

SUNSTAR APPLIANCE WARRANTY

Sunstar appliances are meant to last but since life happens and parts can malfunction your Sunstar appliance is covered by a 2-year limited warranty after the unit was purchased. As with any other item that you may purchase, it is always good to follow best practices and check before doing anything that may void your warranty.

Your Sunstar warranty will cover all Factory Specified Replacement Parts and limited repair labor to repair product defects and workmanship that exists within the 2-year time period after it was purchased. If your appliance needs to be replaced, the replacement unit will be covered for the time remaining of when the original appliance was purchased. However, your warranty will only be honored if it is (was) installed, operated, and maintained in accordance with the instructions. **Please register your purchase to validate the warranty. If no registration is filed, the warranty will be determined by the manufacture date and may impact the warranty time span.**

Warranty can be transferred to second owner if the product was registered when it was first purchased by the original owner and if it is within the 2-year period.

Warranty does not cover:

1. Products with serial numbers removed that cannot be readily determined.
2. If product hasn't been registered or if purchase date cannot be readily determined.
3. Manufacturing details that Solar Freeze deems are normal occurrences.
4. Food loss due to any refrigerator or freezer failures.
5. Service calls related to poor installation and those that do not prove a defective material or workmanship.
6. Expenses for making the appliance accessible for service, such as removal of trim, cupboards, shelving, etc. Items that are not part of the appliance when shipped.
7. Service calls to repair/replace items considered consumables such as lightbulbs, knobs etc. Items outside of HVAC work.
8. Surcharges including but not limited to, after hour service, weekend, holidays, tolls, mileage expense to remote areas.
9. Damages caused by services by unauthorized service companies, use of parts other than genuine Sun Star parts, or external abuse, misuse, inadequate power supply, accidents, fires, floods, and acts of nature.
10. Customer ignorance and neglect to follow specified directions of the use of Sun Star products.

If you Need service:

1. Have your receipt, model number and serial number available.
2. **Contact your place of purchase first. If needed, you will be redirected.**

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