

**CONTOURE<sup>®</sup>**

**SPACE SAVER APPLIANCES**

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**3.3 CU.FT  
REFRIGERATOR**

**BLACK**

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**INSTRUCTION MANUAL MODEL:**

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**RD-335BK**

Before using your appliance, please read this manual carefully & keep it for future reference.  
The design and specifications are subject to change without prior notice for product improvement.

THANK YOU  
FOR CHOOSING  
**TO BUY A CONTOURE®  
PRODUCT**

*Cooling* with  
**CONTOURE®**

**PLEASE REGISTER  
AS A CONTOURE®  
OWNER!**

To help ensure you receive prompt and efficient service, please register your new CONTOURE® product. By completing your product registration, you are protecting your new investment and obtaining important warranty service information unique to your product. Please maintain your original proof of purchase for product and warranty service.

**REGISTRATION  
IS EASY -  
THE DETAILS:**

**Online:** To register your product visit our website [www.contoureusa.com](http://www.contoureusa.com) Under the "SUPPORT" tab you will find a link to the product registration page where you can complete a digital registration form.

**A FEW  
SMALLER  
DETAILS:**

If you have any questions about your new CONTOURE® product, please reach out to us directly via e-mail [[info@contoureusa.com](mailto:info@contoureusa.com)] or call our Customer Service Center directly. To submit a warranty claim or inquire about your product's warranty, please e-mail us [[warranty@contoureusa.com](mailto:warranty@contoureusa.com)].

**THANK YOU  
FOR YOUR  
PURCHASE!**

We guarantee that your new CONTOURE® product will perform to the highest quality standards that you rely on from the CONTOURE® brand.

Please do not hesitate to reach out to us if you need any assistance or have any questions about your new product.

Email [[support@contoureusa.com](mailto:support@contoureusa.com)] with your product Serial Number and details of where and when you purchased your product.

**SIGN UP  
& SAVE**

Find out first by joining our mailing list [www.contoureusa.com](http://www.contoureusa.com) Promotions, new products and sales directly to your inbox.

We value your business and hope you enjoy your new product!

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# Welcome & Congratulations

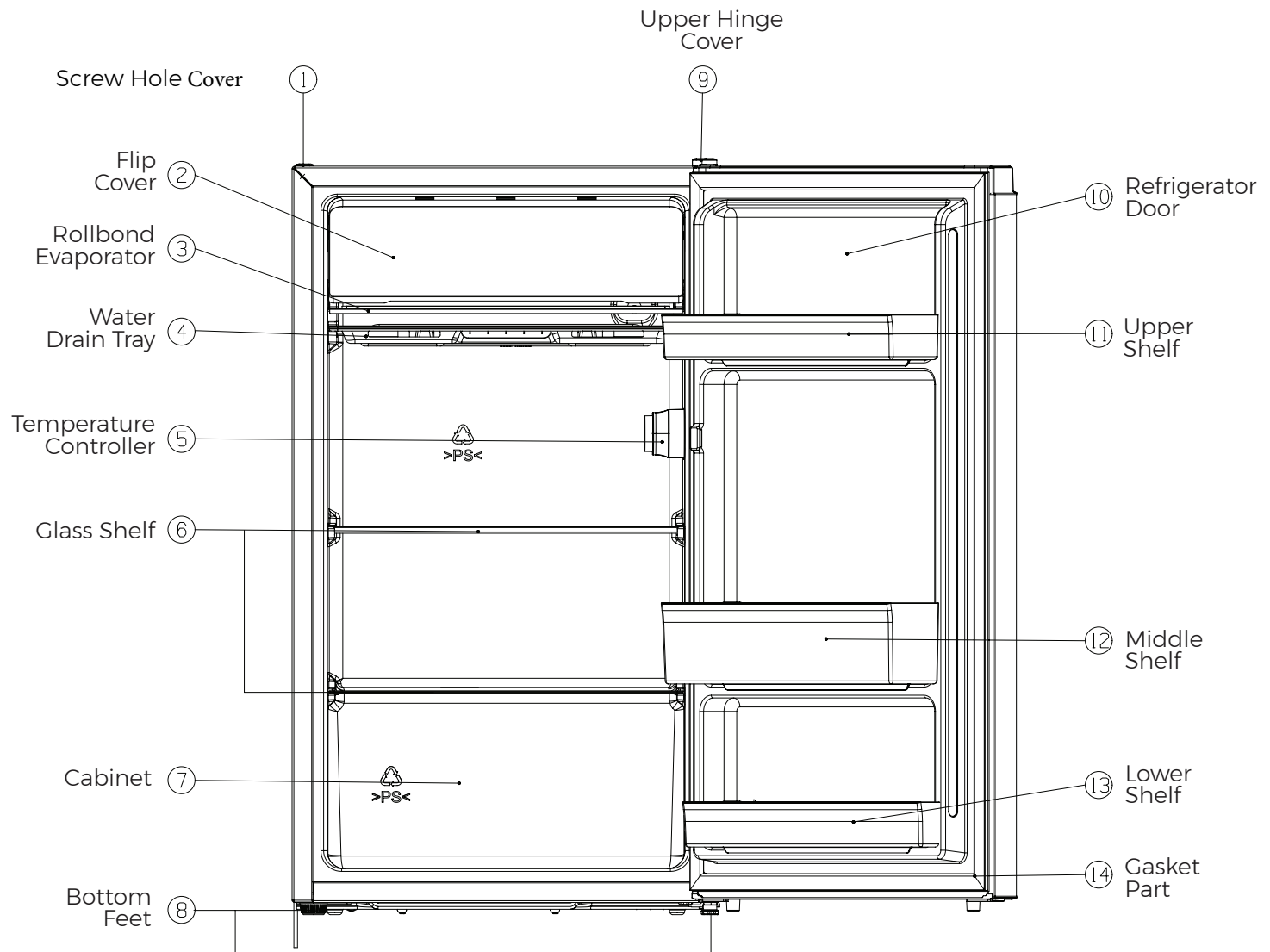
Thank you for purchasing this quality **CONTOURE®** refrigerator.

Congratulations on your new RAPIDCOLD™ refrigerator.

For your safety and full enjoyment of this product, always read the instruction book carefully before using.

Don't forget to register your product at **www.contoureusa.com** for updates and other relevant information.

This manual contains important information on the installation, use, and care of your appliance. Please read this manual carefully before installation and operation of this machine to prevent injury and property damage and to take full advantage of your refrigerator's benefits and features.



## Important Safety & Precautions

### What you need to know about Safety Instructions:

Warnings and Important Safety Instructions in this manual DO NOT cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution and care when installing, maintaining and operating this appliance.

### Important Safety Symbols & Precaution Warnings:

#### **WARNING**

This symbol indicates that hazards or unsafe practices may cause serious personal injury or death. To reduce the risk of fire, explosion, electric shock, or personal injury when using your appliance, these basic safety precautions MUST be followed. These warnings are to prevent injury to you and to others, please follow them explicitly. After reading this section, keep it in a safe place for future reference.

### State of California Proposition 65 Warnings:

#### **WARNING**

The California Safe Drinking Water and Toxic Enforcement Act requires the Governor of California to publish a list of substances known to the State of California to cause cancer, birth defects, or other reproductive harm, and requires the business to warn of potential exposure to such substances. This product contains a chemical known to the State of California to cause cancer, birth defects, or other reproductive harm. This appliance can cause low-level exposure to some of the substances listed, including benzene, formaldehyde, and carbon monoxide.

#### **WARNING**

##### **Risk of fire or electric shock do not open.**

To reduce the risk of fire or electric shock, do not remove cover (or back).

No-user- serviceable parts inside.  
Repair should be done by authorized service personnel only.

## Important Safety & Precautions

### **WARNING**

To reduce the risk of fire, electric shock, burns or injury to people when using the refrigerator, follow basic precautions, including the following:

- Read all instructions before using this appliance.
  - DO NOT remove ground prong.
  - DO NOT use an adapter.
  - DO NOT use an extension cord.
  - Disconnect power before servicing.
  - Replace all parts and panels before operating.
  - Remove doors from your old refrigerator.
  - Use nonflammable cleaner.
  - Keep flammable materials and vapors, such as gasoline away from refrigerator.
  - Use two or more people to move and install refrigerator.
  - DO NOT store explosive substances such as aerosol cans with a flammable propellant in this appliance.
  - The refrigerant isobutane (R600a) is contained within the refrigerant circuit of the appliance, a natural gas with a high level of environmental compatibility, which is nevertheless flammable.
- During transportation and installation of the appliance, be certain that none of the components of the refrigeration circuit become damaged.
    1. Avoid open flames and sources of ignition.
    2. Thoroughly ventilate the room in which the appliance is situated.
  - It is dangerous to alter the specifications or modify this product in any way. Any damage to the cord may cause a short circuit, fire and/or electric shock.
  - This appliance is intended to be used in household and similar applications such as:
    1. Staff kitchen areas in shops, offices and other working environments.
    2. Clients in hotels, motels and other residential type environments.
    3. Catering and similar Non-retail applications.

### **WARNING**

**Keep ventilation openings, in the appliance enclosure or in the built-in structure clear of obstruction(s).**

### **WARNING**

**Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.**

### **WARNING**

**Do not damage the refrigerant circuit.**

**⚠ WARNING**

**Any electrical components (plug, power cord, compressor, etc) must be replaced by a certified service agent or qualified service technician.**

**⚠ WARNING**

**DANGER: Never allow children to play with, operate, or crawl inside the refrigerator.**

- Risk of child entrapment. Before you throw away your old refrigerator or freezer:
  1. Take off the doors
  2. Leave the shelves in place so that children may not easily climb inside
- The appliance has to be unplugged before carrying out user maintenance on the appliance.
- This appliance can be used by children age 8-years and above and individuals with reduced physical sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children should not play with the appliance. Cleaning and maintenance should not be made by children without supervision.
- If a component part is damaged, it must be replaced by the manufacturer, an authorized service technician or qualified person in order to avoid hazard.

- Dispose of refrigerator in accordance with Federal and Local regulations. Refrigerants must be evacuated by a licensed, EPA certified refrigerant technician in accordance with established procedures as the unit contains flammable blowing gas and refrigerant.
- All refrigerator products contain, refrigerants, which under the guidelines of Federal law must be removed before disposal. It is the consumer's responsibility to comply with Federal and local regulations when disposing of this product.
- DO NOT store or use gasoline or any inflammable liquors and liquids inside or in the vicinity of refrigerator.
- DO NOT use an extension cord with this appliance. If the power cord is too short, have a qualified electrician install an outlet near the appliance. Use of an extension cord can negatively affect the unit's performance.

**⚠ WARNING**

**Do not use other electrical appliances (such as ice cream makers) inside of refrigerating appliances, unless they are approved for this purpose by the manufacturer.**

**⚠ WARNING**

**It is hazardous for anyone other than authorized service personnel to carry out service or repairs involving the removal of covers.**

**⚠ WARNING**

**To avoid the risk of an electrical shock do not attempt repairs yourself.**

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# Installation Instructions

## WARNING

### Critical Installation Warnings:

The installation of this appliance MUST be performed by a qualified technician or service company.

Failing to have a qualified technician or service company install the refrigerator may result in electric shock, fire, an explosion, problems with the product or injury.

### Before Using Your Refrigerator:

- Remove all of the exterior and interior packaging.
- Before connecting the refrigerator to the power source, let it stand upright for approximately 4-hours. This will reduce the possibility of a malfunction in the cooling system from improper handling during transportation.
- Clean the interior surface using lukewarm water and a soft cloth.

### Installing Your Refrigerator:

- Place your refrigerator on a floor that is strong enough to support the refrigerator when it is fully loaded.
- We recommend you allow 2-inches of space between the back of the refrigerator for proper air ventilation. Adjust the feet to keep the refrigerator level.
- Locate the refrigerator away from direct sunlight and sources of heat. Direct sunlight may affect the coating and heat sources may increase electrical consumption.
- Avoid locating the refrigerator in moist areas.



# Installation Instructions

## WARNING

### Electrical Connection & Requirements:

Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged, have it replaced by an authorized service center.

- This refrigerator should be properly grounded for your safety.
- The appliance must be plugged into its own dedicated 115-V, 60 Hz, AC only electrical outlet
- The cord should be secured behind the refrigerator and not left exposed or dangling to prevent accidental injury.
- DO NOT use an extension cord with this appliance. If the power cord is too short, have a qualified electrician or service technician install an outlet near the appliance. Use of an extension cord can negatively affect the performance of the unit.

- All servicing should be referred to a qualified technician, so as to minimize the risk of possible ignition due to incorrect parts or improper service.
- Immediately discontinue use if the main power supply line has been damaged. Only a qualified service technician can repair a damaged supply line.
- Use caution when removing the refrigerator away from the wall to avoid damage to the main power supply line.

## WARNING

### Electrical Shock Hazard

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire or electrical shock.

## Installation Instructions

### Location Requirements:

**IMPORTANT:** This refrigerator is designed for indoor, household use, not commercial.

DO NOT install refrigerator in a location that is exposed to water or direct sunlight.

To ensure proper ventilation for your refrigerator, allow 1" (2.5 cm) of space on each side and between the top of the refrigerator and overhead cabinets. Allow 2" (5 cm) of space behind the refrigerator. If your refrigerator has an ice maker, allow extra space at the back for the water line connections. When installing your refrigerator next to a fixed wall, leave a  $3\frac{3}{8}$ " (8 cm) minimum space on the hinge side to allow the door to swing open.

**NOTE:** This refrigerator is intended for use in a location where the temperature ranges from a minimum of 55°F (13°C) to a maximum of 110°F (43°C). The preferred room temperature range for optimum performance, which reduces electricity usage and provides superior cooling, is between 60°F (15°C) and 90°F (32°C). It is recommended that you do not install the refrigerator near a heat source, such as an oven or radiator.



## WARNING



### Explosion Hazard

Use nonflammable cleaner.

Keep flammable materials and vapors, such as gasoline, away from refrigerator.

Failure to do so can result in death, explosion or fire.

# Installation Instructions

## Reversing the door position

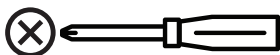
### ⚠ CAUTIONS ⚡

- To avoid serious injury or death from electrical shock, disconnect main DC power before you reverse the door.
- To remove the door, you have to tilt your refrigerator backwards. To avoid personal injury and property damage, get another person to tilt your refrigerator while you reverse the door. You can also lean your refrigerator against something solid, like a chair, just below the top panel.
- DO NOT lay your refrigerator flat because you may damage the coolant system.

### You need the following tools to reverse the door:



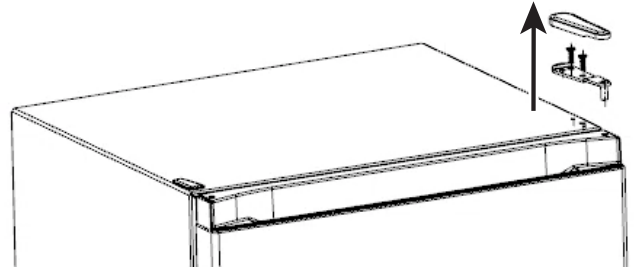
10mm nut driver



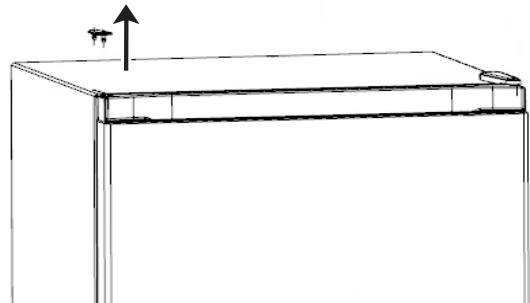
Phillips Screwdriver

1. Unplug your refrigerator, then remove all contents.
2. Adjust the leveling feet to their highest positions.

3. Remove the top hinge cover to the top of your refrigerator.
4. Remove the screws holding the top hinge to your refrigerator, then remove the hinge.



5. Remove the screw hole cover from the left side of your refrigerator.

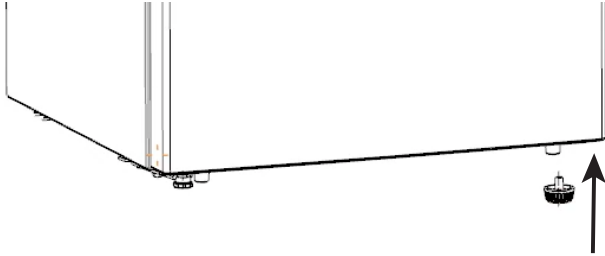


6. Pull the door upward and remove it from your refrigerator.
7. Unscrew the left leveling foot, then remove it.
8. Remove the screws that hold the bottom hinge to your refrigerator, then remove the hinge.

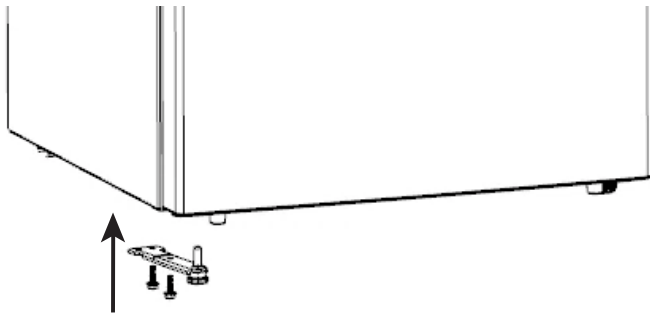


# Installation Instructions

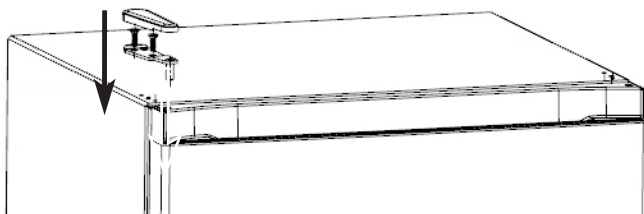
9. Install the leveling foot you removed from the left side into the right bottom of your refrigerator.



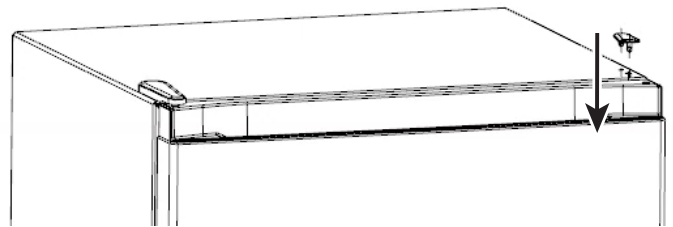
10. Install the bottom hinge on the left bottom of your refrigerator using the screws you removed previously. Tighten the screws.



11. Align the hole in the bottom left of the refrigerator door with the bottom hinge pin, then install the door on the hinge pin.
12. Place the top hinge pin into the top of the refrigerator door, then install the top hinge on the top left of your refrigerator with the screws you removed previously.



13. Check the fit and alignment (vertical and horizontal) of the door to make sure that the door freely opens and closes, then tighten the screws holding the top hinge.
14. Install the screw covers you removed previously into the holes in the top right of your refrigerator.



15. Adjust the leveling feet to level your refrigerator.

## Leveling your refrigerator

- Your refrigerator must be level in order to function correctly. If your refrigerator isn't leveled during installation, the door may not close or seal correctly and cause cooling, frost, or moisture problems.
- To level your refrigerator, turn the leveling foot clockwise to raise a side of your refrigerator or turn it counter-clockwise to lower a side.

**Note:** Having someone push against the top of your refrigerator helps to take some weight off the leveling foot and makes it easier to adjust.

# Operating Your Refrigerator

## Setting the thermostat

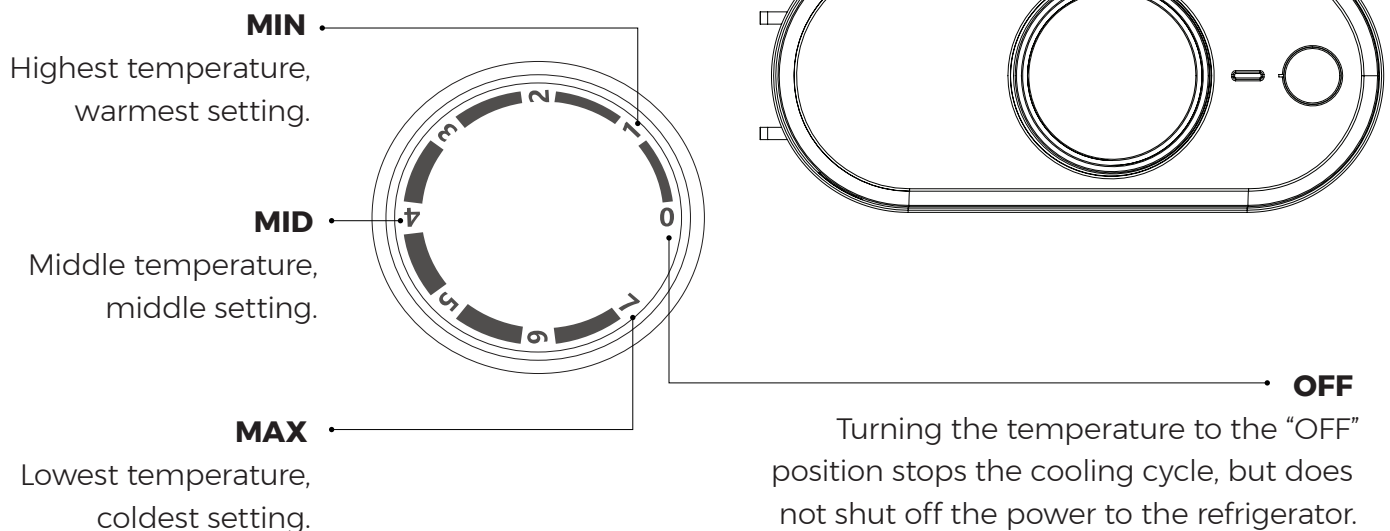
**Note:** Your refrigerator's temperature ranges from 32° to 46.4°F (0° to 8°C).

The temperature control knob is located on the right side of the fridge.

## Temperature Options:

To turn the refrigerator on and begin cooling, turn the knob clockwise. The coldest setting is the "MAX" position. The unit will operate automatically at the set position. If the unit is unplugged, power is lost, or turned off, you must wait 3-5 minutes before restarting the unit. If you attempt to restart before this time the refrigerator will not start.

## Thermostat Knob



## IMPORTANT:

- The recommended temperature setting is the "MID" setting. If you want the temperature warmer or colder, please turn the knob and adjust the setting accordingly.
- High ambient temperatures combined with the coldest temperature position (MAX) can cause the compressor to run continuously and/or non-stop.
- When the refrigerator is in use, the compressor needs to turn off and on to ensure it is defrosting properly. We recommend you avoid setting and leaving the the refrigerator in the "MAX" setting only!
- If you notice a build-up of frost in your refrigerator, please adjust the temperature knob.

# Operating Your Refrigerator

## Setting the Temperature Control, Continued:

- If the unit is unplugged, has lost power or is turned off you **MUST** wait 3-5 minutes before restarting the unit. Should you attempt to restart the unit, before this time delay, the refrigerator will not start.
- We **DO NOT** recommend the installation of this refrigerator where the temperature will drop below 50° F or rise above 110° F. The compressor will not maintain ideal temperatures inside the refrigerator.
- When installing in locations where the temperatures will drop below 50° F set the freezer temperature control to the “COLDEST” setting. This will help to improve the operations of the refrigerator under these conditions.

## Cleaning the Interior:

Before using the appliance for the first time, wash the interior and all internal accessories with lukewarm water and a cloth. This will remove the typical “new product smell.” Be sure to dry thoroughly.

## IMPORTANT:

**DO NOT use detergents or abrasive powders to clean your appliance, this will damage the finish.**

## Refrigerating Foods:

- For best results, **DO NOT** store warm food or evaporating liquids in the refrigerator.
- Make sure to cover foods that have strong flavors and odors.
- Cooked foods and cold dishes should be covered prior to placing them on any shelf.
- Fruit and vegetables should be thoroughly cleaned and placed in the ForeverFresh crisper drawers.
- Butter and cheeses should be placed in special airtight containers or wrapped in aluminum foil or polythene bags to exclude as much air as possible.

## Care & Maintenance

### Cleaning:

For hygienic reasons the appliance interior, including accessories, should be cleaned regularly.

### WARNING

**CAUTION: DANGER OF ELECTRICAL SHOCK.** This appliance should **NOT** be connected during cleaning. Before cleaning switch, the appliance off. **NEVER** clean the appliance with a steam cleaner. Moisture could accumulate in electrical Components, causing danger of electrical shock! Hot vapors can lead to the damage of plastic parts.

**IMPORTANT: Ethereal oils and organic solvents can attack plastic parts and should be avoided.**

- DO NOT allow such substances to come into contact with appliance parts.
- DO NOT use any abrasive cleaners.
- Remove the food from the freezer. Store it in a cool, well covered, place.
- Switch the appliance off and remove the plug from the outlet or switch off the circuit breaker fuse.
- Clean the appliance and the interior accessories with a cloth and lukewarm water. After cleaning wipe with fresh water and rub dry.
- After everything is dry, turn on refrigerator.

### Defrosting:

- DO NOT use a sharp or metallic instrument to remove frost, it may damage the cooling coils. Punctured cooling coils void the warranty and will cause serious problems to your unit.
- DO NOT use any electrical devices to defrost your refrigerator.
- DO NOT use boiling water – it may cause burns or damage plastic parts.
- If frost is greater than ¼" thick we recommend using a plastic scraper to defrost your refrigerator.

### Preparing for Vacation:

- Remove all the food and clean the refrigerator.
- Leave the door slightly open to avoid possible mold or odor from forming.
- In case of children, use extreme caution, this unit should NOT be accessible to child's play.
- Disconnect main power supply wires at rear of unit, or remove refrigerator circuit fuse or turn off circuit breaker in distribution panel.
- Move the control to the OFF position and clean the interior.

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## Care & Maintenance

### Relocating your Refrigerator:

- Remove all the food and clean the refrigerator.
- Remove refrigerator circuit fuse or turn off circuit breaker in distribution panel and disconnect main power supply wires at rear of unit.
- Secure shelves and drawers by taping them securely in place to prevent damage.
- Tape both doors shut.
- Be sure to keep the refrigerator in an upright position during transportation.

### Energy Saving Suggestions:

- Locate this refrigerator in a cool area, away from direct exposure to heat producing appliances and/or out of direct sunlight.
- Let hot foods cool to room temperature prior to placing them inside the refrigerator.
- Keep your refrigerator organized to reduce the amount of time you open and close the door.
- When removing items from refrigerator or freezer remove as many at one time and shut the door as quickly as possible.
- To reduce frost build-up be sure to wipe down containers prior to placing them in the refrigerator.



# Trouble Shooting Guide

First try the solutions suggested here prior to a service call.

Symptom	Possible Cause and/or Recommended Solutions
<p><b>Refrigerator not operating</b></p>	<p>Household fuse blown or circuit breaker tripped – Replace the fuse or reset the circuit breaker. If the problem continues, contact a qualified technician.</p> <p>Control is not turned on – Turn the refrigerator control on.</p> <p>New Installation – Allow 24-hours following installation for the refrigerator to cool down completely. NOTE: Adjusting the temperature control(s) to the coldest setting will not cool the refrigerator more quickly.</p>
<p><b>Compressor turns on and off frequently</b></p>	<p>The room temperature is hotter than normal.</p> <p>A large amount of food has been added to the refrigerator.</p> <p>The door is opened too frequently.</p> <p>The door is not closed completely.</p> <p>The door gasket is not sealed properly.</p> <p>The refrigerator does not have the correct clearances.</p> <p>The refrigerator has recently been disconnected for a period of time (4 hours is recommended to cool down completely).</p>

## Trouble Shooting Guide

Symptom	Possible Cause and/or Recommended Solutions
<p><b>Temperature inside the refrigerator is too warm:</b></p>	<p>Temperature control is set too warm. Turn the control to a cooler setting and allow several hours for the temperature to stabilize.</p> <p>Door is kept open too long or is opened too frequently. Warm air enters the refrigerator every time the door is opened. Open the door less often.</p> <p>The door is not closed completely.</p> <p>The door gasket does not seal properly.</p> <p>A large amount of warm or hot food might have been stored recently. Wait until the refrigerator has had a chance to reach its selected temperature.</p> <p>The refrigerator has recently been disconnected for a period of time. 4-hours are required for the refrigerator to cool down completely.</p>
<p><b>Temperature inside the refrigerator is too cold:</b></p>	<p>Temperature control is set too cold. Turn the control to a warmer setting and allow several hours for the temperature to stabilize.</p>
<p><b>Temperature of external refrigerator surface is warm:</b></p>	<p>The exterior refrigerator walls can be as much as 30°F warmer than room temperature. This is normal while the compressor works to transfer heat from inside the refrigerator cabinet.</p>

<b>Symptom</b>	<b>Possible Cause and/or Recommended Solutions</b>
<b>Popping or cracking sound when compressor comes on:</b>	Metal parts undergo expansion and contraction, as in hot water pipes. This is normal. Sound will level off or disappear as refrigerator continues to run.
<b>Bubbling or Gurgling sound:</b>	Refrigerant is circulating throughout the system.  This is normal.
<b>Vibrations:</b>	<p>Check to assure that the refrigerator is on a level surface.</p> <p>Floor is uneven or weak. Refrigerator rocks on the floor when it is moved slightly – Be sure the floor can adequately support the refrigerator.</p> <p>Level the refrigerator by putting wood or metal shims under parts of the refrigerator.</p> <p>The refrigerator is touching the wall. – Re-level the refrigerator and move it away from the wall.</p>
<b>Moisture forms on the inside refrigerator walls:</b>	<p>Weather is hot and humid, which increases the internal rate of frost build-up. This is normal.</p> <p>Door is slightly open.</p> <p>Door is kept open too long or is opened too frequently.</p> <p>Open the door less often.</p> <p>The door is not sealed properly.</p>
<b>Moisture forms on outside of refrigerator:</b>	Door is slightly open, causing cold air from inside the refrigerator to meet warm moist air from outside.

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# Product Registration

## Product Registration Has Benefits :

Thank you for purchasing your new CONTOURE product!

By completing product registration you are protecting your new investment and obtaining important warranty service information unique to your product.

Registration also allows you to confirm ownership of your product by using registration as an official method of proof of purchase.

When registering your product you can choose to become a member of the CONTOURE team to receive exciting new product notifications, product use tips, unique product features and the latest updates and downloads about CONTOURE products and services.

## Register your CONTOURE Product:

We recommend that you visit our website, <https://www.contoureusa.com/contoureproductregistration> for a fast, efficient way to register your product online.

If you need help registering your product, or do not have access to the internet, a Customer Service Representative will assist you.

You may contact our Consumer Service Center toll-free at 1-888-656-9317.

Please maintain your original proof of purchase for product registration and warranty service.

## Product Warranty

This warranty is available to consumers only. You are a consumer if you own a CONTOURE product that was purchased at a retail store for personal, family or household use. Except as otherwise required under applicable law, this warranty is not available to retailers or other commercial purchasers or owners.

Product registration is not mandatory, but doing so will help us to service you more quickly if you need to present a warranty claim or notify you if there is a product recall. Please go online to submit your product registration form. Return of product registration does not eliminate the need for the consumer to maintain the original proof of purchase in order to obtain the warranty benefits. In the event that you do not have proof of purchase date, the purchase date for warranty purposes will be the date of manufacture.

NQP warrants CONTOURE Products ("product") to be free of all defects in material and workmanship for the applicable period specified below commencing from the date of original purchase. This warranty extends to the original buyer only.

### **Ninety (90) Day Full Warranty Parts & Labor:**

Within ninety (90) days from the date of original purchase, NQP/CONTOURE in its sole discretion, will either repair or replace, free of charge, any part proving defective in material or workmanship.

All warranty repairs and service must be performed at a NQP/CONTOURE location or serviced by an authorized NQP/CONTOURE technician. All expenses related to replacing or repairing a defective part under this ninety (90) day warranty shall be assumed by NQP/CONTOURE except the cost of transporting the

product to and from NQP/CONTOURE, which shall be assumed by the buyer. If the product is replaced, the replacement will be with a product that is identical or equivalent to the warranted product. If the product cannot be repaired or replaced, NQP/CONTOURE will issue a refund to the buyer for the original purchase price less that amount directly attributable to use by the buyer.

### **Disclaimer of implied warranties; limitation of remedies:**

Customer's sole and exclusive remedy under this limited warranty shall be product repair or replacement as provided herein. Claims based on implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law, but not less than one year. NQP/CONTOURE shall not be liable for consequential or incidental damages such as property damage and incidental expenses resulting from any breach of this written limited warranty or any implied warranty. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damage or limitations on the duration of implied warranties, so these limitations or exclusions may not apply to you. This written warranty gives you specific legal rights. You may also have other rights that vary from state to state.

### **One (1) Year Limited Warranty:**

After the expiration of the ninety (90) day warranty, and within one (1) year from the date of original purchase, NQP/CONTOURE NQP will replace any part proving defective in material or workmanship with a product that is identical or equivalent to the warranted part. The buyer shall assume the cost of transporting the

## Product Warranty

defective product to and from NQP/CONTOURE and will assume the cost of labor associated with repair.

### How to Obtain Warranty Service:

Upon discovery of any defect, malfunction, or nonconformity in the warranty-covered product, the buyer should visit

**www.contoureusa.com** and submit a warranty claim online.

For any questions regarding your warranty you may also email us at

**warranty@contoureusa.com**

### Notice to Buyer:

This warranty gives the buyer specific legal rights, and the buyer may also have other rights, which vary from state to state. You have the right to bring any action at law or equity to resolve disputes concerning or to enforce the provisions of this warranty. Every implied warranty, including any statutory warranty or condition of merchantability or fitness for a particular purpose, is disclaimed except to the extent prohibited by law, in which case such warranty or condition is limited to the duration and extent of this written warranty.

For added protection and secure handling of any CONTOURE product that is being returned, we recommend that you use a traceable, insured delivery service. NQP/CONTOURE cannot be held responsible for in-transit damage or for packages that are not delivered to us. Lost and/or damaged products are NOT covered under warranty. Please be sure to include your return address, daytime phone number, description of the product defect, product model number (located on the product), original date of purchase and any additional pertinent information pertaining to the product's return.

### Warranty Exclusions:

This warranty does not apply to any costs, repairs or services for the following:

- Products with original serial numbers that have been removed, altered or cannot be readily determined or products purchased "as-is."
- Product that has been transferred from its original owner to another party or removed outside of the USA or Canada.
- Products used in commercial setting(s).
- Service calls to correct the installation of the warranty-covered products, to explain the usage of the product to the buyer, or to reset or replace home circuit breakers or fuses.
- Service calls which do not involve malfunction or defects in materials or workmanship, or for appliances not in ordinary household use or used other than in accordance with the provided instructions.
- Repairs necessitated by use other than normal home use / Products used in commercial settings.
- Damage resulting from misuse, abuse, accidents, alterations, improper installation, fire, flood acts of God or damage caused by the shipping of the product by the buyer to NQP.
- Corrective work necessitated by repairs made by anyone other than a NQP authorized service technician. Rust on the interior or exterior of the unit.
- Costs incurred for disposing of the product at locations other than a NQP facility.

## Warranty Exclusions Continued

- Expenses for making the appliance accessible for servicing, such as removal of trim, cupboards, shelves, etc. which are not a part of the appliance when it is shipped from the factory.
- Damages to the finish of appliance or home incurred during installation, including but not limited to floors, cabinets, walls, etc.
- Damages caused by: services performed by unauthorized service companies; use of parts other than genuine CONTOURE parts or parts obtained from persons other than authorized service companies; or external causes such as abuse, misuse, inadequate power supply, accidents, fires or acts of God.
- Labor costs after ninety (90) days from your original date of purchase incurred for product repair or replacement as provided herein for carry-in appliances.

### This Warranty Only Applies in the USA and Canada:

In the United States and Canada, your appliance is warranted by NQP/CONTOURE. NQP/CONTOURE authorizes no person to change or add any obligations under this warranty. Obligations for service and parts under this warranty must be performed by NQP/CONTOURE or an authorized service company.

### California Residents Only:

California law provides that for In-Warranty Service, California residents have the option of returning a nonconforming product.

(1) to the store where it was purchased or (2) to another retail store which sells CONTOURE products of the same type. The retail store shall then, at its discretion, either repair the product, refer the consumer to an independent repair facility, replace the product, or refund the purchase price less the amount directly attributable to the consumer's prior usage of the product. If the above two options do not result in the appropriate relief to the consumer, the consumer may then take the product to an independent repair facility if service or repair can be economically accomplished.

NQP/CONTOURE and not the consumer will be responsible for the reasonable cost of such service, repair, replacement, or refund for nonconforming products under warranty.

California residents may also, according to their preference, return nonconforming products directly to NQP for repair, or if necessary, replacement, by calling our Consumer Service Center toll-free at 1-888-656-9317 or sending us an email, [warranty@contourea.com](mailto:warranty@contourea.com).

NQP/CONTOURE will be responsible for the cost of the repair, replacement, and return shipping and handling for such products under warranty.

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SPACE SAVER APPLIANCES

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