

ZA

## WHIRLPOOL WARRANTY DURATION & COVERAGE

**Whirlpool**  
SENSING THE DIFFERENCE

## Whirlpool warranty duration & coverage

Whirlpool products carry a full warranty service from the date of original retail purchase, supported by a qualified and committed network of service partners nationwide. Any functional part which fails in normal home use will be repaired or replaced, after a full assessment has been carried out by an Authorised Service Partner, free-of-charge including the part itself and labour costs.

Evidence of the purchase (receipt), Model Number and Serial Number are required to obtain a free warranty service.

### WARRANTY PERIOD

SOUTH AFRICA	2 years	LESOTHO	2 years	TANZANIA	1 year
BOTSWANA	2 years	ZAMBIA	1 year	MALAWI	1 year
NAMIBIA	2 years	ZIMBABWE	1 year	UGANDA	1 year
SWAZILAND	2 years	MOZAMBIQUE	1 year	ANGOLA	1 year

### WARRANTY EXCEPTIONS

#### Conditions and damages resulting from any of the following cases:

- Improper installation, delivery or maintenance (i.e., pump filter cleaning);
- Any repair, modification, alteration, or adjustment not authorised by the Manufacturer;
- Misuse, abuse, accidents or unreasonable use;
- Incorrect electric current, voltage or supply;
- Damages due to voltage peaks or lightening;
- Improper settings of any control;
- Product previously repaired by non-authorised Service Partner.

**Damage on aesthetic components due to transport and movement** (i.e., dents, scratches) **are not covered by warranty.**

**Aesthetic components** (i.e., handles, lamps, glass, plastics).

**Light bulbs, water filter, air filter, carbon filter, rubber hoses.**

**Accessories and glass made optional** (i.e., shelves, plates).

**Products used for non-domestic purpose or located in commercial environment** (i.e., restaurants, hotels, hairdressers, laundry shops, butcher shops and garage).

**Installation cost** (i.e., water, power and gas connection).

**Where a product has been returned due to incorrect information furnished by the dealer regarding the features and use of the product.**

#### Assistance or service call to:

- Correct any improper installation;
- Instruct the consumer on proper product usage;
- Transport appliance to the service workshop;
- "Door reversibility";
- No failure found (in case of functional failures claimed by the consumer and not found during technician check, the repair will be charged to the consumer);
- Periodic maintenance or the cleaning of water filter, pump filter and air duct filter;
- Removal of transport support or fixation screws;
- Settle of feet and setting of gas nozzles.

Cost of the above-mentioned service call has to be charged to the consumer.

In no event shall Whirlpool be liable for any consequential, either direct or indirect, damages whether foreseeable or unforeseeable, resulting from improper usage or maintenance of the appliance as well as for any damages consequently to the non-observance of the appliance's instruction for use.

After the warranty period, all repairs will be completely charged to the consumer.

## CUSTOMER CONTACT CENTRE NUMBERS

<b>South Africa</b>	Tel: 0860 884 404
<b>Mozambique</b>	email : za_service@europeanappliances.com
<b>Botswana</b>	email : za_service@europeanappliances.com
<b>Namibia</b>	email : za_service@europeanappliances.com
<b>Swaziland</b>	email : za_service@europeanappliances.com
<b>Lesotho</b>	email : za_service@europeanappliances.com
<b>Zambia</b>	Please contact the store where your purchase was made
<b>Zimbabwe</b>	Please contact the store where your purchase was made
<b>Tanzania</b>	Please contact the store where your purchase was made
<b>Malawi</b>	Please contact the store where your purchase was made
<b>Uganda</b>	Please contact the store where your purchase was made
<b>Angola</b>	Please contact the store where your purchase was made

# FAC-SIMILE

MOD. ABCXXX

SUPPLY: XXXV ~ XXHz Service: 85XX XXX XXXXX

INPUT: XXXXX

XX XXXX XXXXX

FREQUENCY: XXXXMHz

MADE IN ABC



85XX XXX XXXXX

XX XXXX XXXXX

**SERVICE**



**GB** In case of missing Service Sticker, please report Model and Serial numbers for future Service references, which can be found on the Rating Plate in the product.



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