

**Before 1 January 2025**

**TERMS AND CONDITIONS OF WARRANTY OF  
BSH HOME APPLIANCES PTE. LTD., SINGAPORE**

1. You are responsible for registering this warranty with us through our customer service hotline.

Customer Care Team

Tel: 1800 – 7825 489

Email: [bshsgp.service@bshg.com](mailto:bshsgp.service@bshg.com)

Repair / service charges will be imposed accordingly for Gaggenau home appliances without proof of warranty registration and the original purchase receipt.

2. This warranty is applicable only to Gaggenau home appliances purchased new in Singapore.
3. Your Gaggenau home appliance is warranted against manufacturing defects in material and workmanship (“Standard Warranty”) for a continuous period commencing from the date of purchase, of:
  - a) twenty-four (24) months where your Gaggenau home appliance is used solely within domestic premises; or
  - b) twelve (12) months where your Gaggenau home appliance is used within commercial premises (but not for any revenue generating purpose); or
  - c) no applicable warranty period where your Gaggenau home appliance is used for any revenue generating purpose, whichever of the applicable stated time periods in the preceding sub-paragraphs a), b) and c), is the shortest (“Standard Warranty Period”). We will bear the costs of replacement parts, labour and transport when your Gaggenau home appliance is under the Standard Warranty Period. Thereafter the relevant charges will apply. Labour and transportation charges may also apply in the event that no technical fault may be identified during service attendance under warranty.

In addition to the Standard Warranty, these other warranties will apply:

- d) one hundred and twenty (120) months for the motors of washing machines (EcoSilence Drive only); or
- e) sixty (60) months for compressors of sealed refrigerating systems; or
- f) if your Gaggenau home appliance is a dishwasher or washing machine that is supplied with the Aqua-Stop device, we warrant that your appliance will not leak water during the service life of your appliance, under these conditions: (i) your appliance is installed and connected correctly in accordance with the instruction manuals; and (ii) your appliance is turned on and is in standby mode; and (iii) there are no defective feed lines or fittings leading to the Aqua-Stop connection at the tap. Under these other warranties, labour and transport charges apply after the Standard Warranty Period unless stated otherwise.

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4. The applicable warranty may be rendered invalid and unenforceable in the event of manifest error in information provided by you while registering for warranty. You are responsible to ensure the accuracy and completeness of information you provide to us.
5. The applicable warranty applies to you only as the purchaser of Gaggenau home appliances and is in no circumstance transferable and/or otherwise exchangeable for any benefit.
6. The applicable warranty shall be immediately rendered invalid and unenforceable if your Gaggenau home appliance has in our opinion been tampered with (including the defacing / removal of serial numbers), altered and/or modified and/or otherwise have been repaired by unauthorised parties.
7. We will provide onsite inspection / repair services for your Gaggenau home appliance that is installed on your premises. Installed appliances means large appliances that are not readily portable by hand and includes refrigerators, washing machines, dryers, ovens, cooktops, hoods and dishwashers. Any works required to enable the functionality and connectivity of your Gaggenau home appliance at your premises will be at own arrangement and costs. Such works include gas supply, directly wired electrical connections, plumbing, piping and carpentry works. All other Gaggenau home appliances must be delivered to and collected from us at our customer service centre at your costs.
8. We reserve the right at our option and absolute discretion to replace your Gaggenau home appliance, in lieu of repair, with a similar / upgraded model of an equivalent or prevailing value without further liability to you in relation to your Gaggenau home appliance. Upon such replacement, the remaining period of the applicable warranty only shall continue to apply to the replacement product. For the avoidance of doubt, any repair, service and/or replacement by us of a Gaggenau home appliance or any part thereof does not extend or renew the applicable period of warranty, which will thereafter continue to apply only for its remaining period. Additionally all parts and/or products which we replace within the applicable warranty, shall become our property.  
  
We will not be liable howsoever for any delay and/or failure to undertake and/or complete repair / service due to causes beyond our reasonable control including the non-availability of component parts.
9. You are required to notify us of any missing accessories / materials within one (1) week of the purchase date or the delivery date of your Gaggenau home appliances whichever is later. We reserve the right to require that you provide documentary proof of purchase and/or delivery to support your claim.
10. This warranty is subject to the following limitations and exclusions:-
  - a) damage, defects and/or malfunctions resulting from dust, interference of foreign objects, natural disaster, lightning, fire, water and/or liquid substances, exposure to sunlight, improper ventilation, drop from height, inoperative / leaking batteries, civil unrest, accident and/or act of God;
  - b) damage, defects and/or malfunctions caused by the use of improper electrical supply, improper installation, connections to other incompatible equipment, input voltage beyond specifications, use of incompatible batteries, misuse, improper use contrary

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- to cautions | directions | instructions | specifications referred to in the operating manuals, mishandling and/or consequential damage due to negligence and abuse;
- c) commercial / industrial use of domestic models;
  - d) exterior appearances and/or finishing, fair wear and tear; parts made of plastics, filters, accessories and/or lightings;
  - e) charging gas, gas refill, cleaning, reconditioning and/or lubrication;
  - f) loss of any data, memory input and/or setting during operation and/or in the course of repair / service;
  - g) installation | dismantling | demonstration and instruction on the usage of your Gaggenau home appliance;
  - h) indirect, consequential and/or incidental damages;
  - i) perishable and consumable items;
  - j) shipment and/or transport to and/or use of your Gaggenau home appliance in, any territory other than Singapore; and
  - k) to the fullest extent permitted under the applicable law, all and any other claims for damages and/or any loss suffered.