

# Distinctive Appliances Distributing, INC

## Product Service information.

This document was created for the sole purpose of getting all service issues taken care of in a timely matter. This is for all Distinctive Appliance outside sales people. Please give this document to your Dealers.

### U-Line

1. Need Service? - 1-800-779-2547 U-line factory
2. Distinctive Appliance is not the parts distributor, if issues with parts please contact U-line directly.
3. **Customers wanting to buy parts** : All Brands – 1-800-252-7500
4. U-Line website: service and dealer locator: <http://www.u-line.com/storelocator/location/service>
5. Warranty – Full one year parts & labor. Two year on Modular 3000. Five year Sealed Systems. Note\*
6. View warranty pages, go to; <http://www.u-line.com/media/download/30379.pdf>
7. Escalated service issues: [service@distinctiveappliances.net](mailto:service@distinctiveappliances.net)

### Zephyr

1. Need Service? Call Zephyr Direct @ 1- 888-880-8368, prompt 2 customer service, prompt 3 dealer/distributor support, or you can refer the customer to online support: <http://zephyronline.com/customer support> .  
NOTE; Zephyr pre-screens the calls and sends parts if required. Missing parts are also referred to either the 888 number or online address. Must have Model, Serial & Date of Purchase before calling.
2. Need Parts? Zephyr is the parts distributor. 1-888-880-8368, prompt 2  
Distinctive Appliance does not carry Zephyr parts.
3. Warranty Coverage (as of January 2014) Note\* see statement  
**10 years parts\*, 1 year labor**  
x = place-holder for a letter or number X = multiple blower options  
Essentials Power Series - AK21, AK25, AK65, AK80, AK81, AK82, AK83  
Lifetime Motor – AK21, AK25, AK65  
  
**3 years parts\*, 1 year labor**  
Cheng - COK-ExxBX, CCA, CTP-ExxBX  
Essentials Power Series – AK11, AK12, AK70xxBS, AK71, AK75xxBS,  
AK90, AK92, AK93, AK94  
Essentials Europa –ZAN, ZAZ, ZGE, ZLU, ZMD, ZMI, ZML, ZMO, ZNA,  
ZPY, ZRM, ZRO, ZRV, ZSA, ZSI, ZSP, ZTA, ZTE, ZVE, ZVO, ZVN

Outdoor Hoods – AK78, AK88

**2 years parts\*, 1 year labor**

Cheng - CPA

Essentials Europa – DD1

1 year parts\*, 1 year labor

Arc - ADU, ADL, AED, AHZ, ALA, ALL, APN, ASU, ASL, ATI

\*Consumable parts not included under the warranty. Examples of consumable parts are Halogen and incandescent light bulbs, filters and fuses. LED light bulbs are included under this parts warranty.

Please review each individual hood user manual for full terms and conditions.

Warranty coverage subject to change without notice

4. Escalated service issues contact: [service@distinctiveappliances.net](mailto:service@distinctiveappliances.net)

## Bertazzoni

1. Need Service? ; email them at; [bertazzoni@servicepower.com](mailto:bertazzoni@servicepower.com) or call 1-866-905-0010

Note: Dealer displays are handled just like a customer service call, Bertazzoni pre-authorize all service requests.

2. Need Parts? ; ENCOMPASS - 1-800-432-8542 – [encompassparts.com](http://encompassparts.com)

<http://www.encompassparts.com/brands/brt/Bertazzoni>

3. Other parts choices ; AP WAGNER – 1-888-279-2463 / RELIABLE PARTS – 1-206-575-8818 / COAST – 1-800-821-0244

4. Website; <http://us.bertazzoni.com>

5. Customer Service questions – 1-866-905-0010 or [BERTAZZONIHHELP@SERVICEPOWER.COM](mailto:BERTAZZONIHHELP@SERVICEPOWER.COM)

6. Looking to become a Factory Authorized Servicer Company? Call; 1-800-377-3678

7. Gas Conversions can be done in the field. Kit is included with the product.

8. Warranty coverage: Two years parts & labor. Note\*

9. Bertazzoni SPA will repair or replace any component part which fails or proves defective due to materials and/or workmanship within 2 years from the date of installation and under conditions of normal residential use. Repair or replacement will be free of charge, including labor at standard rates and shipping expenses. Repair service must be performed by a Bertazzoni Authorized Service Center during normal working hours. Cosmetic damage must be reported no later than 30 days after installation. This does not cover the use of the product in any **commercial application**. Note\*

10. WHAT IS NOT COVERED: Replacement of glass, light bulbs and cosmetic items if they are claimed to have failed later than 30 days after installation and in no case later than 4 months after date of purchase. Defects or damage or missing parts on products sold out of the original factory packaging or from dealer displays. Service calls or repairs to correct the installation of the product and/or related accessories. Defects and damages arising from transportation of the product to the home of the owner.

11. Escalated service issues contact: [service@distinctiveappliances.net](mailto:service@distinctiveappliances.net)

## Note\*

Please always refer to manufacturer for accurate warranty statement . If discrepancy, Distinctive Appliance Distributors INC. not liable for difference's in coverage.