



Warranty Agreement 2026

Warranty Agreement Overview

Warranty Period

Warranty period for ELECTROLUX PROFESSIONAL Foodservice Equipment is valid for **12 months**. It can be **extended by additional 12 months** upon warranty registration at <https://www.electroluxprofessional.com/sg/product-registration> or email us the **Warranty Registration Form (Annex A)** at seacustomercare@electroluxprofessional.com.

Warranty Report

In all cases, please submit the **Warranty Report (Annex B)** to ELECTROLUX PROFESSIONAL for all Warranty claims.

All Warranty claims must be attached with the **local service report** in international language, English. Administrator translated report in English is acceptable.

All Warranty administrative work must be **managed by partners/dealers**.

Warranty Registration

To validate the Warranty of equipment manufactured by ELECTROLUX PROFESSIONAL, the equipment must be commissioned and the installed address of the equipment to be notified to ELECTROLUX PROFESSIONAL at <https://www.electroluxprofessional.com/sg/product-registration> or emailing us the **Warranty Registration Form (Annex A)** at seacustomercare@electroluxprofessional.com.

Warranty Claim Procedure

Refer to **Annex C**.

Return of Warranty Parts for Inspection

ELECTROLUX PROFESSIONAL may request specific parts of the equipment to be returned to Factory for investigation.

Packing list must be provided for customs clearance process.

Management of Warranty Parts

The spare parts replaced under Warranty coverage must be duly identified and adequately stored for a **minimum period of 90 days** following the date on which the monthly Warranty Report is sent. Once the 90-day period has expired, the spare parts in question may be scrapped.

Credit Note

Issuing of credit note will depend on a case-by-case basis.

Terms and Conditions

In order to streamline warranty conditions to our clients / dealers, the following terms and conditions will be applicable with immediate effect.

1. Under no circumstances will the warranty period exceed 24 months from date of invoice/delivery date.
2. This Warranty will be applicable against component(s) which are found to be defective and where the failure is related to poor components quality. It shall not cover any flaws, defects and/or malfunctions of the equipment caused, by way of example but not limited to:
 - a. Incorrect installation or failure to adopt the necessary measures to guarantee professional performance;
 - b. Unsuitability and/or inefficiency of the connection systems to the electrical, water, gas supply, etc., or of the systems designed for the ventilation of the equipment installation premises and for the discharge of combustion products outside;
 - c. Overloads and/or interruptions in the supply of electric power, water, gas, etc.;
 - d. Failure to comply with the prescriptions indicated in the duly provided instruction manuals, with regards to Equipment use and maintenance methods (e.g. performances and/or strains that do not fall within the limits provided for in connection with product use);
 - e. Maintenance and/or repair interventions carried out by staff that has not been authorised by ELECTROLUX PROFESSIONAL;
 - f. Use of accessories that are not suitable and/or of non-original components and/or spare parts;
 - g. Unauthorised modifications, arbitrary tampering with and/or alterations of functions and features of the original equipment safety devices;
 - h. Failure to carry out the necessary maintenance, failure to take the steps falling within the ordinary maintenance practice and required in order to keep the Equipment in proper operating conditions, negligence and carelessness in using the Equipment, including use by unqualified staff (by way of example, but not limited to, anomalous or improper use of the Equipment, scale removing treatments carried out in a non-appropriate manner, corrosions, encrustation or breakage caused by stray currents, condensation, water aggressiveness or acidity, water shortage, mud or scale deposits).

- i. SkyLine oven cleaning: to ensure best cleaning results, as well as to protect the oven with the integrated CLEANING SYSTEM, only approved cleaning chemicals can be used:

- ELECTROLUX PROFESSIONAL C-22 CLEANING TAB;
PHOSPHATE-FREE (Code 0S2395)
- ELECTROLUX PROFESSIONAL C-25 RINSE & DESCALE
TAB (Code 0S2394)

Using non-approved detergent/chemical or rinse aid in gel form that contains chlorine may caused damage to the oven. Please note that the Warranty does not cover damage caused from the use of non-approved detergent/chemical or rinse aid not complying with the above characteristics.

4. In any case, the Warranty shall not cover wear and tear of any component and/or spare part that is not due to a production defect. Furthermore, the Warranty shall not cover damages affecting any component and/or spare part resulting from the failure to comply with the aforementioned prescriptions, including damages caused by transport and/or resulting from circumstances other than equipment operation, also ascribable, but not limited to fortuitous events or force majeure, such as for instance fires, floods, thefts, general strikes, lockouts and, more broadly, any unforeseen and unforeseeable cause that cannot be avoided through the aid of ordinary diligence.
5. In any event, there shall be no compensation for damages that are the immediate and direct result of a delayed intervention under Warranty coverage.
6. The possible replacement of the entire Equipment or the replacement or repair of components and/or spare parts of the apparatus shall not extend the duration of the Warranty covering the entire Equipment, which shall remain unchanged, nor of that covering the replaced components and/or spare parts.
7. For any aspects that do not fall within the guarantee terms covered by this article, any costs for each intervention, repair, replacement of components and/or spare parts carried out by qualified technical staff, authorized by ELECTROLUX PROFESSIONAL, shall be exclusively borne by the Buyer.



ANNEX A

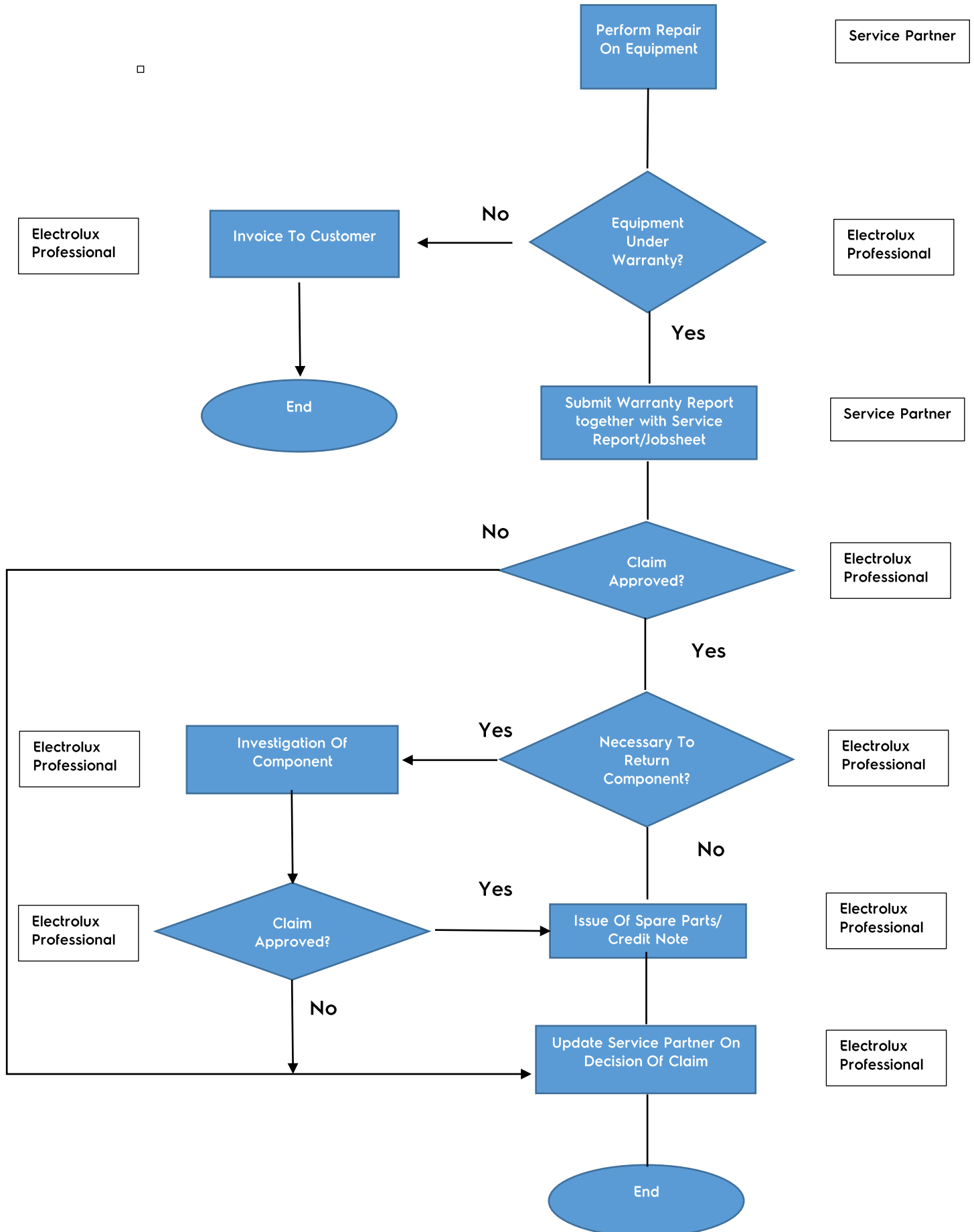
Warranty Registration 2026

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Warranty Report 2026

Date of Claim: From: Country: Warranty Claim By:		
Client company: Address: Client main business: (please choose)	☐ Restaurant ☐ Hotel ☐ Canteen/Cafeteria ☐ Hospitals / Care ☐ Chain ☐ Others	
PNC: Model: Equipment Description:	Equipment Serial Number: Equipment Software Version: Replacement Spare Part No. PNC:	
Date of commissioning: ¹⁾	Detailed description of the fault (Include error code): ¹⁾	
Root cause: How was the problem resolved: Any other information/comments:		
Photos		
Machine Plate Data	Faulty Component	Close up picture of the faulty component

Warranty Claim Procedure





Excellence is central to everything we do.
By anticipating our customers' needs, we strive for
Excellence with our people, innovations, solutions and services.
To be the OnE making our customers' work-life easier,
more profitable – and truly sustainable every day.

Follow us on



www.electroluxprofessional.com

Excellence with the environment in mind

- ▶ All our factories are ISO 14001-certified
- ▶ All our solutions are designed for low consumption of water, energy, detergents and harmful emissions
- ▶ In recent years over 70% of our product features have been updated with the environmental needs of our customers in mind
- ▶ Our technology is RoHS and REACH compliant and over 95% recyclable
- ▶ Our products are 100% quality tested by experts

