

Sunbeam

## IMPORTANT! AVIS! AVISO!

Do Not Return this Product To The Store  
Call our customer service department for any questions or concerns:

**1-877-383-6399** (8:30am-5:30pm E.S.T.)

DATED PROOF OF PURCHASE REQUIRED FOR WARRANTY SERVICE.

Ne pas retourner ce produit au magasin  
Veuillez appeler le service à la clientèle pour toutes questions au:

**1-877-383-6399** (8h30 à 17h30 H.N.E.)

PREUVE D'ACHAT ORIGINALE REQUISE POUR SERVICE DE GARANTIE.

No devolver este producto en el almacén  
Por favor llamar el servicio a la clientela:

**1-877-383-6399** (8:30am-5:30pm E.S.T.E.)

PRESENTAR EL RECIBO ORIGINAL PARA EL SERVICIO DE GARANTÍA

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Manufactured for Prestige Home Comfort, a subsidiary of the Elite Group Inc., Montreal, Canada, H3B 3X9.

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Toll Free Tel / Tél. sans frais / Tel sin cargo:

**1-877-383-6399**

(8:30am-5:30pm E.S.T./8h30 à 17h30 H.N.E./8:30am-5:30pm E.S.T.E.)  
service@imagehomeproducts.com

Sunbeam

## WATER DISPENSER DISTRIBUTEUR D'EAU DISTRIBUIDOR DE AGUA

0101

- **USER MANUAL**
- **MANUEL D'UTILISATION**
- **MODO DE EMPLEO**

- Cold, hot and room temperature water
- Includes cooling compartment
- Child resistant hot water guard

- Eau froide, chaude et de température ambiante
- Inclut un compartiment refroidisseur
- Poignée du robinet d'eau chaude à l'épreuve des enfants

- Agua fría, caliente y de temperatura ambiente
- Incluye un compartimento frío
- Manubrio con golpecitos para agua caliente a prueba de niños

### WARNING

- Your water dispenser must be left upright for at least ten (10) hours, unplugged. During delivery and/or storage, the fluid inside the compressor will move. To avoid any damage to the unit, you must allow adequate time for the fluid to settle.
- Make sure to fill one 12 oz glass of water from each tap before plugging in the unit.

### AVERTISSEMENT

- Le distributeur d'eau doit être laissé en position verticale pendant au moins dix (10) heures sans être branché. Pendant la livraison et/ou l'entreposage, le fluide à l'intérieur du compresseur se déplacera. Pour éviter tout dommage à l'unité, vous devez accorder le temps suffisant pour que le fluide se replace.
- Assurez-vous de remplir un verre de 12 oz d'eau à partir de chaque robinet avant de débrancher de l'appareil.

### ADVERTIR

- El distribuidor de agua debe permanecer desenchufado y en posición vertical al menos diez (10) horas. Durante la entrega y o el almacenaje, el líquido adentro del compresor se moverá. Hay que dejar un tiempo suficiente al líquido para que se asiente para evitar cualquier daño a la unidad.
- Asegurarse de llenar un vaso de 12 oz de agua de cada llave de enchufar la unidad.



0.64 cu.ft / 18L cooling compartment  
Compartiment refroidisseur d'une capacité  
de 0.64 pied cube/18L  
Compartimento frío con capacidad  
para 0.64 cu.ft/18L

## Congratulations on purchasing your new Sunbeam® Water Dispenser!

### Warnings & Precautions:

1. Your water dispenser must be left upright for at least ten (10) hours, unplugged. During delivery and/or storage, the fluid inside the compressor will move. To avoid any damage to the unit, you must allow adequate time for the fluid to settle.
2. Before placing water bottle on unit, be sure that the drain plug on the back is tightly fastened.
3. This unit should be placed with at least 4"/10cm between the back of the unit and the wall. Keep a minimum distance of 2"/5cm on each side of your water dispenser free.
4. Mount a full water bottle onto your dispenser before plugging in your water dispenser.
5. **Make sure to fill one 12 oz glass of water from each tap before plugging in the unit.**  
NOTE: Plug in the unit. Once this is done, put the switches at the back of the unit in the "ON" position.
6. You should have hot water in approximately 15 minutes and cold water in less than 1 hour.
7. For questions, comments or service information, please call 1-877-383-6399 (8:30 a.m.-5:30 p.m. E.S.T.).

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## Félicitations pour l'achat de votre nouveau distributeur d'eau Sunbeam®!

### Avertissements et précautions:

1. Le distributeur d'eau doit être laissé en position verticale pendant au moins dix (10) heures sans être branché. Pendant la livraison et/ou l'entreposage, le fluide à l'intérieur du compresseur se déplacera. Pour éviter tout dommage à l'unité, vous devez accorder le temps suffisant pour que le fluide se replace.
2. Avant de placer la bouteille d'eau sur l'appareil, s'assurer que le bouchon de drainage situé à l'arrière est bien serré.
3. Laisser un espace d'au moins 10 cm entre l'appareil et le mur. Laisser un espace dégagé d'au moins 5 cm de chaque côté de l'appareil.
4. Installer une bouteille d'eau sur le distributeur d'eau avant de brancher.
5. **Assurez-vous de remplir un verre de 12 oz d'eau à partir de chaque robinet, avant le branchement de l'appareil.**  
REMARQUE : Branchez l'unité. Une fois que ceci est fait, mettez les interrupteurs à l'arrière de l'unité en position "ON".
6. Il faut attendre environ 15 minutes pour obtenir de l'eau chaude et moins d'une heure pour de l'eau froide.
7. Pour toute question ou pour obtenir de l'information concernant le service, composer le 1-877-383-6399 (8h30-17h30 H.N.E.).

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## Felicidades por la compra de su nuevo distribuidor de agua Sunbeam®!

### Advertencias y precauciones a tener en cuenta:

1. El distribuidor de agua debe permanecer desenchufado y en posición vertical al menos diez (10) horas. Durante la entrega y o el almacenaje, el líquido adentro del compresor se moverá. Hay que dejar un tiempo suficiente al líquido para que se asiente para evitar cualquier daño a la unidad.
2. Antes de colocar la botella de agua sobre la unidad, asegúrese que el tapón de desagüe en la parte posterior esté bien apretado.
3. Deje un espacio de 10 cm como mínimo entre el aparato y la pared. Deje un espacio libre de al menos 5 cm a cada lado del aparato.
4. Instale una botella de agua en el distribuidor. Enchufe el distribuidor de agua.
5. **Asegurarse de llenar un vaso de 12 oz de agua de cada llave de enchufar la unidad.**  
NOTA : Enchufe la unidad. Una vez que se haga esto, ponga los interruptores situados detrás del aparato en posición "ON".
6. El agua caliente estará disponible en unos 15 minutos y la fría en menos de una hora.
7. Para cualquier cuestión, observación o información respecto al servicio marque el 1-877-383-6399 (8:30 a.m.-5:30 p.m. E.S.T.E.).

The Sunbeam logo is written vertically in a white, cursive font on a black background.

# TABLE OF CONTENTS

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# TABLE DES MATIÈRES

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# ÍNDICE

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0101



## ENGLISH

Electrical Safety .....	2
Unpacking your water dispenser .....	3
Getting to know your water dispenser.....	3
Preparing your water dispenser for use .....	4
How your cooling compartment works .....	4
Water dispenser maintenance .....	5
Trouble-shooting guide .....	6
Specifications .....	7
Electrical diagram .....	7
Notes .....	8
Warranty.....	9, 10

## FRANÇAIS

Électricité et sécurité.....	11
Déballage de votre distributeur d'eau .....	12
Caractéristiques de votre distributeur d'eau .....	12
Préparation de votre distributeur d'eau à des fins d'utilisation.....	13
Fonctionnement de votre compartiment refroidisseur .....	13
Entretien du distributeur d'eau .....	14
Directives en cas de problèmes .....	15
Spécifications .....	16
Schéma électrique.....	16
Garantie .....	17, 18
Notes .....	19

## ESPAÑOL

Electricidad y seguridad .....	20
Desembalar su distribuidor de agua .....	21
Características de su distribuidor de agua .....	21
Prepare su distribuidor de agua antes de usarlo .....	22
Funcionamiento del compartimento frío .....	22
Mantenimiento del distribuidor de agua .....	23
Qué hacer si tiene problemas .....	24
Especificaciones .....	25
Diagrama eléctrico .....	25
Notas .....	26
Garantía .....	27, 28

# ENGLISH

## ELECTRICAL SAFETY

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When using electrical appliances, basic safety precautions should be followed to reduce the risk of fire, electric shock, and injury to persons or property. Read all instructions before using any appliance.

- Do not let hot water touch bare skin. Keep combustible materials such as furniture, bedding, pillows, clothes, and/or papers away from the back of the unit.
- Do not operate this, or any other appliance with a damaged cord. No other appliance should be plugged into the same outlet. Be sure that the plug is fully inserted into the receptacle.
- Do not run cord over carpeting or other heat insulators. Do not cover the cord. Keep cord away from traffic areas, and do not submerge in water.
- We do not recommend the use of an extension cord as it may overheat and cause a risk of fire. If you must use an extension cord, use No. 14 AWG minimum size and rated not less than 1875 watts.
- Unplug the water dispenser before cleaning or making repairs.
- Do not plug your water dispenser into the power outlet or turn the power switches on, when the water dispenser is empty.
- Exercise caution and use reasonable supervision when the appliance is used by or near children.
- Do not use your water dispenser outdoors. Place the water dispenser away from direct sunlight and make sure that there is at least 4 inches of space between the back of your unit and the wall. Keep a minimum distance of 2 inches on each side of your unit free.
- Do not use this product to dispense anything other than water.
- Do not flick the power switches quickly on and off. The resulting power surges may damage your water dispenser.
- Always turn your water dispenser off when there is no water left in the bottle or when you are changing bottles. Turn it back on after the new bottle has been placed and the air is purged from the dispensing buttons.

*Sunbeam*

# UNPACKING YOUR WATER DISPENSER

No. 0101

**C**ongratulations, you have acquired a high quality SUNBEAM® Water Dispenser for bottled water. This unit is packed with many extra features, that you will find convenient to use. Multi-temperature capability allows you to enjoy a cool, hot or room temperature drink. It will provide you with many years of trouble free use, by following the simple instructions contained in this manual. Please take the time to read it carefully.

- 1) Remove the water dispenser from the cardboard box without turning it upside down, or laying it on its side.
  - a. Remove the strapping.
  - b. Lift box from base.
  - c. Remove the styrofoam packing inserts from the box.
  - d. Pull the water dispenser straight up from styrofoam base.
  - e. Remove the plastic bag.
- 2) Wipe it clean if necessary.
- 3) Find a location for your water dispenser that is protected from direct sunlight and other sources of heat. Place the water dispenser on a level surface. Make sure that there are at least 4"/10cm of space between the back of your water dispenser and the wall. Keep a minimum distance of 2"/5cm on each side of your water dispenser free.
- 4) Do not plug your water dispenser into the power outlet yet! Read the instructions first.

The refrigeration compressor has very sensitive mounts inside of its welded shell in order to provide quiet running. Improper handling may damage the compressor.

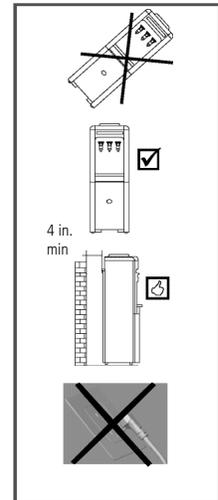
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**This water dispenser is for indoor use only.**

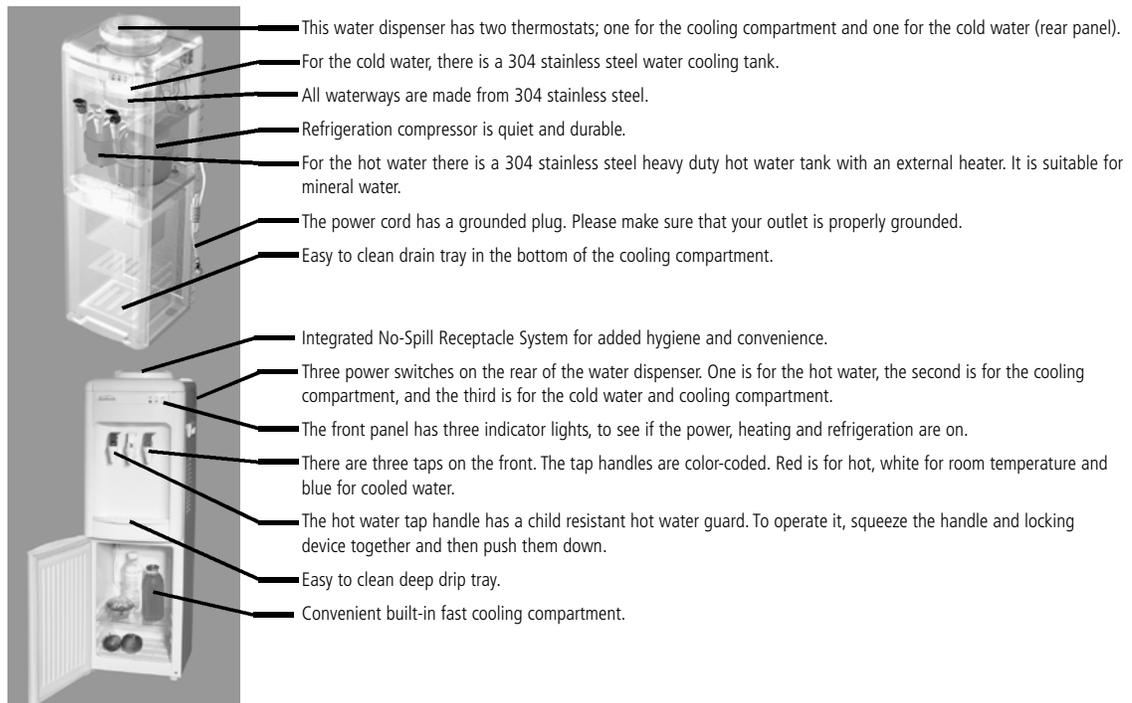
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**Room temperature should not exceed 97°F / 36°C.**

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# GETTING TO KNOW YOUR WATER DISPENSER



# PREPARING YOUR WATER DISPENSER FOR USE

No. 0101

- 1) Make sure that the water dispenser is not plugged into the electrical outlet.
  - 2) Before placing water bottle on unit, be sure that the drain plug on the back is tightly fastened.
  - 3) Hold the water bottle vertically and upside down (over water dispenser) and place the water bottle into the no-spill bottle receptacle. Apply slight pressure in order to pierce the bottle cap with the spigot. It is not advisable to make any adjustments to the thermostat settings before the water dispenser and bottled water are warmed up to normal room temperature. This unit accepts two, three or five gallon water bottles with pierceable sealed caps.
  - 4) Open the taps to let the air out, until the water starts to flow. When this happens, release the taps.
  - 5) Plug the water dispenser into a grounded power outlet and turn the power switches on.
  - 6) If the water dispenser is brought in from outside in the winter time, give it a few hours to warm up to room temperature before plugging it in. The thermostat setting may be affected by the coldness of the water dispenser itself or the bottled water.
- The refrigeration thermostat is factory set between 7°C and 8°C (44.6°F and 46.4°F).
  - The hot water thermostat is factory set between 88°C and 89°C (190.4°F and 192.2°F).
  - The hot and cold indicator lights will be on while the system is working. Once the desired temperatures have been reached, the lights will go off.
  - If you choose to set the cold water thermostat to the lowest setting, it may take over one hour to cool the water down to the coldest setting.
  - **Before the water dispenser leaves the factory, the thermostat is set properly. It is not advisable to adjust the thermostat when using the water dispenser for the first time.**

**NOTE:** When your water dispenser is in operation there is a small amount of water in the passage between the water tanks and the taps. This water is not controlled by the cold, hot or room temperature settings. We recommend that in order to fully enjoy the desired temperature setting, you should eliminate this small amount, 200ml - 400ml (6.76 fl.oz - 13.52 fl.oz) using a small glass container.



## HOW YOUR COOLING COMPARTMENT WORKS

### THE COOLING COMPARTMENT IS DESIGNED FOR EVEN COOLING.

Your water dispenser has two thermostats located at the back of the unit. One thermostat controls the water and the other controls the cooling compartment. To start the compressor, a signal from either of the two thermostats is required.

Your water dispenser also has three power switches located at the back of the unit. One switch controls the hot water, one switch controls the cooling compartment, and the other switch controls the cold water and cooling compartment.

Both the cold water thermostat and the cooling compartment thermostat are factory set between 2 and 4. To adjust the temperature of the water and/or the cooling compartment, turn the corresponding thermostat clockwise to set the temperature colder, and counterclockwise to set the temperature warmer. When the temperature of the fridge or the water is set lower, the compressor will take a longer time to reach the set temperature than if it is set higher, but this will not affect the life of the compressor.

This cooling compartment is not a frost-free unit. Minor ice build-up in the compartment is normal and expected.

**Warning:** If the water and or refrigeration thermostat is set at 6 for an extended period of time, there is a possibility of freezing in the water tank or in the interior of the cooling compartment.

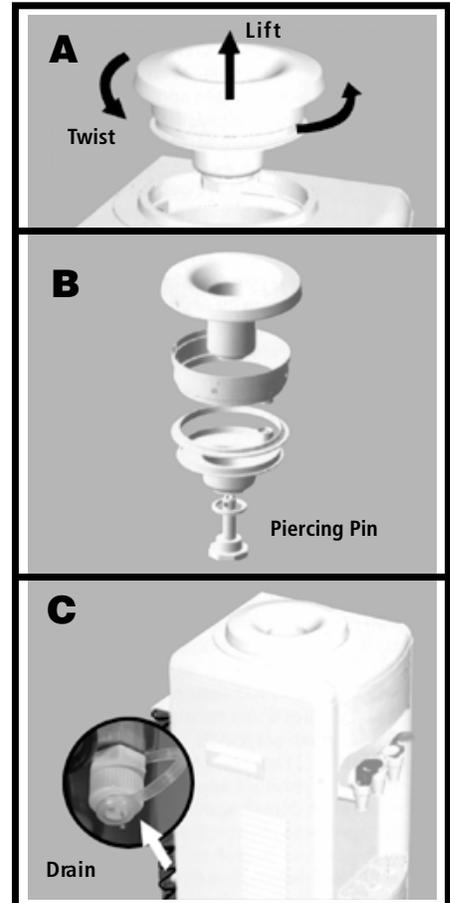


# WATER DISPENSER MAINTENANCE

No. 0101

## WATER TANK CLEANING INSTRUCTIONS

- 1) Do not flick the power switches quickly on and off. The resulting power surges may damage your water dispenser.
- 2) **Always turn your water dispenser off when there is no water left in the bottle or when you are changing bottles. Turn it back on after the new bottle has been placed and the air is purged from the dispensing buttons.**
- 3) To clean the unit, first unplug the power cord. Wipe the outside of the water dispenser with a soft cloth dampened with liquid dishwashing soap. Use toothpaste to remove spots on the cabinet.
- 4) Twist the bottle receptacle of the No-Spill system counterclockwise and pull it up (Fig. A).
- 5) Take apart the No-Spill system by unscrewing the base (piercing pin) (Fig. B). Then proceed to wash it with dishwashing liquid, rinse it and reassemble.
- 6) Clean the inside of the water dispenser periodically with a small amount of vinegar. This removes mineral scaling caused by the water. Rinse it well. Use the drain on the back in order to get the water out. Make sure to open up all the taps to ensure that all cleaning liquid is drained from your water dispenser. Put all of the parts back, securely fasten the drain plug (Fig. C). It is important to let the water dispenser dry for TWO HOURS before plugging it back in. Cover the bottle receptacle to prevent it from contamination.
- 7) The harder the water you use, the more often you should clean the interior of the unit. Recommended intervals are between one and three months depending on the mineral content of the water and the frequency of bottle changes.



## COOLING COMPARTMENT CLEANING INSTRUCTIONS

- 1) To clean the unit, first unplug the power cord.
- 2) Allow the ice build-up to melt naturally.  
**NOTE: Do not use sharp objects or knives to remove ice buildup. Do not use boiling water to remove ice.**
- 3) The water will accumulate in the tray at the bottom of the compartment.
- 4) Remove the tray from the compartment and empty the water.
- 5) Wipe the compartment and the tray with a soft cloth dampened with liquid dishwashing soap.

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# TROUBLE-SHOOTING GUIDE

No. 0101

*Sunbeam*

Problem	Check if:
1) The power switch for the cold & cooling compartment are turned on, but the compressor is not starting up.	<p>1a) The power cord is plugged in properly.</p> <p>1b) If the water dispenser is brought in from outside in the winter time, give it a few hours to warm up to room temperature before plugging it in. The thermostat setting may be affected by the coldness of the water dispenser itself or the bottled water. If the ambient (room) temperature is lower than the thermostat setting, or the water dispenser itself is cold, then the compressor will not start up. It is not advisable to make any adjustments to the thermostat setting before the water dispenser and bottled water is warmed up to normal room temperature.</p>
2) The water dispenser operation is noisy.	<p>2) Check if the water dispenser sits on a level surface without rocking. If the water dispenser is noisy after it's first use, unplug the water dispenser for thirty (30) minutes, then start it up again.</p>
3) The radiator at the back of the water dispenser is very hot.	<p>3) If you are not satisfied with the water dispenser performance check if there is enough room around the water dispenser to provide ample ventilation. When the compressor is working, it is normal to have a hot radiator.</p>
4) The contents of the cooling compartment are not cold enough.	<p>4a) Check the temperature setting of the cooling compartment.</p> <p>4b) Check that the cooling compartment door is closed tightly.</p>
5) The compressor works non-stop.	<p>5a) Check if the door is closed tightly.</p> <p>5b) Turn both thermostats down counterclockwise. Once the compressor has stopped, readjust starting from cold water thermostat. Do not cause the compressor to start and stop frequently.</p>
6) The cold water tap is not working. The cold water tank is frozen.	<p>6a) The cold water temperature tap may freeze up under extreme conditions. When the cooling compartment is loaded and the compressor is running continuously while the bottled water is not consumed, there can be an overcooling of the cold water tank.</p> <p>6b) To unfreeze the cold water tank turn the power switches for the cold water and cooling compartment off: <ul style="list-style-type: none"> <li>• If you need to unfreeze it in a hurry, then remove the water bottle and keep on draining hot water and pouring it back into the water receptacle. Once the tank is unfrozen turn on only the cold water &amp; cooling compartment switch.</li> <li>• If you have time, then just turn on the cooling compartment switch and turn off the cold water &amp; cooling compartment switch.</li> </ul> </p> <p>6c) If you will be continuing to use the cooling compartment, keep the door closed and reduce the cooling load inside of the cooling compartment. You may turn the cold water &amp; cooling compartment switch on, once the cold water tank is thawed.</p>
7) The cold water tank is frozen and the cold water & cooling compartment switch is on.	<p>7a) The cooling compartment temperature is controlled, therefore the cooling compartment can't freeze. If too many items are placed in the cooling compartment, the water may freeze. Turning the refrigeration thermostat counterclockwise to a warmer setting may reduce the probability of water freezing.</p> <p>7b) There are too many items in the cooling compartment or the items are too warm. It is not advisable to place contents with a temperature exceeding 40°C (104°F) in the cooling compartment.</p> <p>7c) The door of the cooling compartment is not closed.</p>
8) The cold water is warm.	<p>8a) Verify that the cold water switch is ON.</p> <p>8b) The cold water thermostat is set at high temperature position. Turn cold water thermostat clockwise a little to set it at a lower temperature position.</p>
9) The taps are leaking.	<p>9a) The top portion of the tap has become loose. If so, tighten the top threaded portion.</p> <p>9b) A calcium deposit has formed in the tap. If so, wash the inside of the water dispenser, unscrew and clean the top portion of the tap and reassemble.</p>
10) Water is dripping out of the water dispenser and onto the floor.	<p>10a) The bottle may have small pinholes.</p> <p>10b) The drain plug is not fastened properly. Check that the soft rubber seal of the drain cap is not torn or damaged.</p> <p>10c) The drain tray at the bottom of the cooling compartment is full of water. Take out the drain tray to remove water and then place it back into the cooling compartment.</p>

# SPECIFICATIONS

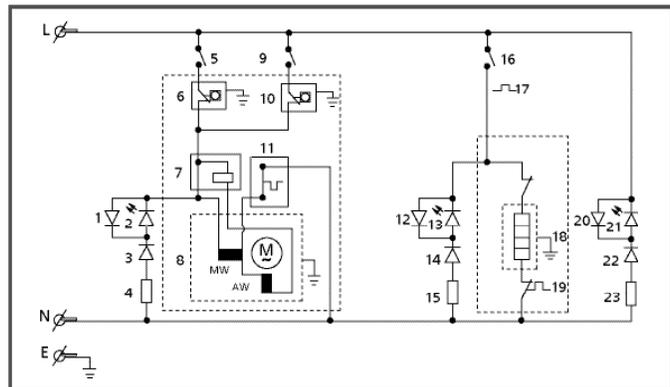
No. 0101

NO. 0101	
Power supply :	AC 115V / 60 Hz / 7A
Hot water heater power consumption :	4.5 Amperes
Refrigeration compressor power consumption :	2.5 Amperes
Refrigerant type :	R-134a
Refrigerant quantity :	52 + / - 1 Gram / 1.83oz.
Cold water cooling capability :	2L / 67.6 fl.oz. / hour (at room temp. below 30°C/86°F cools down to 10°C/50°F)
Hot water heater capability :	5L / 169.1fl.oz. / hour (at room temp. above 20°C/68°F heats up to 90°C/194°F)
Cooling compartment cooling temperature :	0°C - 10°C / 32°F - 50°F
Volume of cooling compartment :	0.64 cu.ft. / 18 L
Net weight :	56.1 lbs / 25.5 kgs
Dimensions :	15.25" L X 12.76" W X 38" H (38.7cm L X 32.8cm W X 96.5cm H)
Cook tap flow rate :	2L / 67.6 fl.oz. / minute

NOTE: UL model number on the back of the unit refers to Sunbeam® Water Dispenser with Cooling Compartment.

# ELECTRICAL DIAGRAM

1. Protection diode for the LED indicator light
2. Cooling on LED indicator light
3. Diode for the LED indicator light
4. Resistor for the LED indicator light
5. Cold water & refrigeration power switch
6. Refrigeration thermostat for the cold water
7. PTC starter for the compressor
8. Refrigeration Compressor
9. Fridge power switch
10. Refrigeration thermostat for the fridge
11. Thermal protector for the refrigeration compressor
12. Protection diode for the LED indicator light
13. Heater on LED indicator light
14. Diode for the LED indicator light
15. Resistor for the LED indicator light
16. Heating power switch
17. Thermostat for the hot water
18. Heater



19. Auto-reset thermostat for the hot water
20. Protection diode for the LED indicator light
21. Power on LED indicator light
22. Diode for the LED indicator light
23. Resistor for the LED indicator light

**PRESTIGE HOME COMFORT/ELITE GROUP  
LIMITED ONE-YEAR WARRANTY POLICY  
EFFECTIVE: APRIL 2005**

**LIMITED WARRANTY**

Prestige Home Comfort/Elite Group, Inc. (hereinafter referred to as PHC/EG) hereby warrants, subject to the conditions herein stated in the paragraphs below, that should this product become defective by reason of improper workmanship or material defect during the specified warranty period, PHC/EG will repair or refund the same effecting all necessary parts replacements. **Transportation charges on parts submitted for repair or refund, under this warranty, must be borne by the purchaser.**

THERE IS NO OTHER EXPRESS WARRANTY. IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE TIME PERIOD SPECIFIED, OR TO THE EXTENT PERMITTED BY LAW. ANY AND ALL IMPLIED WARRANTIES ARE EXCLUDED. LIABILITY FOR CONSEQUENTIAL DAMAGES UNDER ANY AND ALL WARRANTIES ARE EXCLUDED TO THE EXTENT EXCLUSION IS PERMITTED BY LAW.

**WARRANTY PERIOD**

<b>Product</b>	<b>Consumer/Residential Use Only</b>
Water Coolers/Dispensers	1 Year
Labor	90 Days

PHC/EG warrants that from the date of purchase, this product will be free from defects in material for a period of one (1) year and a period of ninety (90) days on labor. PHC/EG, at its option, will repair or refund this product found to be defective during the warranty period. If the product is no longer available, PHC/EG may refund your purchase (at a depreciated value), with an original proof of purchase. This is your exclusive warranty.

**CONDITIONS**

**ORIGINAL SALES RECEIPT:** This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty service and/or refund. PHC/EG dealers, service centers, or retail stores selling PHC/EG products do not have the right to alter, modify or in any way, change the terms and conditions of this warranty.

**WARRANTY REGISTRATION IS NOT NECESSARY TO OBTAIN WARRANTY ON PHC/EG PRODUCTS. SAVE YOUR PROOF OF PURCHASE RECEIPT. IF YOU DO NOT PROVIDE PROOF OF THE INITIAL PURCHASE DATE AT THE TIME WARRANTY SERVICE IS REQUESTED, THE MANUFACTURING DATE OF THE PRODUCT WILL BE USED TO DETERMINE THE WARRANTY.**

.... Continued on Next Page...

**WARRANTY CONTROL CENTER**

PLEASE PRINT LEGIBLY

SERIAL & MODEL NUMBER INFORMATION CAN BE FOUND ON (SILVER) UL LABEL

PURCHASE DATE: DAY \_\_\_\_\_ MONTH \_\_\_\_\_ YEAR \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_ MODEL NUMBER: \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROVINCE: \_\_\_\_\_

POSTAL CODE / ZIP: \_\_\_\_\_ PHONE NUMBER: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

COUNTRY: \_\_\_\_\_

PURCHASED FROM (STORE NAME): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROVINCE: \_\_\_\_\_

POSTAL CODE / ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_





**DEPRECIATION:** Any unit being diagnosed as non-functional and warranting an exchange, during the existing warranty period, will be subject to an appropriate depreciation or user fee.

**ABOUT YOUR PRODUCT WARRANTY:** We welcome warranty repair and apologize to you for being inconvenienced. Any Authorized service dealer may perform warranty repairs. Most warranty repairs are handled routinely, but sometimes requests for warranty service may not be appropriate. For example, warranty service would NOT apply if the product damage occurred because of misuse, lack of routine maintenance, shipping, handling, warehousing or improper installation. Similarly, the warranty is void if the manufacturing date or the serial number on the product has been removed or the equipment has been altered or modified. During the warranty period, the Authorized service dealer, at its option, will repair or refund any part that, upon examination, is found to be defective under normal use and service.

**NORMAL WEAR:** This warranty does not cover normal wear of parts or damage resulting from any of the following: Negligent use or misuse of the product; Improper voltage or current; Use contrary to the operating instructions; Deviation from instructions regarding storage and transportation; Disassembly; Repair or alteration by anyone other than PHC/EG or a PHC/EG Authorized service center. Further, the warranty does not cover Acts of God, such as fire, flood, hurricanes and tornadoes.

PHC/EG shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty. Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province.

**HOW TO OBTAIN WARRANTY SERVICE:** You must contact PHC/EG Customer Service/Technical Support at our toll-free number 1-877-383-6399. A Customer Service/Technical Support representative will attempt to resolve warranty issues over the phone. If telephone resolution is not possible, the Customer Service/Technical Support representative will require your assistance in performing routine diagnostic procedures. This warranty is effective for the time periods listed above and subject to the conditions provided for in this policy. For warranty service, find the nearest Authorized Service Dealer by calling 1-877-383-6399. Warranty service may only be performed by a Prestige Home Comfort, Inc./Elite Group, Inc. Authorized Service Dealer.

STAMP  
HERE

**WARRANTY CONTROL CENTER**

**PRESTIGE HOME COMFORT**

1175 Place du Frère André  
Montréal, QC, Canada H3B 3X9  
**1-877-383-6399 (8:30am-5:30pm E.S.T.)**

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