

# ASSISTANCE OR SERVICE

Before calling for assistance or service, please check “Troubleshooting.” It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request.

## In the U.S.A.

### If the problem is not due to one of the items listed in the “Troubleshooting” section...

Call the dealer from whom your appliance was purchased, or call Jenn-Air at **1-800-JENNAIR (1-800-536-6247)** to locate an authorized service company. When calling, please know the purchase date and the complete model and serial number of your appliance. Be sure to retain proof of purchase to verify warranty status.

If the dealer or service company cannot resolve your problem, write to:

Jenn-Air Brand Home Appliances  
Customer eXperience Center  
553 Benson Road  
Benton Harbor, MI 49022-2692

Web address: [www.jennair.com](http://www.jennair.com)

Or call: **1-800-JENNAIR (1-800-536-6247)**

U.S. customers using TTY for deaf, hearing impaired or speech impaired, call: **1-800-688-2080**.

**NOTE:** When writing or calling about a service problem, please include the following information:

1. Your name, address and daytime telephone number.
2. Appliance model number and serial number.
3. Name and address of your dealer or servicer.
4. A clear description of the problem you are having.
5. Proof of purchase (sales receipt).

User’s guides, service manuals and parts information are available from Jenn-Air Brand Home Appliances, Customer eXperience Center.

## Replacement Parts

Glass Turntable  
Part Number W10451786

Turntable Support and Rollers  
Part Number W10451792

Turntable Hub  
Part Number W10451789

## Cleaning Supplies

affresh™ Kitchen Appliance  
Cleaner

Part Number W10355010

affresh™ Stainless Steel  
Cleaner

Part Number W10355016

affresh™ Stainless Steel Wipes  
Part Number W10355049

Heavy Duty Degreaser  
Part Number 31552A

## Built-In Kits

This countertop microwave oven can be built in by using one of the following trim kits\*. These kits are available from the dealer or can be ordered by kit model number. See “Assistance or Service” section for the toll-free number.

KIT SIZE	KIT MODEL NUMBERS/COLORS
27" (68.6 cm)	MK2167AW / White
	MK2167AB / Black
	MK2167AS / Stainless
30" (76.2 cm)	MK2160AW / White
	MK2160AB / Black
	MK2160AS / Stainless

\*The built-in trim kits can be installed over any (electric or gas) built-in wall oven, up to 30" (76.2 cm).

# JENN-AIR® COUNTERTOP MICROWAVE LIMITED WARRANTY

## ONE YEAR LIMITED WARRANTY

For one year from the original date of purchase, when this microwave is installed, operated and maintained according to instructions attached to or furnished with the product, Jenn-Air brand of Whirlpool Corporation or Whirlpool Canada LP (hereafter “Jenn-Air”) will, at its sole option, either pay for factory specified parts and repair labor to correct defects in materials or workmanship or replace the product. If replaced, the unit will be covered by the remaining one-year limited warranty of the original unit. See service instructions below.

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THE LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AT OUR DISCRETION AS PROVIDED HEREIN. Service must be provided by an Jenn-Air designated service company. This limited warranty is valid in the United States or Canada and applies only when the microwave is used in the country in which it was purchased. This limited warranty is effective from the date of the original consumer purchase. Proof of original purchase date is required to obtain service or replacement under this limited warranty.

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### ITEMS EXCLUDED FROM WARRANTY

1. Service calls to correct the installation of your microwave, to instruct you how to use your product, to replace or repair house fuses, reset circuit breakers or to correct house wiring or plumbing.
2. Service calls to repair or replace light bulbs. Consumable parts are excluded from warranty coverage.
3. In-home service. Your microwave must be shipped to an Jenn-Air designated service company.
4. Repairs or replacement when your microwave is used for other than normal, single-family household use or when it is used in a manner contrary to published user or operator instructions and/or installation instructions.
5. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of consumables or cleaning products not approved by Jenn-Air.
6. Cosmetic damage, including scratches, dents, chips or other damage to the finish of your microwave, unless such damage results from defects in materials or workmanship and is reported to Jenn-Air within 30 days from the date of purchase.
7. Any food loss due to microwave product failure.
8. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
9. Microwaves with original model/serial numbers that have been removed, altered or cannot be easily determined. This warranty is void if the factory applied serial number has been altered or removed from your appliance.

The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

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### If you reside in the United States and your Jenn-Air® Countertop Microwave should cease to operate within the first year of ownership:

1. Call our Customer eXperience Center at **1-800-536-6247** (toll-free).
  2. Give the consultant your model, serial number and shipping address.
  3. The consultant will advise whether the microwave qualifies for repair or replacement.
  4. In the event of repair, you may be directed to forward the product to an Jenn-Air designated service center. You are responsible for insurance and freight to the designated service center. Please include your name and address on a piece of paper, along with a copy of the proof of purchase (register receipt, charge slip, etc.). The microwave should be properly packaged to avoid damage in transit as we will not be responsible for any such damage.
  5. Jenn-Air will return the repaired unit or, at our option, an identical or comparable microwave to your door free of charge.
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### DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

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### LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THE LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AT OUR DISCRETION AS PROVIDED HEREIN. JENN-AIR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

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Outside the 50 United States and Canada, this warranty does not apply. Contact your authorized Jenn-Air dealer to determine if another warranty applies.

If you need service, first see the "Troubleshooting" section of the Use & Care Guide. Additional help can be found by checking the "Assistance or Service" section or by calling Jenn-Air. In the U.S.A call **1-800-536-6247**. In Canada call **1-800-807-6777**. 2/12

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### Keep this book and your sales slip together for future reference. You must provide proof of purchase or installation date for in-warranty service.

Write down the following information about your major appliance to better help you obtain assistance or service if you ever need it. You will need to know your complete model number and serial number. You can find this information on the model and serial number label located on the product.

Dealer name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone number \_\_\_\_\_  
Model number \_\_\_\_\_  
Serial number \_\_\_\_\_  
Purchase date \_\_\_\_\_