

### LIMITED WARRANTY

This is the only express warranty for this product and is in lieu of any other warranty or condition. This warranty supercedes all other product warranties.

This product is warranted to be free from defects in material and workmanship for a period of two (2) years from the date of original purchase.

This warranty does not cover glass and parts subject to wear from normal use (for example, brushes, cutter assemblies, and agitators), use not in conformity with the printed directions, or damage to the product resulting from accident, alteration, abuse, misuse, or subjecting it to any voltage and waveform other than as specified on the rating label. This warranty extends only to the original purchaser. Keep the original sales receipt, as proof of purchase is required to make a warranty claim.

We exclude all claims for special, incidental, and consequential damages caused by breach of express or implied warranty. All liability is limited to the amount of the purchase price.

**Every implied warranty, including any statutory warranty or condition of merchantability or fitness for a particular purpose, is disclaimed except to the extent prohibited by law, in which case such warranty or condition is limited to the duration of this written warranty.** This warranty gives you specific legal rights. You may have other legal rights that vary depending on where you live. Some local laws do not allow limitations on implied warranties or special, incidental, or consequential damages, so the foregoing limitations may not apply to you.



[www.commercial.hamiltonbeach.com](http://www.commercial.hamiltonbeach.com)

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**CONTACT US:** If you have a claim under this warranty, please contact our Technical Services Department. For faster service, please first locate the model number, type number, and serial number of your equipment (printed on a silver label, typically on the bottom or rear of your product).

#### Global Care Service Program:

We provide 24/7/365 support via our dedicated technical services website which includes:

- detailed troubleshooting and repair instructions
- exploded view drawings
- recommended parts list
- registered service centers by country
- operations manuals and agency certifications

Our technical services team, based in North Carolina, USA, offers a variety of training options including Web-based training.

Additional support is available via email at [commercial.support@hamiltonbeach.com](mailto:commercial.support@hamiltonbeach.com).

#### In the US:

**ECSP Express Care Service Program (available only to end users located in the continental U.S., Alaska, and Hawaii)**

Follow these three easy steps for quick, convenient, and dependable ECSP repairs:

**Step One:** Dial 1-866-285-1087 toll-free to speak to a member of our highly trained technical service staff (hours Monday – Friday, 8:00 AM – 5:00 PM EST). We will make an initial phone diagnosis.

**Step Two:** If it is determined that minimal on-site maintenance cannot be performed, Hamilton Beach Commercial will ship a replacement product to your location.

**Step Three:** Once the replacement unit is received, you send the troubled unit back to Hamilton Beach Commercial (we'll provide the box and supporting materials to return the unit). Hamilton Beach Commercial will pay the freight cost for the returned unit.

**NOTE:** The warranty of the replacement unit will be prorated based on the time period remaining on the replaced unit.

#### In Mexico:

En México, Centro de Atención a Clientes: 01 800 71 16 100

#### Outside the US or Mexico:

Please visit us at [commercial.hamiltonbeach.com](http://commercial.hamiltonbeach.com) to find your country service provider, or contact us directly at +1-910-693-4277.