

Service Bulletin

Subject: Merco Parts-Only Warranty

SCOPE: Procedure for Return of Failed Warrantied Parts

6/23/2017

To receive credit for warrantied parts that fail on a Merco appliance in the parts-only portion of the warranty, the following procedure must be followed:

- The replacement for the failed part must be an OEM item purchased from the local Factory Authorized Service center.
- The failed part is returned to the Factory Authorized Service center and held for 90 days for possible examination.
- The FAS files a warranty claim with Merco and returns, if necessary, the part to the factory.
- The FAS is compensated for the failed part and gets a handling fee.
- Credit is issued from the FAS to the purchaser of the replacement part.

The factory and the FAS reserve the right to reject claims on parts that are damaged by misuse.