



## Warranties & Repairs

# 2 YEAR WARRANTY

**2 Year Warranty\* Covering defects in workmanship on all D.W. Haber products and all electrical components under normal use, unless noted below.**

- Warranty coverage is available to original purchaser only.
- Warranty does not apply if product damage is caused by; accidents, misuse/ mishandling of product, or by use of improper cleaning agents.
- Steelite reserves the right to provide equal value credit in lieu of parts repair/ replacement if parts are not available due to obsolescence.
- Exclusions:
  - Resin, glass & wood products
  - Teflon & Powder Coating
  - Worn silverplate due to ordinary use and/or wear by polishing



## d.w.haber POWERCELL

**2 Year Warranty\* Covering defects in electrical function and performance on all D.W. Haber Power Cell units, under normal use, unless noted below.**

- Warranty coverage is available to original purchaser only.
- Warranty coverage is valid for 1 year from date of sale.
- Warranty does not apply if product damage is caused by; accidents, misuse/mishandling of product, or by use of improper cleaning agents.

- Someone from the Steelite QC Department will respond back to the customer within 24 hours & will coordinate to have product shipped back to Steelite, if needed.
- Customer is responsible for freight costs to Steelite.
- Steelite will cover freight back costs back to the customer.
- Once received we will determine if issue is covered under the warranty and recommend the proper course of action.
- If covered under warranty, Steelite will automatically apply the appropriate remedy & return to the customer.
- If not covered under warranty, Steelite will provide a quote for repair and await further advisement from customer on whether to proceed with the repair or not.
- Steelite will only be offering repair support for D.W. Haber products.

**All repairs or warranty requests should be directed to [dwhaberqcEMEA@steelite.com](mailto:dwhaberqcEMEA@steelite.com)**

*\*2 year warranty applies to EU countries only.*