



1111 19th Street NW > Suite 402 > Washington, DC 20036
t 202.872.5955 f 202.872.9354 www.aham.org

TEST APPLIANCE FEATURES UPON PURCHASE

To make sure you get the full benefits of your product warranty, try out each feature and control upon the purchase of a new major appliance. Most defects will show up during the first few uses.

Warranties are based on time, not use.

If a consumer discovers an appliance problem after the warranty has expired, resolution can be difficult. For example, even if the self-cleaning feature of an oven is not used during the warranty period, repairs required after the warranty's expiration will probably not be covered.

If you find a problem, call your dealer or service agency immediately to report it and arrange for repairs. If you're not satisfied with the dealer or service agency's actions, report your problem to the manufacturer.

To protect warranty coverage, always remember to:

- Identify any appliance problem during the warranty period by trying out all features and controls;
- Contact your dealer, service agency and/or manufacturer about any problem you find before your warranty expires;
- Record your experiences. Put your complaint in writing and keep copies of all correspondence and service receipts, which you should request for even no charge, in-warranty servicing; and
- Note details, such as when the problem was discovered, when it was reported and the servicing history. Include who serviced the appliance, when and what was done, and how often servicing was required.