

WARRANTY

WARRANTY CERTIFICATE

In order to obtain warranty service, you must provide proof of original purchase from a KOBE authorized Dealer. Please keep a copy of your original invoice as proof of purchase.

ONE-YEAR LIMITED LABOR WARRANTY ON KOBE BRILLIA SERIES:

For one year from the date of your original invoice from a KOBE authorized dealer, we will repair any parts or components free of charge that failed due to manufacturing defects. KOBE reserves the right to replace, rather than repair the product free of charge at our sole discretion.

It is your sole responsibility to ensure the product is readily accessible for the service technician to perform repairs. **The service technician will not, under any circumstance, remove, alter or modify any fixture built around and/or connected to the product to gain access to perform repairs.**

TWO-YEAR LIMITED PARTS WARRANTY ON KOBE BRILLIA SERIES:

For two years from the date of your original invoice from a KOBE authorized dealer, we will provide non-consumable replacement parts or components free of charge that failed due to manufacturing defects. Consumable parts such as light bulbs, filters, fuses, and oil cups are not covered by this warranty.

WHAT IS COVERED:

This warranty is valid in the United States and Canada. It is non-transferable and applies only to the original purchaser and does not extend to any subsequent owners of this product. In Hawaii, Alaska, and Canada, this warranty is limited. There may be additional shipping charges for parts and service technician travel costs in remote areas or locations 30 miles outside of KOBE authorized service areas.

WHAT IS NOT COVERED:

1. Normal wear and tear, regular service and maintenance required for the product.
2. Consumable parts such as light bulbs, filters, fuses, and oil cups.
3. Chips, scratches, or dents due to abuse or misuse of the product, use of corrosive and abrasive cleaning products.
4. Damages caused by accident, fire, flood and other Acts of God.
5. Services in remote areas or locations 30 miles outside of KOBE authorized service areas.
6. Labor cost incurred in connection with the removal of range hood, and installation of replacement range hood, nor does it cover any other contingent expenses.
7. Scratches inside the hood, back of the baffle filter, and inside the duct cover.

THIS WARRANTY WILL BE VOIDED BY:

1. Improper installation and failure to follow installation instructions.
2. Any repair, alteration, modification not authorized by KOBE.
3. Duct alteration, modification and connection.
4. Incorrect electric current, voltage or wiring.
5. Improper usage of the product such as commercial, outdoor or other usage other than residential indoor usage.
6. Purchasing this product from an unauthorized KOBE dealer.
7. Damaging the product due to negligence, misuse, abuse, or accident.

If we determine that the warranty exclusions listed above applies or if you fail to provide all necessary documentation for warranty service, you will be responsible for all expenses associated with the requested service, including parts, labor, shipping, traveling, and any other expense related to the service request.

TO REQUEST WARRANTY SERVICE, PLEASE CONTACT KOBE RANGE HOODS SERVICE CENTER:

From the 48 contiguous states:

Email (best): customer.service@koberangehoods.com

Phone: 1-626-775-8880

Toll Free: 1-877-BUY-KOBE (289-5623)

From Alaska, Hawaii, and Canada:

Email (best): customer.service@koberangehoods.com

Phone: 1-626-775-8880