

This guarantee is provided by Whirlpool UK Appliance Ltd, we are the owner of the Whirlpool brand.

## Your Guarantee – Terms and Conditions

Our appliances carry a 12 months' parts and labour guarantee. (These terms and conditions do not affect your statutory rights.) Your guarantee is only applicable in the United Kingdom (UK) or Ireland and is subject to provision(s) that your appliance:

- Has been used solely in accordance with the instruction manual.
- Has been properly installed and connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse or accident; modified or repaired by anyone other than our own service engineers.
- All gas appliances must be installed to the latest gas installation regulations by a qualified Gas Safe registered installer in Great Britain or RGII installer in the Republic of Ireland.
- The appliance is located in the UK, Republic of Ireland or Channel Islands.

Our guarantee also applies to products that are not in normal domestic use (for instance located in an office) so long as they are not subject to abnormal use. We reserve the right to refuse repair, under guarantee, if we decide the usage is abnormal.

### Benefits are applicable upon registration.

If you have a problem, carefully read below and then call 03448 224 224; (ROI 01 616 1777+).

#### Before you call

- 1) Ensure you have the model number and serial number of the appliance to hand.
- 2) Ensure your machine is correctly installed and connected to a suitable power supply.
- 3) Check your instruction book to ensure you have followed the manufacturer's instructions, carrying out the simple checks detailed in the operating instructions. This will often pinpoint the likely cause of the problem and will detail how to proceed.
- 4) Have evidence of the date of purchase (sales receipt or delivery note). **Note: if you have registered you will not require this proof of purchase.**

Any defects that occur during normal usage will be repaired providing the appliance has been used in accordance with the advice above.

We reserve the right to charge a fee during the manufacturer's guarantee period if:

- a) We attend and there is no manufacturing fault.
- b) There is an installation fault.
- c) The fault is caused by malicious or accidental damage.

#### What is covered by the manufacturer's guarantee?

The cost of any necessary repairs, carried out by our engineers, due to product failure, including call out, parts and labour.

#### What is excluded?

Repairs due to breakdown caused by:

- a) Any wilful act or neglect.
- b) Accidental damage caused by foreign objects or substances.
- c) Failure to comply with manufacturer's operating instructions.
- d) Consumer replaceable items or accessories.
- e) Cosmetic damage (non-functional parts) which does not affect the normal use of the appliance including damage to paintwork, dents or scratches to the cabinet.
- f) Rust, corrosion, scaling, bacterial deposits or water damage.
- g) Routine maintenance, cleaning, overhaul, modification and descaling.
- h) Cleaning or unblocking of filters, drainage systems or soap drawers.
- i) Costs arising from any problem with the supply of electricity, gas or water.
- j) Costs arising from floods, lightning, storms, frosts or other bad weather.
- k) Work carried out by a repairer not authorised or approved by us.
- l) Any charges incurred for the installation/re-installation of built in or integrated appliances.
- m) Cost for fitting of the decor doors & panels to built in appliances.

#### Additional guarantee benefits

##### 2 year guarantee

The additional guarantee benefits are entirely conditional on the product being registered with Domestic & General.

To activate your free additional 12 months parts and labour guarantee simply register your appliance by calling 0800 597 8612- (ROI 1800 911 835-) or register online at [www.whirlpool.co.uk/register](http://www.whirlpool.co.uk/register)

The additional guarantee comprises of both 12 months parts and labour additional to Your Guarantee.

##### 10 year parts guarantee

In addition to the labour guarantee detailed above. Whirlpool appliances carry FREE replacement parts for the first 10 years, provided that they are fitted by our own service engineer, at the applicable labour charge, and that your appliance is registered. Unregistered appliances will require evidence of date and place of purchase. Our labour charge is £119.99 (ROI €125.00) including VAT (subject to change without notice), per completed repair. The parts guarantee only applies to parts essential for the normal performance of the appliance.

\*\* Lines are open 8am - 8pm, 365 days a year.

† Lines open: Mon-Fri 8am - 6:30pm, Sat 8:30am - 5:30pm, Sun 9:30am - 3:30pm, 364 days a year.

Calls cost the basic rate per minute plus your phone company's access charge.

†† Lines are open 8am - 8pm, 365 days a year. Calls cost up to 10.2 cents a minute (plus call set up fee of 20 cents).

Calls may be recorded and monitored for quality and training purposes.