

# Your Hotpoint manufacturer's guarantee terms and conditions

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

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 or Republic of 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.

**If you have a problem, carefully read below and then call 03448 224 224† (ROI 012 300 800††).**

## **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 approved 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 the 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, lighting, 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.

### **\*10 Year Parts Guarantee**

In addition to the labour warranty detailed above. Hotpoint appliances carry FREE replacement parts for the first 10 years, provided that they are fitted by our own Service Engineers, 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 in the UK is £119.99 and €125.00 in the Republic of Ireland 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 costs 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.