

# SERVICE AND MAINTENANCE

## Replacement Parts

Replaceable parts for the freshTECH Jam & Jelly Maker include: Glass Lid, knob assembly, Stirrer, Pot, power cord, Recipe Book, and user manual/warranty information. Please have the freshTECH Jam & Jelly Maker model number and date of purchase available when you call for a replacement part. The model number is located on the bottom of the appliance base.



**STOP!** If you are missing a part, this is a simple fix. For missing parts, contact us online at [FreshPreservingUK.co.uk/contact-us](https://FreshPreservingUK.co.uk/contact-us).



**WARNING!** *freshTECH replacement parts are intended for use only on specific freshTECH products. Any other use of freshTECH parts is strictly prohibited. Use of freshTECH parts on the wrong freshTECH product, or for non-approved applications, may cause poor product performance and can cause serious personal injury, property damage or death.*

## WARRANTY REGISTRATION

Register your freshTECH Jam & Jelly Maker for warranty coverage online at [FreshPreservingUK.co.uk](https://FreshPreservingUK.co.uk). You will need proof of purchase along with the product ID found on the bottom of the appliance in order to register.

# WARRANTY INFORMATION

## 1-YEAR LIMITED WARRANTY

Hearthmark, LLC doing business as Jarden Home Brands warrants that for a period of one year from the date of purchase, this product will be free from defects in material and workmanship. Jarden Home Brands, at its option, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty. DO NOT attempt to repair or adjust any electrical or mechanical functions on this product. Doing so will void its warranty.

The warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance.

This warranty does not cover normal wear of parts or damage resulting from any of the following: negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than Jarden Home Brands or an authorized Jarden Home Brands service centre. Further, the warranty does not cover: Acts of God, such as fire, flood, hurricanes and tornadoes.

### What are the limits on Jarden Home Brands' Liability?

Jarden Home Brands shall not be liable for any incidental or consequential damages caused by the breach of any express, implied or statutory warranty or condition.

Except to the extent prohibited by applicable law, any implied warranty or condition of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty.

Jarden Home Brands disclaims all other warranties, conditions or representations, express, implied, statutory or otherwise.

Jarden Home Brands shall not be liable for any damages of any kind resulting from the purchase, use or misuse of, or inability to use the product including incidental, special, consequential or similar damages or loss of profits, or for any breach of contract, fundamental or otherwise, or for any claim brought against purchaser by any other party.

## **How to Obtain Warranty Service**

### **In United Kingdom**

The product must be under warranty to obtain warranty service. If you have any issues with your freshTECH product, please take the product back to the place of purchase along with proof of purchase. The retailer will be able to assess the product for you and will contact Jarden Home Brands as required. The cost of transporting the product to the retailer for warranty service is the responsibility of the purchaser. If you still have a question about the warranty, visit [FreshPreservingUK.co.uk](http://FreshPreservingUK.co.uk).

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## **HEARTHMARK, LLC DOING BUSINESS AS JARDEN HOME BRANDS PRODUCT WARRANTY**

Hearthmark, LLC doing business as Jarden Home Brands product has a limited warranty of 1-year from the date of original retail purchase, this product will be free from defects in material and workmanship. Jarden Home Brands, at its option, will repair or replace this product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or re-manufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty and is to be read together with any benefits that Jarden Home Brands may provide to a consumer under statute.

This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Please keep the original sales receipt. Proof of purchase is required to obtain warranty performance. Jarden Home Brands service representatives or retail stores selling Jarden Home Brands products do not have the right to alter, modify or in any way change the terms and conditions of this warranty. The warranty is valid only for products that are purchased new and unused in United Kingdom, from Jarden Home Brands or Jarden Home Brands dealers or retailers.

### **ADDITIONAL GUARANTEES**

Jarden Home Brands products supplied in United Kingdom come with guarantees that cannot be excluded under the United Kingdom Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

Jarden Home Brands products are supplied with a limited warranty that, from the date of original retail purchase, the product will be free from defects in material and workmanship. The benefits provided under this warranty are in addition to and do not affect purchaser's statutory rights under the United Kingdom Consumer Law or other rights at law.

### **GENERAL EXCLUSIONS AND LIMITATIONS**

This warranty does not cover normal wear of product and/or parts, parts that are not genuine freshTECH parts, consumables, lost parts and accessories, or damage resulting from any of the following: negligent use or misuse of the product; commercial use of the product; use contrary to the operating instructions; disassemble, repair or alteration by anyone other than Jarden Home Brands or Jarden Home Brands authorized service centre. Further, the warranty does not cover Acts of God, such as fire, flood, hurricane and tornado. Warranty void if damage to the product results from the use of a part other than a genuine freshTECH part.

THE BENEFITS CONFERRED BY THIS WARRANTY ARE IN ADDITION TO ALL NON-EXCLUDABLE RIGHTS AND REMEDIES IN RESPECT OF THE PRODUCT THAT THE PURCHASER HAS UNDER THE COMPETITION AND CONSUMER ACT 2010 AND SIMILAR STATE AND TERRITORY LAWS. TO THE EXTENT THAT LIABILITY UNDER THE COMPETITION AND CONSUMER ACT 2010 OR SUCH OTHER STATE OR TERRITORY LAWS MAY BE LIMITED, THE LIABILITY OF JARDEN HOME BRANDS IS LIMITED, AT THE SOLE OPTION OF JARDEN HOME BRANDS, TO REPLACEMENT OR REPAIR OF JARDEN HOME BRANDS PRODUCTS OR COMPONENTS. TO THE EXTENT PERMITTED BY LAW ALL OTHER WARRANTIES, CONDITIONS AND LIABILITY IMPLIED BY STATUTE AND BY RULE OF LAW ARE EXPRESSLY EXCLUDED AND NEGATED. JARDEN HOME BRANDS SHALL NOT BE LIABLE FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY OR CONDITIONS, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL STATUTORY WARRANTIES AND CONDITIONS, INCLUDING, BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE WARRANTY OR CONDITIONS. JARDEN HOME BRANDS SHALL NOT BE LIABLE FOR DEFECTS THAT ARE CAUSED BY USE OF UNAUTHORISED PARTS OR SERVICE. MAKING A WARRANTY CLAIM – RETURN TO JARDEN HOME BRANDS FOR REPAIR.

Take the product to the place of purchase as soon as the warranty claim arises. You may locate the nearest authorized Jarden Home Brands service centre by visiting [FreshPreservingUK.co.uk](http://FreshPreservingUK.co.uk). Please ensure that you provide a written description of the problem with the product, together with your contact name, address and telephone number and original proof of purchase.

Subject to applicable consumer laws in your jurisdiction, you must pay for the costs of transporting the product, including packaging, freight and insurance costs, to an authorized Jarden Home Brands service centre for warranty service. If the warranty claim is substantiated and accepted by Jarden Home Brands, Jarden Home Brands will at its cost, repair or replace any product or parts and return the product to you. Jarden Home Brands reserves the right to seek reimbursement for any costs and expenses incurred for a warranty claim if the product is found to be in good working order.

If you have any questions regarding this warranty please visit [FreshPreservingUK.co.uk](http://FreshPreservingUK.co.uk).



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for more exciting ideas and delicious recipes!