

Product and Accessories Warranty

Your product is warranted against faults and manufacture when used in normal domestic use for the period stated below.

In non-domestic use DéLonghi limits the voluntary warranty to 6 months. We undertake to repair or replace your product at no charge if found to be defective due to a manufacturing fault during the warranty period. The warranty excludes damage caused by misuse, neglect, shipping accident, incorrect installation, and no fault found with the product or work carried out by anyone other than an Authorised DéLonghi Service Representative.

The benefits to you given by this warranty are in addition to other rights and remedies available to you under a law in relation to the goods or services to which this warranty relates. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

*Commercial use applies when products are being utilised in a non-domestic capacity.

Please keep your receipt as this will authenticate your warranty.

To Claim Your Warranty

1. Please contact your nearest DéLonghi approved service representative using our [service referral web page](#) and explain the nature of the problem.
2. Provide the DéLonghi service representative with your warranty details and proof of purchase.
3. If the claim is within the warranty period and within the terms of the warranty, make arrangements for service and repairs or a replacement product provided by a DéLonghi approved service representative.

To download a copy of the DeLonghi warranty card use the following link:

[DeLonghi Warranty Card 591 KB PDF](#).

Australian Competition & Consumer Commission - Warranties & Refunds Guide

To download a copy of the ACCC - Warranties & Refunds Guide use the following link:

[ACCC - Warranties & Refunds Guide 269 KB PDF](#).

For an explanation of the statutory guarantee please see the following link:

<http://www.accc.gov.au/consumerguarantees/>

How to Contact Us About a Warranty Claim

In the event of a breakdown, you will have access to professional help from DeLonghi by simply calling this number Australia: 1800 126 659

Warranty Periods

Category	Sub Category	Warranty
Coffee	Fully Automatic Coffee Machines	2 Years
	<i>Nespresso</i> Coffee Machines*	2 Years
	<i>Nespresso</i> Aeroccinos*	2 Years
	Nescafé® Dolce Gusto®	2 Years
	Multi Beverage Makers**	
	Manual Pump Coffee Machines	2 Years
	Mocha Coffee Machines	2 Years
	Coffee Canisters	1 Year
	Coffee Grinders	1 Year
Housewares	Benchtop / Mini Ovens	1 Year
	Deep Fryers / Multifryers	1 Year
	Steam Irons / Generators	1 Year
	Kettles	1 Year
	Toasters	1 Year
	Contact / Open Grills	1 Year
	Ice Cream Makers	1 Year
Major Kitchen Appliances	Upright / Wall Ovens	2 Years
	Microwave / Combination / Steam Ovens	2 Years
	Cooktops	2 Years
	Dishwashers	2 Years
	Rangehoods	2 Years
	Wine/Beverage Cabinets	3 Years
	BBQ's	2 Years
Heating	Ceramic / Fan Heaters	1 Year
	Convector Heaters	1 Year
	Portable Gas Heaters	1 Year
	Panel Heaters	7 Years
	Oil Column Heaters	7 Years
Dehumidifiers		2 Years
Cooling	Portable Air Conditioners	2 Years plus 5 Years on compressor
	Fans / Tower Fans	1 Year
	Evaporative Coolers	1 Year
Fixed Air Conditioning		5 Years
Commercial Use^	Fully Automatic Coffee Machines	1 Year
	All Other Products	6 Months
T2 Refurbishment / Factory Seconds	All Products	6 Months

^Commercial use applies when products are being utilised in a non-domestic capacity.

* For all *Nespresso* enquiries, please contact the *Nespresso* customer service team directly on 1800 623 033.

**For all Nescafé® Dolce Gusto® enquiries, please contact the *Nestle* customer service team directly on 1800 466 975.