring™ 智能淨水器機身編號無效，請問可以怎樣處理？

11Q: If the system indicates that the eSpring™ Water Purifier serial number I entered is invalid, how can I proceed?

11. 答：請再次檢查是否輸入正確的 eSpring™ 智能淨水器機身編號。如果確認輸入的機身編號正確，但是系統仍然顯示機身編號無效，請提供 eSpring™ 智能淨水器及 13 位機身編號相片，並電郵至 ahkinfo@amway.com 與我們的客戶服務員聯絡，我們會盡快回覆。

11A: Please check again if you have entered the eSpring™ Water Purifier serial number correctly. If you have confirmed the serial number is correct, but the system still indicates the serial number is invalid, please provide photos of the eSpring™ Water Purifier and the 13-digit serial number and email them to ahkinfo@amway.com to contact our customer service representatives. We will get back to you as soon as possible.

12. 問：如果系統顯示我輸入的 eSpring™ 智能淨水器的機身編號已被使用，但我從來沒有參與過「舊機換新機」推廣活動，可以怎麼辦？

12Q: If the system indicates that the eSpring™ Water Purifier serial number I entered has already been used, but I have never participated in the Trade-in Promotion before, what can I do?

12. 答: 請再次檢查是否輸入正確的 eSpring™ 智能淨水器機身編號。如果確認輸入的機身編號正確, 但是系統仍然顯示機身編號已被使用, 請提供 eSpring™ 智能淨水器及 13 位機身編號相片, 並電郵至 ahkinfo@amway.com 與我們的客戶服務員聯絡, 我們會盡快回覆。

12A: Please check again if you have entered the eSpring™ Water Purifier serial number correctly. If you have confirmed the serial number is correct, but the system still indicates the serial number has been used, please provide photos of the eSpring™ Water Purifier and the 13-digit serial number and email them to ahkinfo@amway.com to contact our customer service representatives. We will get back to you as soon as possible.

13. 問: 贈送的電子產品券可以購買任何安利產品嗎?

13Q: Can the complimentary e-Product Coupon(s) be used to purchase any Amway products?

13. 答: 可以。購買任何安利產品滿直銷價目港幣 \$800/澳門幣 826, 即可使用電子產品券乙張。購買單一件直銷價目港幣 \$2,000 / 澳門幣 2,064 或以上的安利產品, 只可使用電子產品券乙張。電子產品券不可與其他推廣優惠同時使用, 但可與其他電子券同時使用。

13A: Yes. You may use one e-Product Coupon when purchasing any Amway products worth DP HK\$800/MOP826 or above. Only one e-Product Coupon can be used for purchasing one single item worths DP HK\$2,000/MOP2,064 or above. The e-Product Coupon cannot be used in conjunction with other promotional offers, but can be used in conjunction with other e-coupons.

14. 問: 我成功購買新一代 eSpring™ 智能淨水器並成功登記「舊機換新機」推廣優惠後, 什麼時候會收到電子產品券?

14Q: After successfully purchasing the New eSpring™ Water Purifier and registering for the Trade-in Promotion, when will I receive the e-Product Coupons?

14. 答: 成功購買新一代 eSpring™ 智能淨水器並提供有效的 eSpring™ 智能淨水器的 13 位機身編號, 電子產品券將於送貨後 3 個工作天內發放至有關 ABO / 優惠顧客戶籍, 有效期為發出後 60 天, 逾期無效。

14A: After successfully purchasing the New eSpring™ Water Purifier and providing a valid 13-digit serial number of eSpring™ Water Purifier, the e-Product Coupon(s) will be issued to relevant ABOship/ Privileged Customer Membership in three working days after delivery and will be valid for 60 days from the date of issue.

15. 問：如果我在推廣優惠期開始前已購買新一代 eSpring™ 智能淨水器，可以申請登記補領 eSpring™ 智能淨水器「舊機換新機」推廣優惠嗎？

Q15: If I purchased the New eSpring™ Water Purifier before the promotion starts, can I register for the eSpring™ Water Purifier Trade-In Promotion offer?

15. 答：不可以。是次推廣開始日期為 2026 年 5 月 7 日，在此日期前購買的新一代 eSpring™ 智能淨水器不可申請登記補領 eSpring™ 智能淨水器「舊機換新機」推廣優惠。

15A: No. The promotion starts on May 7, 2026, and purchases of the New eSpring™ Water Purifier made before this date are not eligible for registration to the eSpring™ Water Purifier Trade-In Promotion offer.