

Electrolux Professional Distributed Products Processes

Consumer Contact:

Dealer
 Product-related questions
 Referrals to local service network
 Warranty Questions
 Product Accessories

Tech Support Contact:

Commercial Technical Support Phone: 1.866.738.1640
 Option 2, Then Option 1 (Available 8 AM – 5 PM EST)
tmailbox@gmcw.com

Warranty Contact:

Phone: 1.866.339.8515
 Option 2, Then Option 4 (Available 8 AM – 5 PM EST)
na.service@electroluxprofessional.com

Order, Shipping and RMA Contact:

Phone: 1.866.449.4200 Option 1
na.orders@electroluxprofessional.com

For Accessories, Chemicals, and Parts:

Heritage Parts : 800.458.5593 (Mon-Fri: 7:30 AM-8 PM ET & Sat 8AM-3PM ET)
heritageparts.com
 Parts Town: 877.705.9863 (8AM – 9PM ET) partstown.com

Brand	Parts	Accessories	Chemicals	Website
DitoSama	Contact Local Service Agent	Please contact: - Heritage Parts -PartsTown	Not Applicable	DitoSama.us
Kelvinator Commercial	Please contact: - Heritage Parts -PartsTown	Please contact: - Heritage Parts -PartsTown	Not Applicable	KelvinatorCommercial.com
Veetsan	Contact Local Service Agent	Please contact: - Heritage Parts -PartsTown	Please contact: - Heritage Parts -PartsTown	Veetsan.us

For additional literature, visit the websites

kelvinatorcommercial.com

veetsan.us

ditosama.us

Product Registration:

Product must be registered to validate warranty. No service will take place on the product without this step.

Where:

<https://www.kelvinatorcommercial.com/product-registration/>

<https://www.veetsan.us/product-registration/>

<https://www.ditosama.us/product-registration/>

Requires:

Sales Invoice or receipt
Customer contact Information

Service Network:

Refer to Electrolux Professional Authorized Service Agency Map: [Link](#)

ELECTROLUX PROFESSIONAL MANUFACTURERS WARRANTY

Electrolux Professional warrants the equipment it manufactures and distributes to be **free of defects in material and workmanship** existing at the time of manufacture and appearing within the applicable warranty period.

Electrolux Professional warrants the equipment it manufactures or distributes as listed in Table 1.

Table 1				
Brand	Labor – yr.	Parts – yr.	Compressor - yr.	Start Up
Dito Sama	1	1	n/a	No
Kelvinator Commercial	3	3	5	No
Kelvinator Commercial Chest Freezers	1	1	5	No
All brands installed in a Food Truck	1	1	5	No
Veetsan Star	1	1	n/a	No

Warranty period will begin on the date of start-up, installation, date of sale, or the date unit shipped to the customer, subject to verification.

Electrolux Professional, Essentia branded, extended warranty offerings that are purchased separately, will be subject to obligations and restrictions herein.

Exclusions: This warranty does not cover the following:

1. Products where the original serial number has been removed, altered or cannot be readily determined.
2. Normal wear and tear and gradual deterioration.

3. Product that has been transferred from its original owner to another party or moved outside the USA or Canada.
4. Rust on the interior or exterior of the unit.
5. Products purchased "as-is".
6. Damage caused at any time during shipment.
7. Food loss due to any refrigerator or freezer failures.
8. Service calls which do not involve malfunction or defects in materials or workmanship, or for appliances used other than in accordance with the provided instructions.
9. Service calls to correct the installation of the appliance or to instruct the user how to use the appliance.
10. Expenses for making the appliance accessible for servicing, such as removal of shelves, etc., which are not a part of the appliance when it is shipped from the factory.
11. Consumable wear and tear items which include but are not limited to: light bulbs, air filters, water filters, cutting discs, coupling kits, cache chokes, gaskets, power cords, knobs, handles, accessories, and other cosmetic parts, surcharges including, but not limited to, any after hours, weekend, or holiday service calls, tolls, ferry trip charges, or mileage expense for service calls to remote areas, including the state of Alaska.
12. Damages to the finish of the appliance and/or the appliance location that are incurred during installation, including but not limited to floors, walls, etc.
13. Damages caused by: services performed by unauthorized service companies; use of parts other than genuine Electrolux Professional parts or parts obtained from persons other than authorized distributors; or external causes such as abuse, misuse, inadequate power supply, accidents, fires, or acts of God.
14. Deterioration caused by poor water quality or the use of non-Electrolux Professional chemicals.
15. Insufficient and abnormal capacity of the electrical, water, gas supplies causing operational failures or damage to components.
16. Equipment that is altered or used in a manner or location other than described in the user's guide.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, WRITTEN OR ORAL, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF EITHER MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

The agents, dealers, or employees of Electrolux Professional are not authorized to make modifications to this warranty or to make additional warranties that are binding on Electrolux Professional. Extended warranty offerings are made through AutoQuotes or the Electrolux Professional Essentia Calculator. Accordingly, statements by such individuals, whether oral or written, do not constitute warranties and should not be relied upon.

If Electrolux Professional determines, in its sole discretion, that the equipment does not conform to the warranty, Electrolux Professional, at its exclusive option while the equipment is under warranty, shall either 1) provide at no charge replacement parts and/or labor (during the applicable parts and labor warranty periods specified above) to repair the defective components, provided that this repair is done by a Electrolux Professional Authorized Service Representative; or 2) shall replace the equipment or refund the purchase price for the equipment.

THE BUYER'S REMEDY AGAINST ELECTROLUX PROFESSIONAL FOR THE BREACH OF ANY OBLIGATION ARISING OUT OF THE SALE OF THIS EQUIPMENT, WHETHER DERIVED FROM WARRANTY OR OTHERWISE, SHALL BE LIMITED, AT ELECTROLUX'S SOLE OPTION, AS SPECIFIED HEREIN, TO REPAIR, REPLACEMENT OR REFUND.

In no event shall Electrolux Professional be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of downtime, cost of substitute equipment, facilities or services, or any other special, incidental or consequential damages.

