

WARRANTY INFORMATION

Your appliance is protected by this warranty under normal, personal, family or household use for 1 Year (Parts and Labor), 2 Years (Motor) and 5 Years (Rust Only) and limited commercial use (90 days) in USA and Canada.

WARRANTY

Consolidated Brands undertakes to the consumer / owner to repair or, at our option, to replace any part of this product which proves to be defective in workmanship or material under normal personal, family or household use, in USA and Canada, for a period of one year parts and labor, two years motor and five years rust only from the date of original purchase. For commercial use, the product is warranted for a period of 90 days.

During this period, we will provide all labor and parts necessary to correct such defect, free of charge, if the appliance has been installed and operated in accordance with the written instructions provided with the appliance. Ready access to the appliance, for service, is the responsibility of the consumer / owner. If a unit is installed in a closet or cabinet, it should be removed by the consumer / owner, for access by service technicians. If this is not done, there will be an extra charge.

EXCLUSIONS

In no event shall Consolidated Brands be liable for incidental or consequential damages or for damages resulting from external causes such as abuse, operation misuse, neglect, alterations, normal wear and tear, incorrect voltage or acts of God. This warranty does not cover service calls which do not involve defective workmanship, damage due to other products while combined use with this product or materials covered by this warranty. Accordingly, diagnosis and repair costs for a service call which does not involve defective workmanship or materials will be the responsibility of the consumer / owner.

Most work is covered. The defining factor is, has the machine malfunctioned (Consolidated Brands is responsible) or has the customer omitted or done something to cause malfunction (customer is responsible). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

You can register your Warranty by either of the following methods:

1. Scan QR Code

- Open Smart Phone
- Open Camera
- Click the Link



2. Register online at ApplianceDesk.com/Warranty

3. QR Code is also used to obtain Product Information, Manuals and Updates

WARRANTY SERVICE

This warranty is given by:

Consolidated Brands
10222 Georgibelle Drive, Suite 200,
Houston, TX 77043-5249

Customer Service: **Appliance Desk**

Phone / Text: 1-800-776-3538

Email: Service@ApplianceDesk.com

Web: www.ApplianceDesk.com

Business hours: 9:00 am to 5:00 pm weekdays

EXCLUSIONS

In no event shall Consolidated Brands be liable for incidental or consequential damages or for damages resulting from external causes such as abuse, operation misuse, neglect, alterations, normal wear and tear, incorrect voltage or acts of God. This warranty does not cover service calls which involve defective workmanship, damage due to other products while combined use with this product or materials covered by this warranty. Accordingly, diagnosis and repair costs for a service call which involves defective workmanship or materials will be the responsibility of the consumer-owner.

Most work is covered. The defining factor is has the machine malfunctioned (Consolidated Brands is responsible) or has the customer omitted or done something to cause malfunction (customer is responsible).

THE FOLLOWING WORK ARE NOT COVERED UNDER WARRANTY:

Installation

1. Non-removal of shipping bolts, causing vibration / internal damage.
2. Non-adjustment of feet to level machine, causing vibration / internal damage.
3. Not conforming to minimum space requirements for built-in installation, causing excess heat and resulting in damage to internal components.
4. Installation in a corrosive environment.
5. Incorrect water pressure i.e below 7.25 psi or above 145 psi
6. Incorrect water inlet hose installation (use only factory supplied hoses with metric threads on the L shaped side to fit water valve)

Maintenance

1. Non-cleaning of coin trap for debris, causing the unit to not drain out water and resulting in drain pump malfunction.
2. Improper maintenance (such as, but not limited to, scale build-up, freeze damage, or vent blockage).

Damage

1. Breakage of cosmetic parts e.g., door handle, knob.

Other

1. Accident, abuse or misuse.
2. Using solvents to clean the machine or wash clothes, causing damage.
3. Misapplication of this product e.g., use in a non household/commercial environment.
4. Any other cause not due to defects in materials or workmanship.
5. Problems or damage due to fires, flooding, electrical surges, freezing or any acts of God.
6. Any damage caused by poor water quality.
7. Operating the appliance with anything other than potable water at all times.
8. Force majeure.

Warranty Limitations

1. If a unit is located more than 25 miles away, there will be a trip charge.
2. If a unit is in a remote area more than 75 miles away, the machine should be taken to the technician's workshop.
3. If the unit is installed in a 5th wheel RV, in a location behind the axle, it will not be covered under warranty.
4. All repairs or replacements are warranted only for the remainder of the original warranty period.
5. If a return or replacement is required, allow 3-4 weeks to process.
6. Replacement units will be delivered with curbside delivery only.
7. We may require the return of products or parts to our warranty department for which the shipping charges are to be pre-paid by the consumer / owner.
8. Charges may be incurred if warranty coverage is not applicable.
9. Service would be provided from Monday to Friday between normal business hours.