

Step-by-step procedures:

1. The customer or end consumer contacts the kitchen dealer, the cabinet shop or Blum Customer Service with the SERVO-DRIVE problem.
2. The kitchen dealer, the cabinet shop or Blum Customer Service will troubleshoot the problem with the end consumer using the SERVO-DRIVE Operating Instructions that were provided with the kitchen at installation. The problem is resolved through troubleshooting advice, no spare parts are required and the consumer is satisfied.
3. Further assistance or spare parts are required after troubleshooting the problem. The kitchen dealer and the cabinet shop obtain batch numbers from the end consumer.
 - a) The kitchen dealer contacts the OEM kitchen manufacturer and provides the batch number of the defective part(s) and the details of the sale of the product for which the end consumer has requested a replacement.
 - b) The cabinet shop contacts the Distributor and provides the batch number of the defective part(s) and the details of the sale of the product or which the end consumer has requested a replacement.
 - c) Blum Customer Service advises the end consumer to contact the kitchen dealer, cabinet shop or manufacturer for further assistance and explains what is required to obtain replacement parts.
4. The OEM manufacturer and/or distributor check the batch numbers on the defective parts to determine if these numbers are within the five year warranty period.
5. The OEM manufacturer or the distributor will send replacement parts to the kitchen dealer or to the cabinet shop from their own inventory. If the OEM or distributor does not inventory SERVO-DRIVE parts then Blum will furnish the replacement parts and ship them directly to the OEM or to the distributor's address free-of-charge.
6. The kitchen dealer or the cabinet shop will send the replacement parts to the end consumer and make arrangements for installation of the replacement parts by a certified electrician or trained technician.
7. The OEM manufacturer and/or the distributor will send the defective parts back to Blum for credit and for the purpose of product evaluation and analysis. Blum will pay the freight costs of the returned, defective SERVO-DRIVE parts.