

Haier Europe

In addition to the two-year manufacturer's warranty, Haier has provided additional warranties on selected home appliances to fulfil our commitment to offer the very best customer service and support. Please see below the additional warranties that Haier currently offers.

Haier **additional 3 Year Labour guarantee promotion** for laundry appliances, dishwashers, refrigerators, and built-in products purchased in the UK & Ireland in below period.

Products purchased in the UK & ROI

Qualifying Products – Refrigeration

Purchased between 01/01/2026 to 31/12/2026	
Code	Model
34005047	HCR5919EHMB
34005006	HCR5919EHMP
34005053	HCR5919ENMB
34005312	HCR59F19ENMM
34005014	HCR5919ENMP
34005701	HCR7818DNMM
34005311	HCR3818ENMM
34005836	HFR3718ENMD
34005334	HSW79F18CIMM
34005327	HSW59F18DIMM
34005325	HSW79F18DIPT
34005223	HSR5918DIMP
34005306	HSW59F18EIPT
34005335	HSR5918DNMP
34005544	HTW5618EWMP
34005923	HTW3618EWPB
34005575	HDPW5620ANPD
34006059	HCR39F19EWPT
34005972	HCR39F19ENPT
34005973	HFKR7819DWGB
34005969	HSPR79F18EWMB

Qualifying Products – Dishwasher

Purchased between 01/01/2026 to 31/12/2026	
Code	Model
32002601	XF5C4M1W-80
32002615	XF 5C4M1X-80
32002596	XF6B0M3PDA-80
32002614	XF1C3TB1FW-80
32002696	XF 4A4M0W-80
32002695	XF 4A4M0X-80

32002676	XF 5C7M0W-80
32002697	XF1C3TB1FX-80
32002698	XF 6B2M3BX-80
32002699	XF 4A4M4BX-80

Qualifying Products – Laundry

Purchased between 01/01/2026 to 31/12/2026	
Code	Model
31102539	HD90-A2959
31102540	HD90-A2959S
31102789	HD90-A2959E-UK
31102788	HD90-A2959RE-UK
31102600	HD90-A3959
31102787	HD90-A3959E-UK
31102797	HD90-A3959RE-UK
31102751	HD90-A2979N-UK
31102361	HD90-A2979S
31102664	HD90-A3Q979RU1
31102604	HD90-A3Q979U1
31102601	HD90-A3959S
31102866	HD110-A2959E-80
31102883	HD100-A3959E-UK
31102148	HD90-A2979
31020338	HWD80B14959NUUK
31020341	HWD80B14959S8NUK
31020342	HWD90B14959NUUK
31020343	HWD90B14959S8NUK
31020337	HWD100B14959NUK
31020339	HWD100B14959SNUK
31020340	HWD100BD14979NUK
31020344	HWD10BD14979SNUK
31019002	HWD100B14959SU1K
31018933	HWD80B14959S8U1K
31018931	HWD90-B14959U1
31011215	HWD100-B14979-UK
31011218	HWD100-B14979SUK
31011214	HWD120-B14979-UK
31011216	HWD80-B14979-UK
31011217	HWD80-B14979S-UK
31018932	HWD100-B14959U1

	31018997	HWD90-B14959S8U1
	31019175	HWD80-B14959U1
	31019008	HW80B14959STU1UK
	31019007	HW80-B14959TU1UK
	31018780	HW90-B14959U1-UK
	31018792	HW90B14959S8U1UK
	31018781	HW100-B14959U1UK
	31018779	HW100B14959S8U1U
	31019270	HW100G-B14979UUK
	31019599	HW100GB14979SUUK
	31019441	HW100GBD14979UUK
	31019442	HW10GBD14979SUUK
	31019877	HW110B14979SEUUK
	31020454	HW120-B14979S-UK
	31011226	HW80-B14979S-UK
	31011225	HW80-B14979-UK
	31011222	HW100-B14979-UK
	31011223	HW100-B14979S-UK
	31011213	HW120-B14979-UK
	31019085	HW80-B14979TU1
	31019080	HW120-B14979U1
	31019086	HW80-B14979S8TU1
	31020247	HW90-B16939S8-UK
	31020246	HW90-B16939-UK
	31020245	HW80-B16939S8-UK
	31020244	HW80-B16939-UK
	31019078	HW100-B14939-UK
	31019051	HW100-B14939S8UK
	31020819	HW90-BP14357TUUK
	31020863	HW90BP14357GTUUK
	31020773	HW100-BP14357UUK
	31020775	HW100BP14357GUUK
	31020843	HW100BP14357BUUK
	31020862	HW120-BP14357UUK
	31020861	HW130-BP14357UUK
	31020860	HW130BP14357GUUK
	31020684	HW90-B14367TU1UK
	31020679	HW90-B14367GTUUK
	31020828	HW100-B14367U-UK
	31020829	HW100-B14367GUUK

	31020826	HW120-B14367U-UK
	31020969	HW120-B14367GUUK
	31020726	HW100-B14387UUK
	31020727	HW100-B14387GUUK
	31020926	HW100-B14387BUUK
	31020823	HW120-B14387U-UK
	31021006	HW120-B14387GUUK
	31020717	HWD90BP14357TUUK
	31020915	HWD90BP14357GTUK
	31020716	HWD100BP16357UUK
	31020917	HWD100BP16357GUK
	31020715	HWD120BP14357UUK
	31020919	HWD120BP14357GUK
	31020982	HWD80BP14367TUUK
	31020772	HWD90-B14367U-UK
	31021009	HWD90-B14367GUUK
	31021011	HWD100-B14367UUK
	31021012	HWD100B14367GUUK
	31021021	HWD120-B14367UUK
	31021004	HWD100B14387PUUK
	31021024	HWD100B14387PGUK
	31103003	HD80-D357U1-UK
	31103002	HD80-D357GU1-UK
	31103071	HD90-D357U1-UK
	31103062	HD90-D357U1G-UK
	31102969	HD90-D357BU1-UK
	31103072	HD100-D357U1-UK
	31103070	HD100-D357PGU-UK
	31102970	HD100-D357BU1-UK
	31103068	HD120-E357U1-UK
	31102961	HD90-C367U1-UK
	31102962	HD90-C367GU1-UK
	31102966	HD100-C367U1-UK
	31102965	HD100-C367GU1-UK
	31102998	HD90-CQ387U1-UK
	31103056	HD90-CQ387PGU-UK
	31102995	HD100-CQ387U1-UK
	31103059	HD100-CQ387GU-UK
	31103095	HD100-CQ387BU1UK
	31021072	HW110BP14357NUUK

	31021242	HW100B14367BU1UK	
	31700003	CCE L02LU1-UK	
	31021091	CLC108-GNU1-UK	

Qualifying Products – Built-in

Purchased between 01/01/2026 to 31/12/2026	
Code	Model
38900758	H4MWID29G6NQB
38900764	H4MWID69C6NQB
38900763	H4MWID49C6NQB
33802774	HAISJ64MC
33803412	HAMTB56IRB1S
33803494	HAVG6BF4TBPB
33803492	HAVG75TBBP
33703815	H6 ID23B3HTB1
33703983	H6 ID23B3YTB1
33704000	H6 ID25G3HTB1
33704001	H6 ID25G3YTB1
33704413	H6 ID25G3HTB2
33704414	H6 ID25G3YTB2
33704159	H6 ID2P3T3HTB
33703995	H6 ID46C3YTB1
33703996	H6 ID48M5HTB1
33704004	H6 ID46C3HTB1
33703994	H6 ID68M5HTB1
33703999	H6 ID68CSYTB1
33704002	H6 ID66C3YTB1
33704003	H6 ID66C3HTB1
38900750	HWO38MG6HXBD/UK
33703750	HWO9M2M5B
33802990	HAHG6BR4S2X
33802907	HAHG6D5XH
33802909	HAHG7WL5XH
33802989	HAVG5BF4S2B
33802867	HAVG6BF4HB
33802986	HAVG75S2B
33803220	HAVG6BF4HB/1
33802883	HAVG75HB
33802996	HAVG5D4HB
33802953	HAVG7WL4HB
36901921	HATS6CBS4B
36901992	HAPY72ES6XGG
36901922	HATS9CBS4B
36901700	HAPY72ES6X

	36901930	HADG6CBS4BWIFI
	36901933	HADG9CBS4BWIFI
	33803221	HAVG5BF4S2B/1
	33803111	HAIH6IESCF
	33803037	HAIH8IFMCF
	33803471	HAIH6IEMCF
	33803469	HAIH82MTMCF
	36000662	HWD14ID6E
	36901803	HACI100RCS6X
	36901840	HATSI120CBS6BVOC
	36901697	HADD9SS6B
	33803654	HAMTCB86IWCS
	33803653	HAMTCB56IRCS
	36902039	HAPY5CBS2BWIFI
	38900843	H38SIDBF7XK
	33803673	HAI643CCARUK
	33803703	HAIDFS64MCAR
	33803690	HAIDFS64MCAR1
	33803598	HA3MTCBP96TFTCS
	33802772	HAFRSJ64MC
	33803056	HAMTSJ86MC/1
	33802985	HAHG74S2X
	38900740	HWO38MG2HXB/UK
	36901709	HATS6DS46BWIFI
	36901710	HATS9DS46BWIFI
	36901712	HADG6DS46BWIFI
	36901711	HADG9CS46BWIFI
	36901751	HATS6DS2XWIFI
	36901714	HATS9DS2XWIFI
	36901750	HADG6DS2XWIFI
	36901749	HADG9DS2XWIFI
	36000650	HWO15NWD6XB1
	36000653	HWO15NWD4XB1
	36000661	HWD14ID4E
	33803296	HAMTSJ66TFTCF
	33803295	HAMTSJ86TFTCF/1
	38900702	HWO45NB2B0B1
	33703247	HWO60SM2F3XH
	33703307	HWO60SM2F3BH
	33703246	HWO60SM2F5XH
	33703244	HWO60SM2B3BH
	33703245	HWO60SM2F9XH
	33703243	HWO60SM2B9BH
	33703309	HWO60SM2S9BH
	38900689	HWO45NB6TOB1
	33703271	HWO45NM6OXB1
	38900688	HWO45NB4TOB1

33703238	HWO60SM6F5BH
33703164	HWO60SM5T5BH
33703233	HWO60SM6T5BH
33703237	HWO60SM5F8BH
33703239	HWO60SM6F8BH
33703168	HWO60SM5T9BH
33703231	HWO60SM6T9BH
33703353	HWO60SM4TS9BH
33703356	HWO60SM6TS9BH
32901756	XS 6B4S3FSB-80
32901755	XS 4B4S3FSB-80
32901689	XS 6B0S3FSB-80
32901816	XI 6C4S3FSB-80
32901819	XI 4C4S0SB-80
32901789	XI1C3TB2FB-80
32901725	XDD 66E5LS-80
32901926	XS 4A4M4BB-80
34901381	HBW5719EK
34901654	HBW5518DK-1
34901666	HBW5519EK-1
34901655	HBW5518EK-1
34901539	HB50T618FMK
34901538	HBW5518DK
34901587	HAMS518EWK
34901519	HAKWBD 60 UK
37900589	HAUN518EWK
31900550	HDB4 H7A2TBERX80
31900541	HDBI H7A2TBEX-80
31801070	HWDQ90B416FWBRUK
31801002	HWDQ90B416FWB-UK
31801088	HWQ90B416FWBR-UK
31801003	HWQ90B416FWB-UK
31801089	HWQ90B416FWS-UK
31801153	HWB100B14858U1UK
34901757	HBQW5518EK-UK
34901769	HBQW5519EK-UK
34901779	HBQW5518DK
31801249	HWB100B14858GUUK
31801255	HWB100B14858AUUK
31801155	BHA6S696M6DB9-80
31801167	BHA6S696M6DB9R80
31801221	BHA6S69M6DB9RJ80
31801223	BHA6S69M6DB9J-80
31801209	BHA6S69M6D9J-80
31801166	BHA6SD696M6DB980
31801160	BHA6SD69M6DB9-80
31801154	BHA6S696M6D9-80

To register your appliance for the Haier Five Year Warranty, please call our customer service team on 0333 003 8122 (UK) or 01852 9200 (Ireland). Or you can register your appliance online.

UK: <https://haier.partners.domesticandgeneral.com/register/appliance-details>

Ireland:

haiereurope.my.site.com/Haier/RegistrationAsset?locale=en_IE&Brand=Haier&country=IE

Your Haier Promotional Guarantee Terms and Conditions

Thank you for purchasing a Haier appliance which automatically comes with a 24 month call out, parts and labour guarantee.

Providing that you **register your purchase with Haier within 28 days of purchase** in accordance with the Haier promotion, Haier guarantees the labour for an additional 3 years and all parts for your product for 10 years from the date of purchase.

During the first five years Haier approved engineers will replace all defective parts free of charge, except for parts subject to fair wear and tear, such as interior lamps.

In years 6-10 replacement parts will be supplied free only if fitted in the UK or the Republic of Ireland by Haier and the appropriate labour charges paid (Haier Fixed Price Repairs Out of 60 Month guarantee period).

To qualify for the benefits under the guarantee, you must be able to **provide proof of date of purchase** with your **appliance registration confirmation** and the appliance must have been supplied, maintained and used in accordance with Haier instructions.

The guarantee does not cover accidental damage, loss or damage arising from the breakdown of the product. The guarantee excludes:

1. Any faults which occur due to defective installation or misuse of the machine.
2. Repair of, or interference with, the machine by any person not authorised by the manufacturer.
3. Any parts which are fitted to the machine which are not original manufacturer's parts.
4. Non-domestic use of the machine.
5. Operation at incorrect voltage.
6. The result of using this machine for any purpose other than those described in the instruction manual.

Warranty declaration for Haier Home Appliances

This Warranty Policy is additional to and does not replace any other rights enjoyed by the end user of the appliance and, in particular, in no way affects the customer's rights established by UK regulations implementing Directive 1999/44/EC.

1. General rules

This warranty is valid only for services under warranty to be provided in UK and Republic of Ireland and only covers Haier branded appliances sold by Haier Smart Home UK & I LTD, in the UK and the Republic of Ireland.

All claims must be accompanied by evidence of the model, serial number, and proof of purchase showing the appliance was purchased with 24 months prior to the date of claim. Additional promotional warranties outside of 24 months must produce a warranty certificate. These must be produced prior to the warranty service being carried out otherwise Haier Smart Home UK & I LTD reserves the right to reject the warranty claim. Please provide your warranty reference number at time of your service.

2.What is not covered under your warranty

Haier is not responsible for any costs of service due to the following reasons;

- The appliance being outside of the two-year manufacturer's warranty period.
- Any defect caused by accident, misuse, unauthorised modification, or any repair not authorised by Haier.
- Any non-mechanical malfunction or cosmetic damage to the appliance.
- Any claim for loss, damage, cost, or expensive, of an indirect or consequential nature including any loss or damage to food stuffs or goods is excluded. This includes the loss or corruption of any data or information stored by the customer in any form. (Losses resulting in deterioration following the break down, or accidental break down of the appliance, fuses, or plugs, can be covered by your standard home insurance or may require extra cost. Please check this with your insurance provider.)
- We continuously try to improve our appliances for the benefit of the customer, and for this reason we reserve the right to make changes to any appliance at any time, and without notice.
- Periodical checks or maintenance, including cleaning of filter/pump (instructions are found in user manual supplied) and/or service on consumable parts like rubber seals, charcoal filter, grease filters, knobs. We recommend you inspect your appliance on a regular basis to check it is correctly working.
- Faults including – the appliance installation not complying with that stated in the user manual – inadequate ventilation resulting in additional power consumption - external factors including weather and environmental conditions, irregular electrical power supply, under or over voltages. (Please refer to the user manual for installation and maintenance of your appliance.).
- If the appliance is not accessible due to insufficient space or the appliance cannot be removed from its location due to surrounding cupboards, worktops or other equipment or any damage resulting from the removal or re-installing the appliance.
- Accessories such as shelves, egg boxes, bottle racks, lamps, power cables, leads, hoses, remote controls missing or received damaged claimed after fourteen days from customer's delivery date.
- No fault found (NFF)
- Advice to the customer on how to operate the appliance (instructions are found in the user manual supplied).
- Cover the cost of television repair with an LCD or LED panel with defective pixels.
- LCD or LED panel solarized caused by persistent fixed image on screen (screen burn)

- For appliances used in a commercial environment such as offices, shops, restaurants, or any small business, the warranty is limited to 12 months for Washing Machines, 6 months for Washer Dryers, Tumble Dryers, Fridge and Freezers, Dishwashers, Ovens and Hoods.

3. Activating the aftersales service (excluding microwave ovens, handheld devices and small televisions)

Haier appliances (microwave ovens, handheld devices and small televisions excluded) are covered by an in-home warranty.

Customers who have a technical problem or fault with their appliance should contact the Haier Customer service s by calling 0333 003 8122, or their Retailer where the appliance was purchased.

Haier will arrange for an engineer to repair the customer appliance in home. Whenever this cannot be carried out at the customer's home, alternative arrangement will be made (please ensure engineers are able to have access to the appliance prior to the visit).

The Haier engineer will assess the need for repair and take appropriate actions and implement the appropriate repair. If the appliance cannot be repair for whatever reason, the engineer will advise Haier Smart Home UK & I LTD accordingly and Haier Smart Home UK & I LTD will decide on the next course of action. If an exchange is agreed by Haier Smart Home UK & I LTD the customer will be issued a Return Merchandising Authorisation number (RMA), the customer should advise their Retailer of this number to activate the exchange.

Providing the appliance is within the manufacturer's warranty period the service is entirely free if the appliance is found to be faulty.

If the appliance is not faulty, the costs of labour, collection at the customer's home and possible appliance transport costs will be charged to the customer by Haier Smart Home UK & I LTD.

4. Activating the aftersales service (microwave ovens, handheld devices and small televisions)

Customers with microwave ovens, handheld devices or small televisions with a technical problem or fault should contact the relevant Haier customer contact centre, depending on the retailer the appliance was purchased from, by calling the relevant Service Number. The call centre operator will explain the process fully.

5. New appliances found damaged on delivery or opening the packaging

New appliances found damaged when first opening packaging or found damaged during transport must not be installed. In these cases, customers should contact their retailer from whom they purchased the appliance who will provide them with an appropriate solution. Any damage should be reported with the seven days of purchase otherwise Haier Appliances UK reserves the right to refuse the warranty claim.

6. Fixed Price Repairs (Out of guarantee period)

- The fixed price repair is inclusive of parts and labour.
- Provided the parts are available at the first visit, we would aim to complete the repair on the first visit.
- Once the repair is completed the repair is guaranteed for 12 months.
- In the unlikely event that the appliance is beyond economical repair or cannot be repaired, you will be offered a new appliance at a reduced price inclusive of any Home delivery

charges. If you prefer not to go ahead with the new appliance a Basic Call Out charge of £80 incl. vat (€72.50 in Ireland) will apply.

- In the event that a fault cannot be identified and the appliance is functionally normally in accordance with manufacturer's instructions, a Basic Call Out charge of £80 incl. vat (€72.50 in Ireland) will apply. Please ensure that you have referred to your appliance instruction manual and are following the manufacturers operating instructions before reporting a fault and booking a call out.
- Please ensure a responsible adult is present when our engineer calls, otherwise, we will not carry out the repair. In this situation an additional Basic Call Out charge of £80 incl. vat (€72.50 in Ireland) will apply if we need to revisit the premises.

Fixed Price Repair Charges (Out of guarantee period)

- Products up to 10 years old £160 incl. vat (€145 in Ireland) inclusive of labour and free parts.
- Products over 10 years old £170 incl. vat (€165 in Ireland) inclusive of labour and parts.

Basic Call Out charge (Where applicable)

- £80 incl. vat (€72.50 in Ireland)

All rates are subject to change