



Service

For warranty service and to purchase replacement parts, please contact the Customer Service team. To arrange for service under warranty, please prepare the following information:

- Product model
- Serial number
- Installation date
- A description of the problem
- Residential property address

Contact Us Through Our Website

kalamazoogourmet.com/company/customer-service

Contact Us by Phone

800.868.1699 Monday through Friday 8:00am to 7:00pm Eastern

Contact Us by Email

customerservice@kalamazoogourmet.com

Schedule Your One-on-One New Product Orientation Phone Call

kalamazoogourmet.com/lifestyle/resources/culinary-resources/complimentary-product-tour/

KalamazooGourmet.com

PHONE 800.868.1699

FAX 312.276.4466

Michigan

8566 Krum Avenue

Galesburg, MI 49053

Chicago

810 West Washington Boulevard

Chicago, IL 60607



Limited Warranty for Kalamazoo Outdoor Gourmet Refrigeration Products

FOR RESIDENTIAL USE

FULL 3 YEAR WARRANTY, ALL REFRIGERATION EXCLUDING ICE MAKERS

For three years from the date of original installation, this warranty covers all parts and labor to repair or replace any part of the product that proves to be defective in materials or workmanship.

FULL 1 YEAR WARRANTY, ICE MAKERS ONLY

For one year from the date of original installation, this warranty covers all parts and labor to repair or replace any part of the ice maker that proves to be defective in materials or workmanship.

LIMITED 6 YEAR WARRANTY, ALL REFRIGERATION EXCLUDING ICE MAKERS

For six years from the date of original installation, Kalamazoo Outdoor Gourmet will repair or replace parts of the hermetically sealed refrigeration. The hermetically sealed refrigeration system consists entirely of the compressor, condenser, drier, connecting tubing, evaporator and hot gas bypass valve. This warranty excludes labor.

THIS WARRANTY DOES NOT COVER

- A. Service calls which are not related to any product defect. The cost of a service call is your responsibility if the problem is not found to be a product defect. You will be charged for the service call if the problem is found to be caused by:
- Improper installation of the product
 - Incorrect house wiring or plumbing, including operating at other than the proper voltage
 - Improper use of the product or the need for instructing you how to use the product
 - Accidental damage, neglect or an Act of God
 - Commercial use
 - Pests, such as insects, rodents or other animals

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- B. Defects caused by factors other than:
 - Normal residential use or
 - Use in accordance with the product's Use and Care Guide
- C. Surface corrosion, scratches, discoloration, weather and atmospheric related staining and minor surface rust and oxidation.
- D. Normal recommended cleaning and maintenance as described in the product's Use and Care Guide
- E. Adjustments to controls, door reversal, cleaning the condenser or other routine maintenance
- F. Costs of repairs that were not arranged for by Kalamazoo Outdoor Gourmet, or the cost of correcting any of these unauthorized repairs
- G. Pick-up and delivery costs



TERMS

The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada.

The warranty is transferrable if the products are part of a real estate transaction. Warranty transfer requires registration with Kalamazoo Outdoor Gourmet and authorization by the original product owner.

Product Service must be authorized by Kalamazoo Outdoor Gourmet using a service provider designated by Kalamazoo Outdoor Gourmet. The warranty may be invalidated if the product is used other than in accordance with the product use and care guide or other than for normal domestic use. This warranty is an extra benefit and does not affect your legal rights.

THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT KALAMAZOO OUTDOOR GOURMET, LLC WILL PROVIDE, EITHER UNDER THIS WARRANTY OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. KALAMAZOO OUTDOOR GOURMET, LLC WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THIS WARRANTY OR ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

To receive parts and/or service contact:

Kalamazoo Outdoor Gourmet, LLC
810 West Washington Boulevard
Chicago, IL 60607, USA
Email: customerservice@kalamazoooutdoor.com
Phone: 800.868.1699