

Terms & Conditions

MOLECQ SDN BHD ensures the provision of free service for REDLABEL AND TUMA products within a specified timeframe from the date of purchase. Please take note of the terms and conditions outlined below:

This warranty card is specific to the REDLABEL AND TUMA Ventilator unit and provides limited warranty coverage as follows:

VENTILATOR: SAKURA, BAVARIA, COCO, SUNNYGO, IM25, CAPTAIN, SPIDER, DAVE SERIES, BEE SERIES, WASP SERIES

- i. Residential Installation: Thirty-six (36) months.
- ii. Commercial Installation: Twelve (12) months.
- iii. Labor and Service: Twelve (12) months from the Date of Purchase.
- iv. Control Panel: Twelve (12) months.

*Labor and parts are covered under the warranty period without any additional charges. However, please be advised that a nominal transportation fee of RM 150 per trip will be applicable.

FLOW2ONE SERIES-FLOW2ONE, FLOW2ONE PLUS, FLOW2ONE LIGHT

- i. Residential Installation: Twenty-Four (24) months.
- ii. Commercial Installation: Twelve (12) months.
- iii. Labor and Service: Twelve (12) months from the Date of Purchase.
- iv. Remote Control: Twelve (12) months.

*Labor and parts are covered under the warranty period without any additional charges. However, please be advised that a nominal transportation fee of RM 150 per trip will be applicable.

AEROCLEAN

- i. Commercial Installation: Twelve (12) months.
- ii. Labor and Service: Twelve (12) months from the Date of Purchase.
- iii. Remote Control: No Warranty

*Labor and parts are covered under the warranty period without any additional charges. However, please be advised that a nominal transportation fee of RM 350 per trip will be applicable.

HVLS SERIES-AIRWOLF SERIES, TECHBREEZE SERIES AND UNIZON SERIES

- i. Motor: Sixty (60) months except A3 Thirty-six (36) months.
- ii. Control Panel: Twelve (12) months.
- iii. Blade, Fin, Poles, Remote Control: No warranty

*Labor and parts are covered under the warranty period without any additional charges. However, please be advised that a nominal transportation fee of RM 500-1200 per trip will be applicable.

The limited warranty applies to REDLABEL AND TUMA products purchased either directly from MOLECQ SDN BHD or authorized dealerships, intended for domestic use within Malaysia.

Any modification, alteration, or removal of the factory-applied model and serial number will render this limited warranty invalid.

This warranty covers manufacturing defects that occur during normal usage within the specified warranty period. MOLECQ SDN BHD and its authorized dealers will, at their discretion and at no additional cost, repair or replace any defective components or parts of the product. Customers are required to bring the product to an authorized REDLABEL AND TUMA service center within the warranty period. Any parts replaced under this warranty become the property of MOLECQ SDN BHD and must be returned to the company.

Replacement units will be covered by warranty for the remaining duration of the original ventilator's warranty.

This warranty card cannot be replaced if lost.

MOLECQ SDN BHD reserves the right to refuse servicing products located in inaccessible areas or those that pose a hazard to its service agents.

To the maximum extent permitted by applicable law, no other warranties, whether express or implied, including warranties of merchantable quality and fitness for a particular purpose, apply to the product. MOLECQ SDN BHD shall not be held liable for any loss of profit, special, indirect, or consequential damages incurred in connection with the product.

REDLABEL AND TUMA units purchased from authorized online marketplaces carry the same warranty as units purchased offline from authorized stores/dealerships.

Please note that presentation of the warranty card and purchase receipt is mandatory to avail free warranty service. Failure to provide these documents may result in the rejection of warranty claims. Authorized dealerships will charge standard rates determined by MOLECQ SDN BHD for all provided services.

The following scenarios are not covered under this warranty:

Defects caused by household pests, fire, lightning, natural disasters, flood, pollution, abnormal voltage, or the use of a generator.

Products damaged due to acts of God, accidents, misuse, abuse, negligence, modifications, operation contrary to the instructions in the product manual, or attempted repairs by unauthorized technicians.

Products damaged due to improper testing, demonstration, maintenance, installation, adjustment, or any form of alteration.

Products damaged due to the use of non-genuine spare parts or accessories.

Cosmetic damage of any nature.

All accessories included with REDLABEL AND TUMA units are not covered by this warranty.

CAUTION: It is recommended that customers install suitable lightning protection devices for their equipment. For further assistance or information, please contact your dealer.

Remarks: Please note that MOLECQ SDN BHD reserves the right to modify or amend the terms and conditions at any time, without prior notification. It is advisable for customers to regularly check for updates on the official website or contact MOLECQ SDN BHD directly to stay informed about any changes.