

**KitchenAid®**

**Major Appliance Limited Warranty**

**Garantie limitée sur le gros appareil ménager**

**Garantía limitada de electrodomésticos  
principales**

ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer eXperience Center:

- Name, address and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

ATTACHEZ ICI VOTRE REÇU DE VENTE. UNE PREUVE D'ACHAT EST OBLIGATOIRE POUR OBTENIR L'APPLICATION DE LA GARANTIE.

Lorsque vous appelez le centre eXperience à la clientèle, veuillez garder à disposition les renseignements

suivants :

- Nom, adresse et numéro de téléphone
- Numéros de modèle et de série
- Une description claire et détaillée du problème rencontré
- Une preuve d'achat incluant le nom et l'adresse du marchand ou du détaillant

ADJUNTE SU RECIBO AQUÍ. SE REQUIERE UN COMPROBANTE DE COMPRA PARA OBTENER SERVICIO BAJO LA GARANTÍA.

Tenga disponible la siguiente información cuando llame al Customer eXperience

Center:

- Nombre, dirección y número de teléfono
- Número de modelo y de serie
- Una descripción clara y detallada del problema
- Comprobante de compra que incluya nombre y dirección del distribuidor o minorista

# Major Appliance Limited Warranty

Before contacting us to arrange service, some questions can be addressed without service. Please visit the "Troubleshooting" section at <https://www.kitchenaid.com/owners> for Troubleshooting help. In Canada, visit <https://www.kitchenaid.ca/owners>.

## HOW TO MAKE A CLAIM

All warranty service is provided exclusively by our authorized KitchenAid Service Providers. For service, contact the KitchenAid Customer eXperience Center. In the U.S.A., call 1-800-422-1230. In Canada, call 1-800-807-6777. If outside the 50 United States or Canada, contact your authorized KitchenAid dealer to determine whether another warranty applies.

## WHAT IS COVERED

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased:

**ONE (1) YEAR FROM THE DATE OF DELIVERY OF THE ORIGINAL PURCHASE (PARTS AND LABOR INCLUDED)** KitchenAid brand of Whirlpool Corporation or Whirlpool Canada, LP (hereafter "KitchenAid") will pay for factory-specified replacement parts and labor to correct defects in materials or workmanship that existed when this major appliance was purchased, or at its sole discretion, replace the product. In the event of product replacement, your appliance will be warranted for remaining term of the original unit's warranty period.

**TWO (2) YEARS FROM THE DATE OF DELIVERY OF THE ORIGINAL PURCHASE (PARTS AND LABOR INCLUDED):** KitchenAid will pay for factory-specified replacement parts and labor for the products listed below to correct defects in materials or workmanship that existed when this major appliance was purchased, or at its sole discretion, replace the product. In the event of product replacement, your appliance will be warranted for remaining term of the original unit's warranty period.

Commercial-Style Range	Built-In Refrigerator	Built-In Ice Maker
------------------------	-----------------------	--------------------

**YEARS TWO (2) THROUGH FIVE (5) FROM THE DATE OF DELIVERY OF THE ORIGINAL PURCHASE (CERTAIN COMPONENT PARTS AND LABOR INCLUDED):** KitchenAid will pay for factory-specified replacement parts and labor for the component parts listed below to correct non-cosmetic defects in materials or workmanship in these parts that prevent function of this major appliance and that existed when this major appliance was purchased.

Refrigerator	Built-In Ice Maker	Specialty & Undercounter Refrigerator
Sealed Refrigeration system (includes compressor, evaporator, condenser, dryer, and connecting tubing)		

See next page for What is Not Covered by this Limited Warranty.

## **WHAT IS NOT COVERED**

1. Commercial, non-residential or multiple family use or use inconsistent with the product instructions and manuals.
2. In-home instruction on how to use your product.
3. Repair to correct improper maintenance, installation not in accordance with installation instructions or electrical or plumbing codes, or repair of household electrical or plumbing systems.
4. Consumable parts (e.g., light bulbs, batteries, air or water filters, preservation solutions, etc).
5. Defects or damage resulting from accident, misuse, abuse, alteration, fire, floods, acts of God or improper installation.
6. Damages, defects, or repairs caused by unauthorized servicers or use of non-genuine or third-party parts; however, use of unauthorized service providers or non-genuine or third-party parts will not void this warranty.
7. Cosmetic damage (e.g., scratches, dents, chips, and other damage to appliance finishes), unless such damage results from defects in materials and workmanship and is reported to KitchenAid within 30 days from date of delivery.
8. Discoloration, rust or oxidation of surfaces resulting from caustic or corrosive environments (e.g., high salt concentrations, high moisture or humidity or exposure to chemicals).
9. Product pick-up or delivery. This product is intended for in-home repair (excludes countertop microwaves which must be packaged and shipped to a KitchenAid designated service company, at consumer's expense).
10. Travel or transportation expenses for service in remote locations where an authorized KitchenAid servicer is not available
11. Repair, removal or reinstallation of inaccessible appliances or built-in fixtures (e.g., trim, decorative panels, flooring, cabinetry, islands, countertops, drywall) that interfere with servicing, removal or replacement of the product.
12. Appliances with original, factory installed model/serial numbers removed, altered or not easily determined.
13. Conversion of your product from natural gas or propane gas or reversal of appliance doors.
14. Incidental or consequential damages (e.g., loss of food or medicine) resulting from appliance breakdown.

## **DISCLAIMER OF IMPLIED WARRANTIES**

Implied warranties, including any implied warranty of merchantability or implied warranty of fitness for a particular purpose, are limited to ten years or the shortest period allowed by law. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you.

## **HOW STATE LAW APPLIES**

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province. Some states and provinces, such as California, do not allow for limitations on the date your warranty coverage begins, so this limitation may not apply to you.