



COMMERCIAL WARRANTY & SERVICE PROCESS



COMMERCIAL Service Process

InSinkErator follows strict quality control measures including testing every unit before it leaves our manufacturing facility to ensure every Commercial unit is free of workmanship or manufacturing issues.

In the event of an issue during installation, the unit must not be removed. Please contact 1-800-845-8345 for troubleshooting assistance. Uninstalling the unit will render it ineligible for warranty service. **Please note, if you are referred for warranty service and the Factory Authorized Service Center determines that the issue is not related to a manufacturing defect, or if the unit is out of warranty, you will be responsible for all associated service costs.**

The process outlined below is required for any commercial unit to qualify for warranty service. Failure to comply with this process may result in the denial of warranty coverage.

INSTALLATION TROUBLESHOOTING PROCESS:

- 1. Plumber/Installer installs unit. If there is an issue with operation, DO NOT remove the unit or return to the wholesaler.**
- 2. Plumber/Installer calls InSinkErator AnswerLine at 1-800-845-8345 to troubleshoot installation.**
- 3. IF troubleshooting does not resolve the issue, you may be referred to a Factory Authorized Service Center for diagnosis.**
- 4. If the issue is one that is covered under warranty, then the Factory Authorized Service Center will repair or replace the unit. Replacements carry the unexpired term remaining on the original warranty period.**

Additional Training Resources:
www.insinkerator.com/training

Scan code to enroll and
begin your training today!



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