



## Service and Spares

In the event of your appliance requiring service, or if you wish to purchase spare parts, contact your local Kelvinator Service Centre by telephoning:

**010 207 3000** (South African Customers)  
**+27-10-207-3000** (International Customers)

### Help us to help you

Please determine your type of enquiry before writing or telephoning. When you contact us we need to know:

- Your name
- Telephone Number
- Physical Address where appliance is located
- Model and Serial Number of the appliance
- Clear and concise details of the fault

## Customer Care

For general enquiries or information regarding Kelvinator appliances contact:

Customer Care Department  
Kelvinator  
P.O. Box 8334  
Greenstone  
1616

South African Customers: 010 207 3000  
International Customers: +27-10-207-3000  
E-mail: [service@electrolux.co.za](mailto:service@electrolux.co.za)  
Website : [www.kelvinator.co.za](http://www.kelvinator.co.za)

## **Kelvinator Guarantee Conditions**

### **FOR DOMESTIC USE ONLY**

### **NOT FOR COMMERCIAL OR INDUSTRIAL USE**

### **ANY ALTERATION OR MODIFICATION OF THE EQUIPMENT VOIDS THE GUARANTEE**

### **FAILURE TO USE A CERTIFIED ELECTRICIAN OR KELVINATOR AUTHORISED SERVICE AGENT OR GENUINE PARTS FOR INSTALLATION OR SERVICE VOIDS THE GUARANTEE**

1. Kelvinator guarantees the equipment against defective material or faulty manufacture, provided it is used for domestic purposes only, for a period of 24 (twenty four) months, from the date of purchase by the original retail purchaser. This guarantee only applies to Kelvinator large appliances.

2. (a) In the first 6 (six) months from date of purchase, for valid guarantee claims, collection, return and installation (Built-in and gas appliances) of the appliance will be free of charge within South Africa if installed by an authorized Kelvinator service agent.

(b) For the remainder of the guarantee period where the repaired appliance is used or installed more than 50 kilometres from the nearest Kelvinator service agent or elsewhere in South Africa, travel costs to the place of use or installation shall be for the account of the purchaser.

3. This guarantee is given on condition that only labour, parts and accessories supplied by authorised agents are at all times used in connection with the appliance, including the installation thereof, and that an authorised Kelvinator service agent installs and/or services the appliance.

4. Kelvinator shall not be responsible for damage of any kind resulting from electricity fluctuations, faults in the building wiring, faulty installations, and improper use of controls or failure to use the appliance in accordance with the operating instructions and/or general misuse and/or abuse, or if not used for domestic purposes only, or for damage caused by a superior force (*vis maior*). Any repair or tampering by an unauthorised person or attempt to repair or tamper with the equipment, or use of parts not supplied by authorised agents, or alterations or modification to the equipment, shall render the guarantee null and void.

5. After the first 6 (six) months from the date of purchase, this guarantee does not apply to light bulbs, loose glass, glass oven doors and enamelled surfaces, filters and other parts subject to wear and tear or discolouring, as well as damage caused by abrasive and highly concentrated cleaners and/or cleaning materials or cleaners prohibited by the user manual.

6. Kelvinator shall not be responsible in terms of this guarantee for the replacement or repair of any part of the equipment which may have been damaged in transit if delivery is undertaken by any party other than Kelvinator or an authorised agent.

7. All gas appliances are to be installed by a gas installer, registered with SAQCC GAS. Electrical appliances are to be installed by a qualified electrician who is an authorised service agent or assisted by an authorised service agent from who proof of installation will be required.

8. Repairs carried out under guarantee have a guarantee period of 3 (three) months on the parts and labour supplied to repair the unit. Parts removed during guarantee repairs become the property of Kelvinator.

9. After expiry of 6 (six) months from the date of purchase the guarantee shall be available only to the original retail purchaser of Kelvinator domestic appliances from an authorised Kelvinator Dealer or Distributor and only where the appliance has been retained for use in the Republic of South Africa.

10. Failure to produce documentary proof of the date of original acquisition by the original purchaser to Kelvinator or an authorised service agent, will result in normal charges being levied for travel costs, the work carried out and the parts supplied, unless a production date can be proved to be within the 6 (six) months preceding the guarantee claim.

11. After 6 (six) months from the date of purchase of the appliance the liability of Kelvinator under this guarantee is limited to the replacement and/or repair of the defective parts within the guarantee period and does not extend to the installation or removal of the appliance.

(Effective 01 March 2011)