

Website - KitchenAid Parts & Service Availability Commitment Information

1) SCOPE AND TERMS OF THE AVAILABILITY COMMITMENT

- a) The Availability Commitment is applicable to the specific models listed below (as updated by us from time to time.), in each case purchased after May 4, 2026 (the “Products”) and in the Applicable Countries only.
- b) We commit to making essential Parts and Service available for the specified number of years from the date of first purchase directly from KitchenAid or an authorized dealer (as evidenced by a valid purchase receipt).
- c) Under this Availability Commitment, we shall provide you with at least one option for a repair service to repair the defective product or an essential product part at the servicing rates *applicable at the time the repair is requested*. Unless the service or part is still covered by the applicable limited warranty, you will be responsible for paying the cost of the repair and parts, including Product shipping.
- d) The Availability Commitment covers functional repairs only (any aesthetic defects are not covered under this commitment - such as dings, dents, scratches, etc.). The Availability Commitment means that we (directly or through a third party) will hold spare parts and retain technical knowledge to enable functional repairs.
- e) This Availability Commitment is separate to any statutory or offered manufacturer warranty and is applicable outside those warranty periods. For our product warranty, please refer to the relevant sections of the KA Website or your user documentation.
- f) Nothing in this Availability Commitment restricts, modifies or excludes or purports to restrict, modify or exclude your statutory rights and remedies under applicable law, including your right to have goods repaired or replaced if the goods are not of acceptable quality.
- g) Although we aim to make available all essential parts for qualifying Products, such availability remains subject to change should new or modified laws, regulations, or other restrictions prohibit or otherwise limit specific materials, chemicals, technologies or components.
- h) If, for any reason within KitchenAid’s reasonable control, essential parts or service are not available per the terms of this Availability Commitment, we reserve the right to offer you a similar, new product through a product exchange and the same shall not be considered a breach of the Availability Commitment.

Applicable Countries for Espresso (Eligible Products Below)

The “Applicable Countries” are:

- United States

Eligible Products:

Model Numbers	Product Name(s)	Term of Availability Commitment (from first purchase)
Espresso Machines: KES8556/KES8557/KES8558	Fully Automatic Espresso Machine KF6/ KF7/ KF8	10 years
KES8452/KES8453/KES8454	Fully Automatic Espresso Machine KF2/KF3/KF4	
KES6551	Semi Automatic Espresso Machine with Burr Grinder	

2) MAKING A CLAIM UNDER THE AVAILABILITY COMMITMENT

The consumer may seek essential parts and/or service under the Availability Commitment through the local KitchenAid website, by calling the local customer care number, or by sending an email to the local contact.

Country	Phone	Website	Email
United States	1-800-541-6390	https://www.kitchenaid.com/resources/contact-us.html	grn_repair_return@whirlpool.com

After expiry of the Availability Commitment period or for products for which the Availability Commitment does not apply, the KitchenAid customer service centers are still available to the end-customer for questions and information.

Further information is also available on our websites:
kitchenaid.com