

# MANUFACTURER'S WARRANTY

[www.krups.com](http://www.krups.com)

**With a strong commitment to the environment, most of Krups products are repairable during and after the warranty period. Before returning any defective products to the point of purchase, please call Krups consumer service directly at the phone number below for repair options.**

**Your help to sustain the environment is appreciated!**

## **After sales service**

The appliance isn't user-serviceable. If it's not working properly, check that:

- You've followed the instructions correctly;
- The main supply fuse/circuit breaker hasn't blown/tripped.

If it still doesn't work, consult your retailer.

## **The Warranty**

This product is warranted by Krups for a period of **2 years** against any manufacturing defect in materials or workmanship, starting from the initial date of purchase.

The manufacturer's warranty by Krups is an extra benefit which does not affect consumer's Statutory Rights.

The Krups warranty covers all costs related to restoring the proven defective product so that it conforms to its original specifications, through the repair or replacement of any defective part and the necessary labor. At Krups's choice, a replacement product may be provided instead of repairing a defective product. Krups's sole obligation and your exclusive resolution under this warranty are limited to such repair or replacement.

## **Conditions & Exclusions**

The Krups warranty only applies within USA, Canada & Mexico, and is valid only on presentation of a proof of purchase. The product can be taken directly in person to an authorized service centre or must be adequately packaged and returned, by recorded delivery (or equivalent method of postage), to a Krups authorized service centre. Full address details for each country's authorized service centre are listed on the Krups website ([www.krups.com](http://www.krups.com)) or by calling the appropriate telephone number listed below to request the appropriate postal address. Krups shall not be obliged to repair or replace any product which is not accompanied by a valid proof of purchase.

This warranty will not cover any damage which could occur as a result of misuse, negligence, failure to follow Krups instructions, use on current or voltage other than as stamped on the product, or a modification or unauthorized repair of the product. It also does not cover normal tear and wear, maintenance or replacement of consumable parts, and the following:

- using the wrong type of water
- scaling (any de-scaling must be carried out according to the instructions for use);
- ingress of water, dust or insects into the product;
- mechanical damages, overloading
- damages or bad results due to wrong voltage or frequency
- accidents including fire, flood, lightning, etc
- professional or commercial use
- damage to any glass or porcelain ware in the product

This warranty does not apply to any product that has been tampered with, or to damages incurred through improper use and care, faulty packaging by the owner or mishandling by any carrier.

The Krups manufacturer's warranty applies only for products purchased and used in USA, Canada & Mexico. Where a product purchased in one country and then used in another one:

a) The Krups warranty duration is the one in the country of usage of the product, even if the product was purchased in another listed country with different warranty duration.

b) The Krups warranty does not apply in case of non conformity of the purchased product with the local standards, such as voltage, frequency, power plugs, or other local technical specifications

c) The repair process for products purchased outside the country of use may require a longer time if the product is not locally sold by Krups

d) In cases where the product is not repairable in the new country, the Krups warranty is limited to a replacement by a similar product or an alternative product at similar cost, where possible.

#### **Consumer Statutory Rights**

This Krups manufacturer's warranty does not affect the statutory rights a consumer may have or those rights that cannot be excluded or limited, nor rights against the retailer from which the consumer purchased the product. This warranty gives a consumer specific legal rights, and the consumer may also have other legal rights which vary from State to State or Country to Country or Province to Province. The consumer may assert any such rights at his sole discretion.