

 Electrolux

platinum star[®]
service and warranty





Platinum Star® Service Experience

it's the service and dedication that sets us apart.

As an Electrolux appliance owner, you will experience the highest level of service available in the industry today.

Electrolux appliances are designed to meet the demands of consumers who have the highest expectations. We believe those expectations should extend beyond the sales and performance experience. With that in mind, we have created an exceptional service program. Platinum Star® service is designed to make your life easier and more enjoyable.

My Electrolux

There are programs and support systems in place to make your Electrolux experience exceptional:

Meet your Consumer Care Specialists! They are available toll free at 1-877-4electrolux (1-877-435-3287) and are able to answer your call within seconds. You will speak with a live consumer account specialist trained to handle virtually every question or issue you may have.

Get top-of-the-line service with our professionally trained, independent authorized service centers located throughout the United States, delivering the highest level of service.

Satisfaction Assurance

Our service starts the moment you purchase your Electrolux appliance. And that relationship will continue long after the initial delivery and installation. Whatever your need – from a simple question to an issue requiring technical assistance – we want your complete satisfaction.

An Exceptional Line of Appliances

As an existing Electrolux owner, you will be the first to learn about new and exciting products. Feel free to visit an Electrolux dealer to see our full line of innovative appliances, or visit our web site at:

www.electroluxappliances.com.

Electrolux Product Warranty Information

Cooktops

Limited One-Year Warranty

Every Electrolux Major Appliances gas and electric cooktop is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*

Limited 2nd - 5th Year Warranty

Glass Cooktop or Electric Element

Electrolux Major Appliances will provide a replacement glass cooktop or electric element that breaks due to defects in materials or workmanship (not customer abuse), for the second through fifth years from original date of purchase.* Transportation and all labor cost required because of service and any expenses incurred while making the cooktop accessible for servicing, such as removal of trim, cupboards, shelves, etc. are the responsibility of the consumer.



Ranges

Limited One-Year Warranty

Every Electrolux Major Appliances gas and electric range is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*



Built-In Ovens

Limited One-Year Warranty

Every Electrolux Major Appliances built-in oven is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*



Warmer Drawers

Limited One-Year Warranty

Every Electrolux Major Appliances warmer drawer is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*



Microwave Ovens

Limited One-Year Warranty

Every Electrolux Major Appliances microwave oven is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*

Limited 2nd - 5th Year Warranty

Magnetron Tube

Electrolux Major Appliances will provide a replacement magnetron tube that breaks due to defects in materials or workmanship (not customer abuse), for the second through fifth years from original date of purchase.* Transportation and all labor cost required because of service and any expenses incurred while making the magnetron tube accessible for servicing, such as removal of trim, cupboards, shelves, etc. are the responsibility of the consumer.



Ventilation

Limited One-Year Warranty

Every Electrolux Major Appliances ventilation product is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*



Washers

Limited One-Year Warranty

Every Electrolux Major Appliances washer is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*

Limited Two-Year Warranty

Electrolux Major Appliances will provide a replacement for any defective part(s) that breaks due to defects in materials or workmanship (not customer abuse), for two years from original date of purchase.* Diagnostic, transportation and labor costs during the 2nd year that are required because of service are the responsibility of the consumer.



Dryers

Limited One-Year Warranty

Every Electrolux Major Appliances gas and electric dryer is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*

Limited Two-Year Warranty

Electrolux Major Appliances will provide a replacement for any defective part(s) that breaks due to defects in materials or workmanship (not customer abuse), for two years from original date of purchase.* Diagnostic, transportation and labor costs during the 2nd year that are required because of service are the responsibility of the consumer.



Refrigerators Freezers

Limited One-Year Warranty

Every Electrolux Major Appliances refrigerator and freezer is guaranteed to be free of materials defects or component malfunctions. Excludes original and replacement ice and water filters. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*

Limited 2nd - 5th Year Warranty

Cabinet Liner, Refrigerating Systems

Electrolux Major Appliances will provide a replacement for any defective part(s) and labor for the cabinet liner and/or sealed refrigerator systems that break due to defects in materials or workmanship (not customer abuse), for the second through fifth years from original date of purchase.* Transportation costs required because of service and any expenses incurred while making the refrigerator accessible for servicing, such as removal of trim, cupboards, shelves, etc. are the responsibility of the consumer.



Ice Makers

Limited One-Year Warranty

Every Electrolux Major Appliances ice maker is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*

Limited 2nd - 5th Year Warranty

Cabinet Liner and Sealed System

Electrolux Major Appliances will provide a replacement for any defective part(s) and labor for the sealed refrigeration system (compressor, condenser, evaporator, dryer or tubing) that breaks due to defects in materials or workmanship (not customer abuse), for the second through fifth years from original date of purchase.* Transportation costs required because of service and any expenses incurred while making the refrigerator accessible for servicing, such as removal of trim, cupboards, shelves, etc. are the responsibility of the consumer.



Refrigerator Drawers Wine Coolers Beverage Centers Wine Tower

Limited One-Year Warranty

Every Electrolux Major Appliances refrigerator drawers, wine cooler, beverage center and wine tower is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*

Limited 2nd - 5th Year Warranty

Cabinet Liner and Sealed System

Electrolux Major Appliances will provide a replacement for any defective part(s) and labor for the sealed refrigeration system (compressor, condenser, evaporator, dryer or tubing) that breaks due to defects in materials or workmanship (not customer abuse), for the second through fifth years from original date of purchase.* Transportation costs required because of service and any expenses incurred while making the refrigerator accessible for servicing, such as removal of trim, cupboards, shelves, etc. are the responsibility of the consumer.



Trash Compactors

Limited One-Year Warranty

Every Electrolux Major Appliances trash compactor is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*



Dishwashers

Limited One-Year Warranty

Every Electrolux Major Appliances dishwasher is guaranteed to be free of materials defects or component malfunctions. Electrolux Major Appliances will repair, without charge, any problem that occurs during the first year after original date of purchase.*

Limited 2nd - 5th Year Warranty

Electronic Controls and Nylon TuffRacks

Electrolux Major Appliances will provide a replacement for any defective part(s) for the electronic control module or in the original upper or lower nylon-coated TuffRack, if it peels or rusts due to defects in materials or workmanship (not customer abuse), for the second through fifth years from original date of purchase.* Diagnostic, transportation, and labor costs that are required because of service are the responsibility of the consumer.

Limited Lifetime Warranty

Electrolux Major Appliances will provide a replacement for any defective part(s) in the tub or door liner if the original fails to contain water due to defects in materials or workmanship (not customer abuse), during the lifetime of the product.* Diagnostic, transportation, and labor costs that are required because of service are the responsibility of the consumer.



NSF Protocol for Sanitization and
Cleaning Performance of Household
Spray-Type Dishwashers (1997)

Parts and Service

Wherever you live or move in the U.S.A., our national network of authorized independent service companies provide prompt, professional repair service. To maintain warranties, always ask for Electrolux Major Appliances Genuine Renewal Parts.

These warranties are provided by Electrolux Major Appliances North America, a division of Electrolux Home Products, Inc. in the U.S.A., and in Canada by Electrolux Canada Corp. For complete warranty details, please refer to your Owner's Manual.

* Some restrictions may apply for Alaska

High standards of quality at Electrolux Home Products, Inc. mean we are constantly working to improve our products. We reserve the right to change specifications or discontinue models without notice.

Electrolux Major Appliances, N.A.

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