

# Request for Technical Documentation

This Document request applies to new BSH Home Appliances Corporation ("BSH") products manufactured, first sold or used in:

- California, on or after July 1, 2021;
- Connecticut, on or after July 1, 2026;
- Colorado, on or after July 1, 2021;
- Minnesota, on or after July 1, 2021;
- Oregon, on or after January 1, 2025;
- Washington, on or after January 1, 2026.
- New York, on or after July 1, 2023, with regards to vacuums;
- Texas, on or after September 1, 2026, with regards to vacuums and smart coffee makers

Please fill out the form below, ensuring all fields are completed. A completed form allows us to address your request as quickly and efficiently as possible.

- **Professional Servicers:** Complete sections 1, 2, and 3, and forward a copy of your business license or DBA (if applicable), and a photo of the product's data tag with your submission. For OR, please submit proof of competency.
- **Product Owners:** Complete sections 2 and 3 only, and forward a copy of your proof of ownership.

Please submit your completed form and enclosures to [IRV-R2R-NorthAmerica@bshg.com](mailto:IRV-R2R-NorthAmerica@bshg.com) or 1901 Main Street, Suite 600, Irvine CA 92614 referencing "Technical Documentation Request" in the submission. Once received, BSH will email the relevant information and documents within 2-3 business days, which will be available for download via a secure portal. Please note that the download link will expire after 14 days.

**WARNING: FOR SAFETY AND PROPERTY DAMAGE CONCERNS, BSH HIGHLY RECOMMENDS THAT YOU DO NOT ATTEMPT TO REPAIR PRODUCTS YOURSELF OR USE A NON-AUTHORIZED SERVICE PROVIDER. BSH WILL HAVE NO RESPONSIBILITY OR LIABILITY FOR DAMAGE, LOSS, OR INJURY RESULTING FROM REPAIRS OR WORK PERFORMED BY YOU OR A NON-AUTHORIZED SERVICE PROVIDER.**

**DISCLAIMER OF LIABILITY:** TO THE FULLEST EXTENT PERMITTED BY LAW, YOU ASSUME ALL RISK AND LIABILITY IF YOU DECIDE TO PERFORM ANY WORK, INCLUDING BUT NOT LIMITED TO ANY REPAIR MADE, ON YOUR BSH PRODUCT YOURSELF. IN NO EVENT SHALL BSH BE LIABLE TO YOU OR TO ANY OTHER PARTY FOR ANY DAMAGES, INCLUDING SPECIAL, PUNITIVE, CONSEQUENTIAL, DIRECT OR INDIRECT NOR FOR ANY "ACT OF GOD", WHETHER OR NOT FORESEEABLE. NOR SHALL BSH BE LIABLE FOR ANY ACTS OR OMISSIONS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION THOSE OF AN INSTALLER, DEALER OR INDEPENDENT REPAIR SERVICER.

## Section 1 (Professional Servicers Only)

BUSINESS NAME \_\_\_\_\_  
BUSINESS ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_  
BUSINESS PHONE NUMBER \_\_\_\_\_  
BUSINESS EMAIL ADDRESS \_\_\_\_\_  
BUSINESS STATE LICENSE NUMBER \_\_\_\_\_

## Section 2 (Owners/Consumers and Professional Servicers)

CUSTOMER NAME \_\_\_\_\_  
CUSTOMER ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_  
CUSTOMER PHONE NUMBER \_\_\_\_\_  
CUSTOMER EMAIL ADDRESS \_\_\_\_\_

## Section 3 (Owners/Consumers and Professional Servicers)

Enter appliance information below.

APPLIANCE MODEL NUMBER (E-NR) \_\_\_\_\_  
FD NUMBER (FD) \_\_\_\_\_  
SERIAL NUMBER (Z-NR) \_\_\_\_\_  
DATE OF PURCHASE \_\_\_\_\_