
ASSISTANCE OR SERVICE

Before calling for assistance or service, please check “Troubleshooting.” It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request.

If you need replacement parts

If you need to order replacement parts, we recommend that you use only factory specified parts. These factory specified parts will fit right and work right because they are made with the same precision used to build every new KITCHENAID® appliance.

To locate factory specified parts in your area, call us or your nearest KitchenAid designated service center.

In the U.S.A.

Call the KitchenAid Customer eXperience Center toll free: **1-800-422-1230**.

Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Installation information.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.).
- Referrals to local dealers, repair parts distributors and service companies. KitchenAid designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States.

To locate the KitchenAid designated service company in your area, you can also look in your telephone directory Yellow Pages.

For further assistance

If you need further assistance, you can write to KitchenAid with any questions or concerns at:

KitchenAid Brand Home Appliances
Customer eXperience Center
553 Benson Road
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

Accessories

Kitchen and BBQ Grill Degreaser

Order Part Number 31617

KitchenAid® Stainless Steel Cleaner and Polish

Order Part Number 4396920

KitchenAid® Stainless Steel Wipes

Order Part Number 8212510

In Canada

Call the KitchenAid Canada Customer eXperience Centre toll free: **1-800-807-6777**.

Our consultants provide assistance with:

- Features and specifications on our full line of appliances.
- Use and maintenance procedures.
- Accessory and repair parts sales.
- Referrals to local dealers, repair parts distributors and service companies. KitchenAid Canada designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in Canada.

For further assistance

If you need further assistance, you can write to KitchenAid Canada with any questions or concerns at:

Customer eXperience Centre
KitchenAid Canada
1901 Minnesota Court
Mississauga, Ontario L5N 3A7

Please include a daytime phone number in your correspondence.

KITCHENAID® OUTDOOR PRODUCT WARRANTY

LIMITED WARRANTY

For one year from the date of purchase, when this outdoor product is operated and maintained according to instructions attached to or furnished with the product, KitchenAid brand of Whirlpool Corporation or Whirlpool Canada LP (hereafter “KitchenAid”) will pay for Factory Specified Parts and repair labor to correct defects in materials or workmanship. Service must be provided by a KitchenAid designated service company. This limited warranty is valid only in the United States or Canada and applies only when the outdoor product is used in the country in which it was purchased. Outside the 50 United States and Canada, this limited warranty does not apply. Proof of original purchase date is required to obtain service under this limited warranty.

SECOND THROUGH FIFTH YEAR LIMITED WARRANTY ON PARTS ON GRILLS ONLY

In the second through fifth years from the date of purchase when this grill is operated and maintained according to instructions attached to or furnished with the product, KitchenAid will pay for Factory Specified Parts to correct defects in materials or workmanship.

LIFETIME LIMITED WARRANTY ON STAINLESS STEEL COMPONENTS ON GRILLS ONLY

For the life of the product, when this grill is operated and maintained according to instructions attached to or furnished with the product, KitchenAid will pay for replacement of the stainless steel body housing due to defective materials or workmanship. For the life of the product, when this grill is operated and maintained according to instructions attached to or furnished with the product, KitchenAid will pay for replacement parts for the stainless steel grill burners.

ITEMS EXCLUDED FROM WARRANTY

This limited warranty does not cover:

1. Service calls to correct the installation of your outdoor product, to instruct you on how to use your outdoor product, to replace or repair house fuses, or to correct house wiring or plumbing.
2. Cosmetic damage, including scratches, dents, chips or other damage to the finish of your outdoor product, unless such damage results from defects in materials or workmanship and is reported to KitchenAid within 30 days from the date of purchase.
3. Repairs when your outdoor product is used for other than normal, single-family household use or when it is used in a manner that is contrary to published user or operator instructions and/or installation instructions.
4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of consumables or cleaning products not approved by KitchenAid.
5. Conversion kit or service call for the conversion of your outdoor product from natural gas to L.P./propane or from L.P./propane to natural gas.
6. Costs associated with the removal from your home of your outdoor product for repairs. This outdoor product is designed to be repaired in the home and only in-home service is covered by this warranty.
7. Repairs to parts or systems resulting from unauthorized modifications made to the outdoor product.
8. Expenses for travel and transportation for product service if your outdoor product is located in a remote area where service by an authorized KitchenAid servicer is not available.
9. The removal and reinstallation of your outdoor product if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
10. Damage resulting from normal wear and tear of your outdoor product.
11. Outdoor products with original model/serial numbers that have been removed, altered or cannot be easily determined. This warranty is void if the factory applied serial number has been altered or removed from your outdoor product.

The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. KITCHENAID SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS, SO THESE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

If outside the 50 United States and Canada, contact your authorized KitchenAid dealer to determine if another warranty applies.

If you need service, first see the "Troubleshooting" section of the Use & Care Guide. After checking "Troubleshooting," you may find additional help by checking the "Assistance or Service" section or by calling KitchenAid. In the U.S.A., call **1-800-422-1230**. In Canada, call **1-800-807-6777**.

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Keep this book and your sales slip together for future reference. You must provide proof of purchase or installation date for in-warranty service.

Write down the following information about your major appliance to better help you obtain assistance or service if you ever need it. You will need to know your complete model number and serial number. You can find this information on the model and serial number label located on the product.

Dealer name _____
Address _____
Phone number _____
Model number _____
Serial number _____
Purchase date _____