

WARRANTY INFORMATION

Your appliance is protected by this warranty under normal, personal, family or household use (1Year), 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 the USA and Canada, for a period of one year 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 instruction with the appliance. Ready access to the appliance, for service, is the responsibility of the consumer-owner. We may require return of products or parts to our warranty department for which the shipping charges are to be incurred by the consumer. If a return or replacement is required, allow 3-4 weeks to process. All repairs or replacements are warranted only for the remainder of the original warranty period. Charges may incur if warranty coverage is not applicable. Service would be provided from Monday to Friday between normal business hours.

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.

Specifically, the following work is not covered under warranty

Installation

1. Non-removal of shipping rods, causing vibration / internal damage.
2. Non-adjustment of feet to level machine, causing vibration / internal damage.
3. Non-removal of exhaust vent plate at the back while using Venting Dry mode, causing excess heat and resulting in damage to internal components.
4. Not conforming to minimum space requirements for Built-in installation, causing excess heat and resulting in damage to internal components.

Maintenance

1. Non-cleaning of coin trap for debris, causing the unit to not drain out water and resulting in drain pump malfunction.
2. Non-cleaning of vent fan & exhaust hose for lint, causing the unit to not dry properly.

Damage

1. Breakage of cosmetic parts eg. Door handle, knob.
2. Using of solvents to clean the machine or wash clothes causing damage.

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 or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.