

REGISTER NOW

ACTIVATE YOUR FREE* 10 YEAR PARTS GUARANTEE

Thank you for choosing Hotpoint. Your new appliance comes with a 1 year manufacturer's guarantee. Register your appliance and we'll provide you with parts for the first 10 years – Free of charge.*

CALL FREE



0800 561 4498

ROI 1800 844 313



www.hotpointservice.co.uk

* Labour charges not included. Terms and conditions apply. If registered proof of purchase will not be needed. For the parts guarantee to be valid, the repairs need to be carried out by our engineers.

NB Lines are open 8am - 8pm, 365 days a year. Calls are free from all phones, whether mobile or landline. Calls may be recorded and monitored for quality and training purposes.



FOR YOUR PERSONAL RECORDS

**For your personal 10 Year Parts Authorisation code
call 0800 561 4498 ROI 1800 844 313**

10 Year Parts Authorisation Code

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This guarantee is provided by Whirlpool UK Appliances, we are the owner of the Hotpoint 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 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 or RGII installer in the Republic of Ireland.
- The appliance is located in the UK 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)

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.

Continued overleaf

Any defects that occur during normal usage will be repaired providing the appliance has been used in accordance 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 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 is £109.99 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.

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REGISTER TODAY FOR YOUR FREE* 10 YEAR PARTS GUARANTEE

Additional benefits:

- Registering acts as proof of purchase
- Access to our approved engineers, local to you
- Our UK based customer service centre
- Keep informed about important product updates



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Whirlpool UK Appliances Ltd
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