

Warranty and Service

Getting Help

Before you request service, please review the **Problem Solution Guide** starting on page 16. If you have performed the checks in the **Problem Solution Guide** and the problem has not been remedied, please contact us at one of the numbers below. Prior to requesting service, it is helpful to be familiar with the warranty terms and conditions listed in the **Warranty** section on this page.

For warranty repairs, call:

Dacor Distinctive Service:

Phone: (877) 337-3226 (U.S.A. and Canada)
Business Hours: 6:00 AM - 4:00 PM Pacific Time

For a list of Dacor service agents for non-warranty repairs:

Dacor Customer Service:

Phone: (800) 793-0093 (U.S.A. and Canada)
Business Hours: 6:00 AM - 5:00 PM Pacific Time

Contact us through our web site at:

www.dacor.com

At Dacor, we believe that our quality of service equals that of our product. Should your experience with our service network or product be different, please contact our Customer Service Team and share your encounter with us. We will do our utmost to resolve the situation for you and deliver on our Dacor promise. If you need anything clarified, just let us know.

Warranty

What is Covered:

CERTIFICATE OF WARRANTIES: DACOR DISHWASHERS

WITHIN THE FIFTY STATES OF THE U.S.A., THE DISTRICT OF COLUMBIA AND CANADA: FULL ONE-YEAR WARRANTY

If your DACOR product fails to function within one year of the original date of purchase, due to a defect in material or workman-ship, DACOR will remedy the defect without charge to you or subsequent users. The owner must provide proof of purchase upon request and have the appliance accessible for service.

TWENTY-FIVE YEAR WARRANTY

On rust-through of stainless steel tank and door.

Warranty is null and void if non-CUL approved product is transported from the U.S.

OUTSIDE THE FIFTY STATES OF THE U.S.A., THE DISTRICT OF COLUMBIA AND CANADA: LIMITED FIRST-YEAR WARRANTY

If your DACOR product fails to function within one year of the original date of purchase, due to a defect in material or workmanship, DACOR will furnish a new part, F.O.B. factory, to replace the defective part. All delivery, installation, and labor costs are the responsibility of the purchaser. The owner must provide proof of purchase upon request and have the appliance accessible for service.

What is Not Covered:

- Failure of the product caused by faulty installation, improper usage, or neglect of required maintenance.
- Service calls to educate the customer in the proper use and care of the product.
- Failure of the product when used for commercial, business, rental or any application other than for residential consumer use.
- Replacement of house fuses or fuse boxes, or resetting of circuit breakers.
- Damage to the product caused by accident, fire, flood or other acts of God.
- Breakage, discoloration or damage to glass, metal surfaces, plastic components, trim, paint, porcelain or other cosmetic finish, caused by improper usage or care, abuse, or neglect.

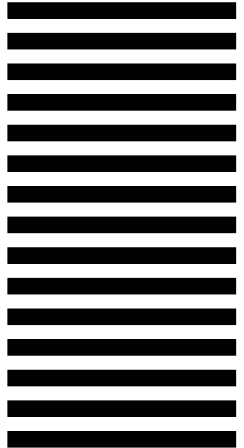
THE REMEDIES PROVIDED FOR THE ABOVE EXPRESS WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES. THEREFORE, NO OTHER EXPRESS WARRANTIES ARE MADE, AND OUTSIDE THE FIFTY STATES OF THE UNITED STATES AND THE DISTRICT OF COLUMBIA, ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE. IN NO EVENT SHALL DACOR BE LIABLE FOR INCIDENTAL EXPENSE OR CONSEQUENTIAL DAMAGES. NO WARRANTIES, EXPRESSED OR IMPLIED, ARE MADE TO ANY BUYER FOR RESALE.

Some states do not allow limitations on how long an implied warranty lasts or 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 rights that vary from state to state.

fold here



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1600 CITY OF INDUSTRY CA

POSTAGE WILL BE PAID BY ADDRESSEE

DACOR
ATTN WARRANTY PROCESSING DEPT
PO BOX 90070
CITY OF INDUSTRY CA 91715-9907





Please visit www.dacor.com to activate your warranty online.

WARRANTY INFORMATION



IMPORTANT:

Your warranty will not be activated until you activate it online or return this form to Dacor. If you have purchased more than one Dacor product, please return all forms in one envelope or activate the warranty for each product online.

Please rest assured that under no conditions will Dacor sell your name or any of the information on this form for mailing list purposes. We are very grateful that you have chosen Dacor products for your home and do not consider the sale of such information to be a proper way of expressing our gratitude!

Owner's Name: _____
Last (Please Print or Type) First Middle

Street: _____

City: _____ State: _____ Zip: _____

Purchase Date: _____ Email: _____ Telephone: _____

Dealer: _____

City: _____ State: _____ Zip: _____

Your willingness to take a few seconds to fill in the section below will be sincerely appreciated. Thank you.

1. How were you **first** exposed to Dacor products? (Please check one only.)

- | | |
|---|---|
| <input type="checkbox"/> A. T.V. Cooking Show | <input type="checkbox"/> F. Builder |
| <input type="checkbox"/> B. Magazine | <input type="checkbox"/> G. Architect/Designer |
| <input type="checkbox"/> C. Appliance Dealer Showroom | <input type="checkbox"/> H. Another Dacor Owner |
| <input type="checkbox"/> D. Kitchen Dealer Showroom | <input type="checkbox"/> I. Model Home |
| <input type="checkbox"/> E. Home Show | <input type="checkbox"/> J. Other _____ |

2. Where did you buy your Dacor appliances?

- | | |
|--|---|
| <input type="checkbox"/> A. Appliance Dealer | <input type="checkbox"/> D. Builder |
| <input type="checkbox"/> B. Kitchen Dealer | <input type="checkbox"/> E. Other _____ |
| <input type="checkbox"/> C. Builder Supplier | |

3. For what purpose was the product purchased?

- | | |
|---|---|
| <input type="checkbox"/> A. Replacement only | <input type="checkbox"/> C. New Home |
| <input type="checkbox"/> B. Part of a Remodel | <input type="checkbox"/> D. Other _____ |

4. What is your household income?

- | | |
|---|---|
| <input type="checkbox"/> A. Under \$75,000 | <input type="checkbox"/> D. \$150,000 – \$200,000 |
| <input type="checkbox"/> B. \$75,000 – \$100,000 | <input type="checkbox"/> E. \$200,000 – \$250,000 |
| <input type="checkbox"/> C. \$100,000 – \$150,000 | <input type="checkbox"/> F. Over \$250,000 |

5. What other brands of appliances do you have in your kitchen?

- | | |
|------------------|-----------------------|
| A. Cooktop _____ | C. Dishwasher _____ |
| B. Oven _____ | D. Refrigerator _____ |

6. Would you buy or recommend another Dacor product?

- ☐ Yes ☐ No

Comments: _____

Thank you very much for your assistance. The information you have provided will be extremely valuable in helping us plan for the future and giving you the support you deserve.

