

1. Is a warranty extension possible and what are the warranty terms?

- With the change to Maxx Pro an online registration for warranty extension isn't necessary anymore!

The standard warranty is 24 months if this is noted in the original Convotherm Combi Ovens price list, whereby during the extended period from the 13th up to and including the 24th month, the warranty shall only extend to payment of spare parts.

Otherwise, the standard warranty is 12 months.

For Maxx units the standard warranty is 12 months, no warranty extension to 24 months possible.

The warranty period begins at the latest, six months after outbound delivery from the Convotherm factory.

2. Which Dates are necessarily required for a warranty claim?

- Serial number of the unit
- Unit location
- Precise error and service description
(Add a copy of the service report under files/attachments)
- Failure, Service call and Repair date
- spare part numbers (find them under <https://pim.myconvotherm.de/en/downloads>)
- labor / h, travel hours (max. 2h) + travel km (max. 160 km)
(Billing is based on our confirmed service rates)

3. In what form do I have to submit the warranty claim?

- warranty claims must be entered by our service partners in the **processing system CPS**

To go to the site please click here: [Kitchencare Claims](#)

An access can be requested via con.warranty@welbilt.com or direct by Danny Vickery EMEA and Holly Kaszuba (ROW)

- needed dates are full company address, contact name, phone number and E-Mail address
- You will receive an E-mail with a link to set a password and a copy of the user guide. Please note that this link is just valid for 48h!

4. Is it possible to enter in one claim spare parts and services?

- Yes, please insert the claims first after the repair has been completed to simplify the procedure on both sides.

5. How will my guarantee application be processed and how will the requested amount be reimbursed?

- Directly after the "approval" you can send us an invoice for the approved amount with the CPS transaction number (KC-0...).
- You can write several claims on one invoice as long as the CPS number KC-0... is indicated.
- But please note that it isn't possible to offset the amounts.
- We pay the bills by bank transfer.

6. Is it possible to get instead of the reimbursement a spare parts replacement?

- No, as the claims should be entered after the service is completed, we ask you to order the needed parts and afterwards claim them together with the labor / travel costs.

7. Where to send defect/exchanged spare parts and what is the „RMA“ Process?

- Just a view special spare parts are needed back for inspection.

Which they are you will be advised during the warranty process.

You receive an Email with a copy of the claim and the UPS-label for the return.

The Status of the claim in CPS will be changed to “AWAITING PARTS RETURN”

Defect spare parts which aren't ask to be sent back for inspection you can dispose, right after the approval of the claim.

8. Can I return new goods?

- Please send us the filled Return application directly to Convothem.spares@welbilt.com
- We proof afterwards if the return of the part is possible.
- Reconsignments without RMA-ID will not be accepted.
- A return fee of 20% of the original invoice amount, but at least 35 Euro, will be charged for the return of new goods.
- New goods can only be returned with original and undamaged packaging

9. Who is my direct contact at Convothem for questions about warranty processing?

Erika Kirchberger-Rolón
con.warranty@welbilt.com
Phone_+49 8847/67-808