

# 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 <b>01/06/2025 to 31/12/2025</b>		
	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 <b>01/06/2025 to 31/12/2025</b>		
	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	

### **Qualifying Products – Laundry**

Purchased between <b>01/06/2025 to 31/12/2025</b>			
	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

**Qualifying Products – Built-in**

Purchased between **01/06/2025 to 31/12/2025**

Code	Model
33704159	H6 ID2P3T3HTB
33703238	HWO60SM6F5BH
33703239	HWO60SM6F8BH
33703233	HWO60SM6T5BH
33703231	HWO60SM6T9BH
33703356	HWO60SM6TS9BH
38900689	HWO45NB6TOB1
33703271	HWO45NM6OXB1
36000650	HWO15NWD6XB1
33802772	HAFRSJ64MC
36901709	HATS6DS46BWIFI
36901710	HATS9DS46BWIFI
36901712	HADG6DS46BWIFI
36901711	HADG9CS46BWIFI
33703247	HWO60SM2F3XH
33703307	HWO60SM2F3BH
33703246	HWO60SM2F5XH
33703245	HWO60SM2F9XH
33703244	HWO60SM2B3BH
33703243	HWO60SM2B9BH
33703309	HWO60SM2S9BH
36901750	HADG6DS2XWIFI
36901749	HADG9DS2XWIFI
33704413	H6 ID25G3HTB2
33704414	H6 ID25G3YTB2
33703815	H6 ID23B3HTB1
33703983	H6 ID23B3YTB1
33704000	H6 ID25G3HTB1
33704001	H6 ID25G3YTB1
33704145	H6 ID25L5YTX
38900758	H4MWID29G6NQB
33704004	H6 ID46C3HTB1
33703995	H6 ID46C3YTB1
38900763	H4MWID49C6NQB
33703996	H6 ID48M5HTB1
38900765	H4MWID49P6NQB
33703997	H6 ID48M5YTB1
33704003	H6 ID66C3HTB1
33704002	H6 ID66C3YTB1
38900764	H4MWID69C6NQB
33703999	H6 ID68CSYTB1
33703994	H6 ID68M5HTB1
36000662	HWD14ID6E

	33703750	HWO9M2M5B	
	33802774	HAISJ64MC	
	33803399	HAMTB86IRCS	
	33803494	HAVG6BF4TBPB	
	33803492	HAVG75TBBP	
	33802990	HAHG6BR4S2X	
	33802907	HAHG6D5XH	
	33802909	HAHG7WL5XH	
	33803111	HAIH6IESCF	
	33803037	HAIH8IFMCF	
	38900750	HWO38MG6HXBD/UK	
	33803221	HAVG5BF4S2B/1	
	36901921	HATS6CBS4B	
	36901922	HATS9CBS4B	
	36901803	HACI100RCS6X	
	36901700	HAPY72ES6X	
	36901930	HADG6CBS4BWIFI	
	36901933	HADG9CBS4BWIFI	
	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	
	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	
	33703231	HWO60SM6T9BH**	
	33703239	HWO60SM6F8BH**	
	33703238	HWO60SM6F5BH**	
	38900689	HWO45NB6TOB1**	
	33803056	HAMTSJ86MC/1**	

	33802772	HAFRSJ64MC**	
	33802953	HAVG7WL4HB**	
	33802996	HAVG5D4HB**	
	36901711	HADG9CS46BWIFI**	
	36901712	HADG6DS46BWIFI**	
	36901710	HATS9DS46BWIFI**	
	36901709	HATS6DS46BWIFI**	
** The 5-year warranty is only applicable in ROI.			

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](https://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