

LIMITED WARRANTY

Automatically receive a two year Manufacturer's warranty on all Fisher & Paykel appliances.

[View Details](#)

SMARTDRIVE™ MOTOR WARRANTY

Receive an additional eight year parts only manufacturer's warranty on your washing machine's direct drive motor (excluding the motor controller).

[View Details](#)

REFRIGERATION SEALED SYSTEM WARRANTY

Receive an additional parts-only manufacturer's warranty on your refrigerator's sealed system (including compressor, evaporator, condenser, filter dryer & connecting tubing).

[View details](#)

SERVICE WARRANTY

Receive a 12 month service warranty for service carried out and invoiced by Fisher & Paykel and any parts used during the service.

[View Details](#)

HOW TO CLAIM

To make a claim, either call customer care on 1.888.936.7872, or email usa.customercare@fisherpaykel.com.

LIMITED WARRANTY

When you purchase any new Fisher & Paykel product for personal or consumer use you automatically receive a two year limited warranty covering parts and labor for servicing within the 48 mainland United States, Hawaii, Washington DC and Canada. In Alaska the limited warranty is the same except that you must pay to ship the product to the service shop or the service technician's travel to your home. Products for use in Canada must be purchased through the Canadian distribution channel to ensure regulatory compliance.

If the product is installed in a motor vehicle, boat or similar mobile facility, you receive the same two year limited warranty, but you must bring the vehicle, boat or mobile facility containing the product to the service shop at your expense or pay the service technician's travel to the location of the product.

Fisher & Paykel Refrigeration product only:

You receive an additional three year limited warranty (for a total of five years) covering parts and labor for sealed refrigeration system (compressor, evaporator, condenser, filter dryer, and connecting tubing) within the 48 mainland United States, Hawaii, Washington D.C. and Canada. In Alaska the limited warranty for the sealed refrigeration system is the same except that you must pay to ship the product to the service shop or the service technician's travel to your home.

Fisher & Paykel undertakes to:

Repair without cost to the owner either for material or labor any part of the product, the serial number of which appears on the product, which is found to be defective. In Alaska, you must pay to ship the product to the service shop or for the service technician's travel to your home. If the product is installed in a motor vehicle, boat or similar mobile facility, you must bring it to the service shop at your expense or pay for the service technician's travel to the location of the product. If we are unable to repair a defective part of the product after a reasonable number of attempts, at our option we may replace the part or the product, or we may provide you a full refund of the purchase price of the product (not including installation or other charges).

This warranty extends to the original purchaser and any succeeding owner of the product for products purchased for ordinary single-family home use.

All service under this limited warranty shall be provided by Fisher & Paykel or its Authorized Service Agent during normal business hours.

How long does this limited warranty last?

Our liability under this limited warranty expires TWO YEARS from the date of purchase of the product by the first consumer

Our liability under any implied warranties, including the implied warranty of merchantability (an unwritten warranty that the product is fit for ordinary use) also expires TWO YEARS (or such longer period as required by applicable law) from the date of purchase of the product by the first consumer. Some states do not allow limitations on how long an implied warranty lasts, so this limit on implied warranties may not apply to you.

This warranty DOES NOT cover;

- Service calls that are not related to any defect in the product. The cost of a service call will be charged if the problem is not found to be a defect of the product. For example:
 - Correct faulty installation of the product.
 - Instruct you how to use the product.
 - Replace house fuses, reset circuit breakers, correct house wiring or plumbing, or replace light bulbs
 - Correct fault(s) caused by the user.
 - Change the set-up of the product.
 - Unauthorized modifications of the product.
 - Noise or vibration that is considered normal, for example, drain/fan sounds, regeneration noises or user warning beeps.
 - Correcting damage caused by pests, for example, rats, cockroaches etc.
- Defects caused by factors other than:
 - Normal domestic use or
 - Use in accordance with the Product's User Guide.
- Defects to the product caused by accident, neglect, misuse, fire, flood or Act of God.
- The cost of repairs carried out by non-authorized repairers or the cost of correcting such unauthorized repairs.
- Travel fees and associated charges incurred when the product is installed in a location with limited or restricted access. (eg airplane flights, ferry charges, isolated geographic areas).
- Normal recommended maintenance as set out in the Product's User Guide.

If you have an installation problem contact your dealer or installer. You are responsible for providing adequate electrical, exhausting and other connection facilities. We are not responsible for consequential or incidental damages (the cost of repairing or replacing other property damaged if the product is defective or any of your expenses caused if the product is defective). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

You may be required to provide reasonable proof of the date of purchase of the product before the product will be serviced under this limited warranty.

Commercial use

If you are using the product in a commercial setting (any use other than a single family dwelling), we agree to repair or replace, without cost to you for parts only, any defective parts. Our liability for these repairs expires ONE YEAR from the date of original purchase.

At our option we may replace the part or the product, or we may provide you a full refund of the purchase price of the product (not including installation or other charges). All service under this limited warranty shall be provided by Fisher & Paykel or its Authorized Service Agent during normal business hours.

No other warranties

This limited warranty is the complete and exclusive agreement between you and Fisher & Paykel regarding any defect in the product. None of our employees (or our Authorized Service Agents) are authorized to make any addition or modification to this limited warranty.

Warrantor: Fisher & Paykel Appliances, Inc.

If you need further help concerning this limited warranty, please contact us:

Call us toll-free: 1.888.936.7872

Email us: usa.customercare@fisherpaykel.com

Write to us: Fisher & Paykel Appliances Inc.
695 Town Center Drive, Suite 180
Costa Mesa, CA 92626-1902
USA

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

SMARTDRIVE™ MOTOR WARRANTY

You automatically receive a 2 year Manufacturer's Warranty with the purchase of a clothes washer covering parts and labour for servicing within the USA.

You also receive an additional eight year parts only manufacturer's warranty on your washing machine's direct drive motor (excluding the motor controller) commencing on the day following the expiry of the 2 year manufacturer's warranty.

Fisher & Paykel undertakes to:

Repair or, at its option, replace without cost to the owner either for material or labour any part of the product, the serial number of which appears on the product, which is found to be defective within TWO YEARS of the date of purchase.

You also receive an additional EIGHT YEAR parts only Manufacturer's Warranty on your Direct Drive motor. This additional 8-year Manufacturer's Warranty commences on the day following the expiry of the 2-year Manufacturer's Warranty and excludes the motor controller and labour. Fisher & Paykel will repair (as to parts) or, at its option, replace any Direct Drive motor (but not the motor controller) which is found to be defective within this additional Manufacturer's Warranty period. You will be responsible for any labour costs.

Note: these Manufacturer's Warranties are an extra benefit and do not affect your legal rights.

These Manufacturer's Warranties DO NOT cover

- Service calls which are not related to any defect in the product. The cost of a service call will be charged if the problem is not found to be a product fault. For example:
 - Correcting the installation, eg removal of bottom packer and transit bolts (front loading washers), levelling the washer, adjustment of the drain to correct siphoning, noises, crossed, kinked or leaking inlet hose connections, turning on water, noises caused by the waterhammer or power supplies.
 - Providing instruction on use of the product or changing the set-up of the product, eg instruction on correct use of detergents and fabric softeners.
 - Replacing fuses in, or correcting house wiring or correcting house plumbing, eg unblocking drains.
 - Correcting fault(s) caused by the user.
 - Noise or vibration that is considered normal, e.g. spin sounds, user warning beeps.
 - Correcting damage caused by pests, eg rats, cockroaches, etc.
 - Water on the floor due to incorrect loading or excessive suds.
 - Blocked pumps, removal of foreign objects/substances from the washer, including the pump and inlet hose filters, eg bra wires, bread tags, nails, grit, crud, etc.
 - Correcting corrosion or discolouration due to chemical attack.
- Defects caused by factors other than:
 - Normal domestic use or
 - Use in accordance with the Product's User Guide.
- Defects to the Product caused by accident, neglect, misuse or Act of God.
- The cost of repairs carried out other than by a Fisher & Paykel trained and supported service technician or the cost of correcting such repairs.
- Normal recommended maintenance as set out in the Product's User Guide.
- Repairs when the appliance has been dismantled, repaired or serviced by other than a Fisher & Paykel trained and supported service technician or the selling dealer.
- Pick-up and delivery.
- Transportation or travelling costs involved in the repair when the product is installed outside the Fisher & Paykel trained and supported service technician's normal service area.

Nothing in this Manufacturer's Warranty is intended to, or does limit, any rights you may have under law to recover the costs of inspecting or returning the goods to us.

This product has been designed for use in a normal domestic (residential) environment. This product is not designed for any commercial use (whatsoever). Any commercial use by a customer will affect this product's Manufacturer's Warranty.

Service under these Manufacturer's Warranties must be provided by a Fisher & Paykel trained and supported service technician (refer to the 'Customer Care' section at the back of this book). Such service shall be provided during normal business hours. This Manufacturer's Warranty certificate should be shown when making any claim.

REFRIGERATION SEALED SYSTEM WARRANTY

For a further THREE YEARS following the expiry of the TWO YEAR WARRANTY, repair or, at its option replace any part of the Product's sealed refrigeration system (comprised of a compressor, evaporator, condenser, filter dryer and connecting tubing) that is found to be defective.

SERVICE WARRANTY

When you are provided with a service that is carried out and invoiced by Fisher & Paykel in the USA, you automatically receive a 12 month Service Warranty covering this service and any parts used during the service.

Fisher & Paykel undertakes to, without cost to the owner for material or labour:

Correct any aspect of a service on a Fisher & Paykel appliance, or repair or replace (at its option) any part used during a service, which is found to be defective within 12 MONTHS of the date of the service.

This Service Warranty DOES NOT cover;

- Service calls which are not related to any problem with the service. The cost of a service call will be charged if the problem is not found to be a problem with the service. For example:
 - Correcting the installation of the product or part where we did not provide the installation.
 - Instructing you how to use the product or part.
 - Replacing house fuses or correcting house wiring or plumbing.
 - Correcting fault(s) caused by the user.
 - Noise or vibration that is considered normal, e.g. drain/fan sounds, refrigeration noises or user warning beeps.
 - Correcting damage caused by pests, e.g. rats, cockroaches etc.
 - Replacement light bulbs.
- Defects caused by factors other than:
 - Normal domestic use; or
 - Use in accordance with the product or part's user guide.
- Defects to the product or part caused by accident, neglect, misuse or act of God.
- The cost of repairs not carried out by Fisher & Paykel or the cost of correcting such repairs.
- Normal recommended maintenance as set out in the product or part's user guide.
- Repairs when the appliance or part has been dismantled, repaired or serviced other than by Fisher & Paykel.
- Pick-up and delivery.
- Transportation or travelling costs involved in the repair when the product or part is installed outside Fisher & Paykel's normal service area.
- Filter replacement except in the case of faulty parts or materials within the filter cartridge.
- Damage (including water damage) caused by faulty installation or plumbing, in each case not performed by Fisher & Paykel.

Nothing in this Service Warranty is intended to, or does limit, any rights you may have under law to recover the costs of inspecting or returning goods to us.

Our products and parts have been designed for use in a normal domestic (residential) environment. Our products and parts are not designed for any commercial use (whatsoever). Any commercial use by a customer will affect this Service Warranty.

Service under this Service Warranty must be carried out and invoiced by Fisher & Paykel. Such service shall be provided during normal business hours. This Service Warranty certificate should be shown when making any claim.

This Service Warranty is an extra benefit and does not affect your legal rights.

You can download our Service and Warranty Booklet [here](#).