

## **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.

### **GENERAL**

---

Since it is responsibility of the consumer-owner to establish the warranty period by verifying the original purchase date, Consolidated Brands recommends that a receipt, delivery slip or some other appropriate payment record be kept for that purpose. Remember to send in your Warranty Registration Card so that a proof of your purchase exists with Consolidated Brands. You can also register online by typing the following link **[www.ApplianceDesk.com](http://www.ApplianceDesk.com)**. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

### **WARRANTY SERVICE**

---

This warranty is given by:

**Consolidated Brands  
10216 Georgibelle Drive, Suite 900D  
Houston, TX 77043-5249**

**For Service Contact:**

Phone or Text: 1-800-776-3538  
Email: [service@appliancedesk.com](mailto:service@appliancedesk.com)  
Web: [www.ApplianceDesk.com](http://www.ApplianceDesk.com)

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

### **THE FOLLOWING WORK ARE 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. 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 valves)

#### **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)

#### **Damage**

1. Breakage of cosmetic parts eg. Door handle, knob.

#### **Other**

1. Accident, abuse or misuse
2. Using of 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 cause by poor water quality
7. Operating the appliance with anything other than potable water at all times
8. Force majeure



## **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 from the date of original purchase. During this period, we will provide all labor and parts necessary to correct such defect, free of charge, if the appliance has been assembled and operated in accordance with the written instructions with the appliance.

## **Exclusions**

In no event shall Consolidated Brands be liable for incidental or consequential damages or for damages resulting from external causes such as abuse, misuse, incorrect voltage or acts of God. This warranty does not cover service calls which do not involve defective workmanship 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.

**Specifically, the following work is not covered under warranty and does not constitute warranty work:**

**Installation - e.g. incorrect attachment to rack or wall**

**Maintenance - e.g. failure to clean lint filters**

**Mishandling - e.g. breakage of door handle**

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

## WARRANTY SERVICE

---

This warranty is given by:

### **Consolidated Brands**

10216 Georgibelle Drive, Suite 900D  
Houston, Texas 77043-5249

### **For Customer Service:**

#### **Appliance Desk**

Phone/Text: 1-800-776-3538

Email: [service@ApplianceDesk.com](mailto:service@ApplianceDesk.com)

Web: [www.ApplianceDesk.com](http://www.ApplianceDesk.com)

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

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

1. Mail in the Warranty Registration Card
2. Register online at [www.ApplianceDesk.com](http://www.ApplianceDesk.com)
3. Scan the QR Code



## GENERAL

---

Since it is a responsibility of the consumer-owner to establish the warranty period by verifying the original purchase date, Consolidated Brand recommends that a receipt, delivery slip or some other appropriate payment record be kept for that purpose.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

*All rights reserved. Manual subject to change without notice.*