



KOVA

LETTER OF WARRANTY

Major Appliances

KATERRA LIMITED WARRANTY

Product Category: Major Appliances

Katerra warrants that the product categories listed in this document will be free of defects in material and workmanship when installed, operated, and maintained according to instructions attached to or furnished with the product for the duration shown in the table below. Unless specifically stated otherwise, the warranty start date begins on the date of installation.

Warranty Period	
Owner-Occupied Single-Family Residential	1-Year Limited Warranty
Multi-Family Residential & Light Commercial	1-Year Limited Warranty

Subject to the terms and conditions listed below, Katerra will repair, provide a replacement part or product, or refund the original purchase price for defective products during the warranty period. The decision to resolve warranty defects by repair, replacement, or refund will be made at Katerra's sole discretion. Katerra recommends using a licensed, bonded, and insured professional for all installations.

THE FOLLOWING TERMS & CONDITIONS APPLY TO ALL KOVA APPLIANCES AND ARE NOT COVERED BY THE LIMITED WARRANTY:

1. Products that are not installed according to the published installation instructions.
2. Faults or damage caused by improper maintenance, neglect, altering, tampering, or careless operation or handling of the products that are not in accordance with Katerra instructions or specifications, or if it is used for other than the intended purpose after the product has been delivered and accepted by the receiving party – whether performed by a contractor, service company, or yourself – are excluded from this warranty.
3. Damage caused by the use of cleaners not in compliance with cleaning recommendations.
4. Normal wear and tear due to the normal aging of the product, including parts that are expected to deteriorate over time. Gloss reduction, scratching, abrasions, deterioration (due to the use of paints, solvents, or other chemicals), staining or alkaline etching of the finish over time due to use, cleaning practices, or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.
5. Temporary marks on the products including, but not limited to, metal marks, fingerprints, smudges, or other temporary marks made by household items.
6. Consumable parts, including, but not limited to, light bulbs, replaceable batteries, and water or air filters.
7. Products that the customer decides they do not like after installation due to color, styles, or other opinions based on personal preference.
8. Cosmetic damage not reported in the first 48 hours after delivery, including, but not limited to, damage to the finish, such as surface rust, tarnish, or small blemishes. All products must be inspected before installation. Installation of products with visual defects or nonconformities apparent before installation voids this warranty.

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9. Discoloration, rust, or oxidation of surfaces resulting from caustic or corrosive environments including, but not limited to, high salt concentrations, high moisture or humidity, or exposure to chemicals. Installation applications within 5 miles (8 kilometers) of a body of saltwater are considered high salt concentration environments.
 10. Damage caused after delivery, including damages to the finish of the appliance or home incurred during installation, including, but not limited to, floors, cabinets, countertops, walls, etc.
 11. Damage caused by children, animals, plants, or insects.
 12. Force Majeure: Damage or injury caused in whole or in part by natural calamities, or acts of God, including, but not limited to, earthquakes, tornadoes, tropical storms, hurricanes, lightning, windstorm, fires, floods), exposure to corrosive contaminants, including, but not limited to, salt water or chemicals in storm waters), explosions, biological infestations, acts of war, acts of civil or military authority, acts of vandalism, improper storage or handling, job site conditions, architectural and engineering design, structural settling or movement, or accidents.
 13. Unless specifically stated otherwise, KOVA appliances are not approved for the following installation applications: aircraft, watercraft, recreational vehicles, outdoors, indoor swimming pools or hot tubs, saunas, steam rooms, greenhouses, or other extreme environments.
 14. Incidental or consequential damage or costs associated with surrounding material such as countertops, walls, ceilings, paint, cabinets, or flooring.
 15. Removal or reinstallation of inaccessible appliances or built-in fixtures (i.e., trim, decorative panels, flooring, cabinetry, islands, countertops, drywall, etc.) that interfere with servicing, removal, or replacement of the warranted appliance.
 16. Industrial/Commercial Use: Unless specifically stated otherwise, this limited warranty is extended to light commercial applications – including multi-family apartment units, schools, professional office buildings, retail, hospitality guest rooms, and other similar installation applications only. Excluded from this limited warranty are industrial or heavy commercial operating environments and usage scenarios that significantly differ from normal residential usage patterns and operating conditions. Examples include industrial/manufacturing workspaces where employees are regularly required to wear personal protective equipment (hard hats, safety glasses, protective coveralls, etc.), professional kitchens & restaurants, food service, laundromats, hospitals, laboratories, and other high-volume, heavy-use, harsh or chemically caustic environments. If there are questions as to the type of use that is considered “Light Commercial”, please contact your Kattera sales representative before purchase and installation.
 17. Failure of the product to perform during power failures and interruptions or inadequate electrical service.
 18. Replacement of house fuses, resetting of circuit breakers, or to correct house wiring or plumbing.
 19. Damage or failure caused by incorrect electrical current, voltage, or plumbing codes.
 20. Noises associated with normal operation.
 21. Pickup or delivery. This product is intended for on-site repair.
 22. Damages caused by services performed by unauthorized service companies, or parts obtained from

persons other than authorized service companies.

23. Replacement parts or repair labor for appliances with original model/serial numbers removed, altered, or not easily determined.
24. Service trips to teach the end-user how to use the product.
25. Surcharges including, but not limited to, any after-hours, weekend, or holiday service calls, tolls, ferry trip charges, mileage, or any other travel and transportation expenses for service calls to remote areas where service by an authorized servicer is not available.
26. Damage caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply, or inadequate supply of air.

REFRIGERATORS & FREEZERS - THE FOLLOWING ADDITIONAL CONDITIONS ARE NOT COVERED BY THE LIMITED WARRANTY:

27. Water Filter (if water filter included): During the first 30 days, Katerra will provide a replacement water filter cartridge, free of charge, if any part of the water filter cartridge fails due to a defect in materials or workmanship.
28. Replacement of the water filter cartridge, if included, due to water pressure that is outside the specified operating range or due to excessive sediment in the water supply.
29. Shelves, door bins, drawers, handles, accessories, and other parts besides those that were originally included with the warranted product.
30. Replacement of the light bulbs, air filters, or water filter cartridges, if included, other than as noted above.
31. Any food or medicine loss due to refrigerator or freezer product failures.

ICE MAKERS - THE FOLLOWING ADDITIONAL CONDITIONS APPLY TO ICE MAKERS:

Warranty Period	
Replacement Parts & Labor	30-Day Limited Warranty
Replacement Parts	1-Year Limited Warranty

32. Ice Makers: Thirty (30) Day & One (1) Year Limited Coverage
 - a. During the first 30 days, Katerra will provide a replacement unit & installation services, free-of-charge.
 - b. After the first 30 days, for the remainder of the first year, Katerra will provide a replacement unit, free-of-charge.

OVENS, RANGES, & COOKTOPS (ELECTRIC OR GAS; FREESTANDING OR BUILT-IN) - THE FOLLOWING ADDITIONAL CONDITIONS ARE NOT COVERED BY THE LIMITED WARRANTY:

33. Damage caused by direct exposure to water or other liquids.
34. Conversion of products from electric to natural gas or propane; or vice versa.

RANGE VENT HOODS - THE FOLLOWING ADDITIONAL CONDITIONS ARE NOT COVERED BY THE LIMITED WARRANTY:

35. Damage caused by direct exposure to water or other liquids.

MICROWAVES (COUNTERTOP, BUILT-IN, OVER-THE-RANGE) - THE FOLLOWING ADDITIONAL CONDITIONS ARE NOT COVERED BY THE LIMITED WARRANTY:

36. Damage caused by direct exposure to water or other liquids.

37. Replacement of the light bulbs, turntable trays, or guides.

38. Signal reception problems caused to external antennas, televisions, telephones, internet, or cable systems.

DISHWASHERS - THE FOLLOWING ADDITIONAL CONDITIONS ARE NOT COVERED BY THE LIMITED WARRANTY:

39. Defects or damage due to operation in freezing temperatures.

40. Defects or malfunctions of any garbage disposal connected to the dishwasher.

Repair or replacement costs for any circumstances not covered by this warranty shall be borne by the customer.

This warranty is not in force until full payment has been received for the covered products.

During the limited warranty period, Kattera will fix any embedded software issues that have a significant negative effect on the product's performance. It is your responsibility to backup any data you may have stored or preserved on the product. It is likely that such data will be lost or reformatted during warranty service, and Kattera is not responsible for any such damage or loss.

This warranty is not a statement of the expected useful life of any KOVA product.

Kattera does not warrant that the operation of covered products will be uninterrupted or error-free. This warranty does not constitute a performance warranty and does not extend to the future performance of goods. It is expressly contemplated by the warranty that any part of the product may contain a defect in material or workmanship and that any part of the product may fail during the warranty period. The buyer's sole remedies under this warranty are limited to repair, replacement, or refund in the event a part fails due to a defect in material or workmanship.

Replacement parts can be new or remanufactured. Repaired parts or replacement products are warranted for the remaining portion of the original product's warranty period. The original warranty period is not extended by repair or replacement activities. Defective parts must be made available to Kattera in exchange for the replacement parts and become the property of Kattera.

This warranty is valid for the original purchaser or owner at the original installation location in the United States and is non-assignable and non-transferable.

Kattera's total liability or cost, for the duration of this express warranty, is limited to, and capped at, the original purchase price of the warranted product(s) – whether the claim is based on strict liability, negligence, breach of warranty or any other theory or cause of action.

DISCLAIMER OF IMPLIED WARRANTIES

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IMPLIED WARRANTY OF NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE, ARE DISCLAIMED. UPON THE EXPIRATION OF THE ABOVE STATED LIMITED WARRANTY PERIOD, ANY AND ALL APPLICABLE IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED ALSO EXPIRE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM KATERRA OR ELSEWHERE, WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

LIMITATION OF REMEDIES – EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

THIS WRITTEN WARRANTY IS YOUR EXCLUSIVE WARRANTY FROM KATERRA AND REPRESENTS THE SOLE REMEDY TO THE OWNER OF KOVA PRODUCTS EXCEPT AS OTHERWISE REQUIRED BY LAW. KATERRA MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND OTHER THAN THOSE STATED EXPLICITLY HEREIN. THE WARRANTIES AND REMEDIES PROVIDED HEREIN ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD PROVIDED HEREIN UNLESS A SHORTER PERIOD IS PERMITTED OR REQUIRED BY LAW. KATERRA DOES NOT ASSUME AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LABOR COSTS TO REMOVE AND/OR REPLACE PRODUCT, AND ANY OTHER HARM TO THE BUILDING, ITS CONTENTS OR ITS OCCUPANTS, OR TO ANY OTHER PERSONS OR PROPERTY, WHETHER FOR BREACH OF THIS WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER CLAIMS DERIVED IN TORT, OR FOR ANY OTHER CAUSE.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

WARRANTY CLAIMS

All warranty service is provided exclusively by Katerra's authorized service provider network. To schedule service or to order spare parts, please visit <https://kova.encompass.com>.

Or by calling:

Warranty Support	855-216-0646
Non-Warranty Support	855-216-0698

Product part number, serial number, and proof of purchase are required to support any warranty claim.

Purchased replacement parts come with a 1-year limited warranty.