Consumer Support

Questions? How to contact us: Telephone 800-488-5080 (Monday – Friday 8:00AM-5:00 PM ET)

E-mail: sales@hbwaterdispensers.com

support@hbwaterdispensers.com

LIMITED 1-YEAR WARRANTY

What does this warranty cover?
- Any defect in materials or workmanship in the manufactured product
- Missing parts for a period of 90 days from the date of purchase

What does this warranty not cover?
- Water Bottles
- Service trips to your home to teach you how to use the product.
- Improper installation.
- Failure of the product if it is abused, misused, altered or used for other than the intended purpose.
- Products that are used outside a residential or office areas
- Replacement of house fuses or resetting of circuit breakers.
- Use of this product where water is microbiologically unsafe or of unknown quality.
- Damage to the product if used to dispense anything other than water.
- Damage to the product caused by accident, fire, floods, power surges or acts of God.
- Any unauthorized service to the product
- **Incidental or consequential damage caused by possible defects with this appliance, its installation or repair**. **Some states do not allow limitations on incidental or consequential damages, so the foregoing limitations may not apply to you.**

For how long after the original purchase
- One (1) year.

How do I make a warranty claim?
- Return to the retailer from which it was purchased, along with a copy of the store receipt within the given period of time allowed for returns by the retailer (i.e. 90 days). The retailer will provide a new unit or a refund. After this period of time, contact TTI Appliances at 1-800-579-7990 for further instructions as to how to receive a new unit or a refund. This warranty excludes the cost of shipping to or from TTI Appliances.

How does state law relate to this warranty?
- This warranty is extended to the original purchaser and any succeeding owner for products purchased for home or office use within the USA or Canada. **This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.**

Exclusion of implied warranties: Except where prohibited or restricted by law, there are no warranties, whether express, oral or statutory which extend beyond the description on the face hereof, including specifically the implied warranties of merchantability or fitness for a particular purpose.

Warrantor: TTI Appliances, Los Angeles, CA 90025