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# INVISACOOK® LLC COOKING APPLIANCE WARRANTY

Applies to products purchased after August 1, 2018

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## LIMITED WARRANTY

For one year from the date of purchase, when this major appliance is operated and maintained according to instructions attached to or furnished with the product, INVISACOOK brand of INVISACOOK LLC Corporation, (hereafter "INVISACOOK") will pay for factory specified parts and repair labor to correct defects in materials or workmanship. Service must be provided by a INVISACOOK designated service company. This limited warranty is valid Worldwide which applies only when the major appliance is used in the country in which it was purchased.

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## SECOND THROUGH FIFTH YEAR LIMITED WARRANTY ON CERTAIN COMPONENT PARTS

In the second through fifth years from the date of purchase, when this appliance is operated and maintained according to instructions attached to or furnished with the product, INVISACOOK will pay for factory specified parts for the following components (if applicable to the product) if defective in materials or workmanship:

- Electric coil element
- Touch Pad and microprocessor
- Controller
- Electronic controls
- Magnetron
- Sealed pc board

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## ITEMS EXCLUDED FROM WARRANTY

**This limited warranty does not cover:**

1. Service calls to correct the installation of your major appliance, to instruct you on how to use your major appliance, to replace or repair house fuses, or to correct house wiring or plumbing.
2. Consumable parts are excluded from warranty coverage.
3. Repairs when your major appliance is used for other than normal, single-family household use **or when it is used in a manner that is contrary to published user or operator instructions and/or installation instructions.**
4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of consumables or cleaning products not approved by INVISACOOK LLC.
5. Cosmetic damage, or other damage to your major appliance, including and not limited to countertop materials used for use with the INVISACOOK unit, unless such damage results from defects in materials or workmanship and is reported to INVISACOOK LLC within 30 days from the date of purchase.
6. Any food loss due to product failures.
7. Costs associated with the removal from your home of your major appliance for repairs. This major appliance is designed to be repaired in the home and only in-home service is covered by this warranty.
8. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
9. Expenses for travel and transportation for product service if your major appliance is located in a remote area where service by an authorized INVISACOOK LLC servicer is not available.
10. The removal and reinstallation of your major appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
11. Major appliances with original model/serial numbers that have been removed, altered or cannot be easily determined. This warranty is void if the factory applied serial number has been altered or removed from your major appliance.

**The cost of repair or replacement under these excluded circumstances shall be borne by the customer.**

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## DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. INVISACOOK LLC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS. SO THESE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

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If you need service, first see the "Troubleshooting" section of the Use & Care Guide. After checking "Troubleshooting," you may find additional help by checking the "Assistance or Service" section or by contacting us at: [www.invisacook.com](http://www.invisacook.com).



# INVISACOOK® COOKING LIMITED WARRANTY

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ATTACH YOUR RECEIPT HERE. PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call the Customer experience Center: (386)263-8578

- Name, address and telephone number
- Model number and serial number
- A clear, detailed description of the problem
- Proof of purchase including dealer or retailer name and address

## IF YOU NEED SERVICE:

Before contacting us to arrange service, please determine whether your product requires repair. Some questions can be addressed without service. Please take a few minutes to review the Troubleshooting or Problem Solver section of the Use and Care Guide, scan the QR code on the right to access additional resources, or visit <https://www.invisacook.com>.

All warranty service is provided exclusively by our authorized INVISACOOK LLC Service Providers in the U.S. and Canada, direct all requests for warranty service to:

**INVISACOOK LLC Customer Center**

<https://www.invisacook.com>

If outside the 50 United States or Canada, contact your authorized INVISACOOK LLC dealer to determine whether another warranty applies



## FIVE YEAR LIMITED WARRANTY

### WHAT IS COVERED

#### TWO YEAR LIMITED WARRANTY (PARTS & LABOR)

For two years from the date of purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, INVISACOOK brand (hereafter "INVISACOOK LLC") will pay for factory specified replacement parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased or, at its sole discretion replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

#### THIRD THROUGH FIFTH YEAR LIMITED WARRANTY (CERTAIN COMPONENT PARTS ONLY - LABOR NOT INCLUDED)

In the third through fifth years from the date of original purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, INVISACOOK LLC will pay for factory specified parts for the following components to correct non-cosmetic defects in materials or workmanship in these parts that prevent function of this major appliance and that existed when this major appliance was purchased. This is a limited 5-year warranty on the below named parts only and does not include repair labor.

- Electric coil element
- Touch Pad and microprocessor
- Fan and each unit, if due to thermal breakage
- Electronic controls
- Magnetron
- Sealed pc board

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. Service must be provided by a INVISACOOK LLC designated service company. This limited warranty is valid only in the United States or Canada and applies only when the major appliance is used in the country in which it was purchased. This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

### WHAT IS NOT COVERED

1. Commercial, non-residential or multiple-family use, or use **inconsistent with published user, operator or installation instructions.**
2. Service to correct improper product maintenance or installation, installation not in accordance with electrical codes or correction of household electrical (i.e. house wiring and/or fuses).
3. Consumable parts (i.e. plugs, cables, or other electrical accessories).
4. Defects or damage caused by the use of non-genuine INVISACOOK LLC parts or accessories.
5. Conversion of your product from natural gas or L.P. gas.
6. Damage from accident, misuse, abuse, fire, floods, acts of God or use with products not approved by INVISACOOK LLC.
7. Repairs to parts or systems to correct product damage or defects caused by unauthorized service, alteration or modification of the appliance.
8. Damage or repairs to any solid service countertop, island, service area or portable top unit that has resulted by and through negligence or misuse, not directly resulting from the Invisacook unit.
9. Cosmetic damage, or other damage to your major appliance, including and limited to any and all countertop surfaces, unless such damage results from defects in materials or workmanship and is reported to INVISACOOK LLC within 30 days from the date of purchase.
10. Discoloration, rust or oxidation of surfaces resulting from caustic or corrosive environments including but not limited to high salt concentrations, high moisture or humidity or exposure to chemicals.
11. Food loss due to product failure.
12. Pick-up or delivery. This product is intended for in-home repair.
13. Travel or transportation expenses for service in remote locations where an authorized INVISACOOK LLC service is not available.
14. Removal or reinstallation of inaccessible appliances or built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal or replacement of the product.
15. Service or parts for appliances with original model/serial numbers removed, altered, or not easily determined.

**The cost of repair or replacement under these excluded circumstances shall be borne by the customer.**

### DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF OR FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

### LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. INVISACOOK LLC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.



## AMENDMENT OF COVERAGE TERRITORY - WORLDWIDE COVERAGE

This endorsement modifies insurance provided under the following:

### COMMERCIAL GENERAL LIABILITY COVERAGE PART

A. The following is added to **SECTION IV** -

#### **CONDITIONS :**

##### **Expanded Coverage Territory**

1. If a "suit" is brought in a part of the "coverage territory" that is outside the United States of America (including its territories and possessions), Puerto Rico or Canada, and we are prevented by law, or otherwise, from defending the Insured, the Insured will initiate a defense of the "suit." We will reimburse the Insured, under Supplementary Payments, for any reasonable and necessary expenses incurred for the defense of a "suit" seeking damages to which this insurance applies, that we would have paid had we been able to exercise our right and duty to defend.

If the Insured becomes legally obligated to pay sums because of damages to which this insurance applies in a part of the "coverage territory" that is outside the United States of America (including its territories and possessions), Puerto Rico or Canada, and we are prevented by law, or otherwise, from paying such sums on the Insured's behalf, we will reimburse the Insured for such sums.

2. All payments or reimbursements we make for damages because of judgments or settlements will be made in U.S. currency at the prevailing exchange rate at the time the Insured became legally obligated to pay such sums. All payments or reimbursements we make for expenses under Supplementary Payments will be made in U.S. currency at the prevailing exchange rate at the time the expenses were incurred.

3. Any disputes between you and us as to whether there is coverage under this Policy must be filed in the courts of the United States of America (including its territories and possessions), Puerto Rico or Canada.

4. The Insured must fully maintain any coverage required by law, regulation or other governmental authority during the policy period, except for reduction of the aggregate limits due to payments of claims, judgments or settlements.

Failure to maintain such coverage required by law, regulation or other governmental authority will not invalidate this insurance. However, this insurance will apply as if the required coverage by law, regulation or other governmental authority was in full effect.

B. The following is added to paragraph **4.b.(1)** under the **Conditions** section:

#### **4. Other Insurance**

##### **b. Excess Insurance**

This insurance is excess over:

(c) Any of the other insurance, whether primary, excess, contingent or on any other basis:

(i) if the Insured's liability to pay damages is determined in a "suit" brought outside the United States of America (including its territories and possessions), Puerto Rico or Canada; or

(ii) that is coverage required by law, regulation or other governmental authority in a part of the "coverage territory" that is outside the United States of America (including its territories and possessions), Puerto Rico or Canada

C. The definition of "coverage territory" in the **Definitions** section is replaced by the following:

**"Coverage territory"** means anywhere in the world with the exception of any country or jurisdiction which is subject to trade or other economic sanction or embargo by the United States of America.