



Warranties in the void

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October, 2018

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Written by:

Nathan Proctor, U.S. PIRG Education Fund

With help from David Peters, American University

Special thanks to:

George Slover, Consumers Union

Gay Gordon-Byrne, Repair.org

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Executive Summary

You buy something, but it breaks or doesn't work right. So you bring it back to the company that sold it to you to get fixed. Sometimes they fix it -- they want to make sure the customer is happy. But sometimes, they won't.

Nearly all appliances or electronic devices come with some form of written warranty to clarify when repairs would be covered, and under what conditions. When manufacturers choose to provide written or "express" warranties, there are laws that govern how they work. Recently, several companies have come under fire for breaking those rules.

Most people have a general sense that a good warranty will cover manufacturing defects in the short-term, but they don't read the pages of fine print to fully understand the terms and conditions of warranties. Buried in those warranties, there might be conditions that let manufacturers off the hook. Even if the seller does offer warrantied repair, there might be a clause in the fine print that makes the choice to cover repairs more or less voluntary. In one instance we found, consumers would find that because they bought their product online the warranty will not apply.

Through our examination of 50 members of the industry association AHAM, we found the overwhelming majority would void warranties due to independent or self-repair. The guidelines from the Federal Trade Commission (FTC) advise that "[g]enerally, the [Magnuson-Moss Warranty Act] prohibits warrantors from conditioning warranties on the consumer's use of a replacement product or repair service identified by brand or name," with some exceptions explored later in this report.¹ According to our survey, 45 of the 50 companies stated they void warranty



45 of 50 companies or
90%
void warranties for
independent repair

¹ Clark, Donald S. "Final Action Concerning Review of Interpretations of Magnuson-Moss Warranty Act." Federal Trade Commission, 22 May 2015.

https://www.ftc.gov/system/files/documents/federal_register_notices/2015/05/150522mag-mossfrn.pdf

coverage due to independent repair. These companies either had clauses in warranties which claimed that independent repair would void coverage, or their warranties were unclear and their customer service representatives stated that independent repair would void the warranty. Conditioning a warranty to forbid independent repair is generally understood to be a violation of Magnuson-Moss.²

Further, we found four companies that didn't make warranties readily accessible prior to purchasing a product violating another consumer right outlined in Magnuson-Moss. Only four of the companies we reviewed both made their warranties available and permitted repair: ASKO (Gorenje Group), Friedrich Air Conditioning, Perlick Corporation and SubZero Wolf.

'Void Warranty if Broken' stickers prompts investigation

Some manufacturers place "void warranty if broken" labels on products, meant to deter users from repairing broken products at the cost of losing their warranty. These warning labels can be found on products ranging from cars to video game systems. In April 2018, the FTC issued warnings to six companies, informing them that their "void warranty if broken" labels are forbidden under U.S. warranty laws. The six companies that received these warnings were Microsoft, Sony, Nintendo, HTC, Asus and Hyundai.³ This action by the FTC prompted our survey, as we wondered how extensive potential violations could be.

Companies face some liability for non-compliance, though in this case, the FTC opted for warnings. In Australia, a court handed down a ruling in June of 2018 stating that Apple could not void consumer warranties for independent repair.⁴ Over the past few years, Apple had voided the contracts of 275 Australian customers due to independent repair,⁵ claiming they had violated

² Tsukayama, Hayley. "These are the companies that have illegal warranty stickers, according to the FTC." The Washington Post, May 1 2018, <https://www.washingtonpost.com/news/the-switch/wp/2018/04/11/those-stickers-warning-that-repairs-will-void-your-warranty-are-nonsense-ftc-says>.

³ Kastrenakes, Jacob. "Microsoft, Nintendo, and Sony Warned by FTC about Potentially Illegal Product Warranties." The Verge, 1 May 2018, www.theverge.com/2018/5/1/17308042/ftc-illegal-warranty-letters-warning-microsoft-sony-nintendo-asus-htc-hyundai.

⁴ Cherney, Mike. "Apple Fined as Customers Win a Right-to-Repair Fight." The Wall Street Journal, June 19 2018, www.wsj.com/articles/apple-fined-as-customers-win-a-right-to-repair-fight-1529399713.

⁵ Ibid

terms of their device contract and were therefore no longer guaranteed any service by Apple. The court imposed a fine of \$6.7 million USD. Apple also agreed to change their policies to comply with consumer rights.

We believe the prevalence of warranty clauses that undermine coverage for repairs reinforces the need for better access to post-warranty repair. If warranties are unreliable, consumers need more options to get their products in working order and off the scrap heap -- best achieved by enacting "Right to Repair" reforms. Right to Repair laws, which have been introduced in 19 different states,⁶ require companies to make tools, parts, manuals and schematics more widely available, to enable more third party repair. Post-warranty repair options are limited when manufacturers don't make replacement parts or service manuals available to consumers or independent repair shops as they do for their own authorized repair shops.

We also believe that companies should act to bring their warranties into compliance with Magnuson-Moss; and if they do not, that the FTC should take additional enforcement action.

Warranty Laws and Report Criteria

Since 1975, regulations for products with express warranties⁷ being sold in the United States have been governed by the Magnuson-Moss Warranty Act. Though the Act does not state that all goods being sold must have an express warranty, it states that if the product does offer a written warranty then it must comply with the regulations outlined in Magnuson-Moss.

One of the provisions in Magnuson-Moss protects the consumers right to third party repair or self-repair. This provision was cited by the FTC in their April 2018 warning letters to the six

⁶ Horowitz, Jeremy. "California joins 18 states proposing Right to Repair Act, takes on new lobbying group." VentureBeat, March 8, 2018, <https://venturebeat.com/2018/03/08/california-joins-18-states-proposing-right-to-repair-act-takes-on-new-lobbying-group/>

⁷ Author's Note: Most states have laws that grant "implied warranties" for most products that do not have "express warranties." <https://consumer.findlaw.com/consumer-transactions/what-is-an-implied-warranty-.html>

companies regarding their “void if broken” labels. The clause in the Magnuson-Moss Warranty Act is as follows:

“No warrantor of a consumer product may condition his written or implied warranty of such product on the consumer’s using, in connection with such product, any article or service (other than article or service provided without charge under the terms of the warranty) which is identified by brand, trade, or corporate name.” (U.S. Code § 2302(c))

In other words, the seller cannot void a warranty if a consumer uses a third party to fix a product, nor can the seller void the warranty if repairs are done without “authorized” parts, identified by brand name. As referenced earlier, FTC guidelines clarifying the tying clause of Magnuson-Moss state, “No warrantor may condition the continued validity of a warranty on the use of only authorized repair service and/or authorized replacement parts for non-warranty service and maintenance other than an article or service provided without charge under the warranty or unless the warrantor has obtained a waiver pursuant to section 102(c) of the Act, 15 U.S.C. 2302(c)”.⁸

Forcing consumers to use only authorized parts and services are also known as “tie in” sales, using the fact that a person already has your product to “tie in” other products and services. Companies cannot force consumers to purchase only their parts and services to comply with the terms of their warranty. But the warrantor has protections as well: If, in the process of repairs, the consumer damages the product, the warrantor is not obligated to cover those damages.

There are two exceptions that can allow the manufacturer to void warranties for independent repair even if that repair was done without causing further damage. The first is if they obtain a waiver from the FTC after demonstrating that their product will not function properly without a specified item or service.⁹ U.S. PIRG Education Fund asked the FTC for a list of companies receiving such waivers, and was informed in July that the FTC has never granted such a waiver in

⁸ Clark, Donald S. “Final Action Concerning Review of Interpretations of Magnuson-Moss Warranty Act.” Federal Trade Commission, May 22 2015,

https://www.ftc.gov/system/files/documents/federal_register_notices/2015/05/150522mag-mossfrn.pdf.

⁹ <https://www.mlmlaw.com/library/guides/ftc/warranties/undermag.htm>

its history, and applications for these waivers are extremely rare, with no applications submitted in some years.¹⁰

The second exception is that a company can require particular replacement parts or services if those are available at no cost (including no-cost shipping). We anticipated that few warranties would meet this exception in practice, given how limited warranties tend to be.

If a warranty says it is void in the case of any independent repair, but only some repairs are covered by the warranty, there could be conditions where a user would be forced to pay for obtaining the part or service from an authorized repair service provider to keep the warranty intact. In our survey, 18 of the warranties we examined did not fully cover the repair costs (for example did not cover shipping) and another 19 only fully covered repairs under certain conditions (such as within a certain distance of a servicer, only certain repairs, or certain parts of the device). Ultimately, it would be up to the FTC to decide whether the way these companies condition their warranties violates the guidelines in Magnuson-Moss; our survey report is not intended to be a definitive assertion regarding the legality of any of these company practices.

In addition, Magnuson-Moss requires sellers to make warranties easily accessible to consumers prior to purchasing any product:

“The Commission shall prescribe rules requiring that the terms of any written warranty on a consumer product be made available to the consumer (or prospective consumer) prior to the sale of the product to him ... The Commission may prescribe rules for determining the manner and form in which information with respect to any written warranty of a consumer product shall be clearly and conspicuously presented or displayed so as not to mislead the reasonable, average consumer, when such information is contained in advertising, labeling, point-of-sale material, or other representations in writing.” (U.S. Code § 2302 (a & b))

The FTC’s guidance on online advertising explains, “[w]arranties communicated through visual text on Web sites are no different than paper versions and the same rules apply.”¹¹ Thus, if a

¹⁰ M Dickey, personal communication, July 31, 2018.

¹¹ Dot Com Disclosures: Information About Online Advertising, available at <https://www.ftc.gov/sites/default/files/attachments/press-releases/ftc-staff-issues-guidelines-internet-advertising/0005dotcomstaffreport.pdf>

company sells products on a website, there should be an easily accessible link on the website to direct prospective customers to warranty information.

Methods

For purposes of this report, 50 member companies of the Association of Home Appliances Manufacturers (AHAM) were assessed on their current warranty policies between June and August of 2018. We chose to examine AHAM because they are a large manufacturer association with an array of companies as members. The products offered by these companies range from refrigerators to lawnmowers to personal care appliances. We wanted a diverse pool of manufacturers to see how warranty language and stance on repair restrictions may vary in the industry.

From the full list of AHAM members,¹² we narrowed to a smaller group for the study. First, we only considered manufacturers which make appliances and electronics. A few AHAM members are not U.S. manufacturers or do not provide products to the U.S. market, or do not have any retail sales operations, and were not considered in our inquiry. Second, some companies are part of large conglomerates with several brands, and in these instances, we examined a sample brand chosen at random.

AHAM is on record in opposition to Right to Repair legislation.¹³

Method for assessing warranty availability

When researching warranty information we went to the manufacturer's website and searched for warranty sections within the website. If there was no separate section on the website for warranty information, our next step was to go to web pages for specific products to see if any warranty information was listed. If no warranty information could be found on those pages, we would then check the online manual for the product in question. Those companies with no warranties posted online, or who required post-purchase registration to access warranties, we considered to have failed in providing adequate access to warranties. Many companies include

¹² List accessed here: <https://www.aham.org/AHAM/AuxCurrentMembers>

¹³ Jason Koebler, "Appliance Companies Are Lobbying to Protect Their DRM-Fueled Repair Monopolies," Motherboard, April 25, 2018, https://motherboard.vice.com/en_us/article/vbvk3b/appliance-companies-are-lobbying-against-right-to-repair.

warranty information in the user manuals. A search on the page for “Warranty” might not turn up anything, but we reasoned that the average consumer, interested in warranty information, would check the user manual. We note where we received general warranty information across a wide range of products, or where the warranty was accessed through a specific products’ manual.

Method for determining whether warranties would void for independent repair

When we were able to access a warranty we reviewed the documents, looking for language that could attempt to void the warranty for independent repair, or that would otherwise undermine the warranty’s application. We split the warranties into several categories based on how we, as consumers and not legal experts, read the warranty.

- Category 1: Warranty clearly states that it voids for any attempted independent repair,
- Category 2: Strong suggestion that independent repair could void warranty,
- Category 3: Some suggestion that independent repair is not permitted, but no clear indication that the warranty would at that be void,
- Category 4: No suggestion that independent repair is discouraged.

For categories two through four, we reached out, through email or live chat, and in the case of those without electronic communications, by phone, to specifically ask whether or not it is their practice to void warranty coverage as a result of independent repair. We tried to get as close to a clear answer, as would be understood by an average consumer, as we could.

Findings

Most companies void warranties for independent repair

After review, we found that 45 of the 50 companies condition the warranty against non-authorized repair.

Fifteen of the warranties we read as clearly conditioned against independent repair, fitting into Category 1 as identified above. For example, a Bosch warranty read: "If you choose to have someone other than an authorized service provider work on your Product, THIS WARRANTY WILL AUTOMATICALLY BECOME NULL AND VOID."¹⁴ With such definitive language, we felt that most consumers would believe they had no other option than to have service conducted by a Bosch representative. VacuMaid has a clause in their warranty stating, "This warranty will be void if service is provided by anyone other than an authorized VACUMAID dealer using VACUMAID replacement parts."¹⁵

nours. For safety and property damage concerns, Bosch highly recommends that you do not attempt to repair the Product yourself, or use an un-authorized servicer; Bosch will have no responsibility or liability for repairs or work performed by a non-authorized servicer. If you choose to have someone other than an authorized service provider work on your Product, THIS WARRANTY WILL AUTOMATICALLY BECOME NULL AND VOID. Authorized service providers are those persons or companies that

(Appendix 1.8.)

¹⁴ Bosch, Washer WAW285H2UC, Reference Appendix 1.8.

¹⁵ Lindsay Manufacturing, Inc. / VacuMaid, General Warranty, Reference Appendix 1.28.

VacuMaid® Central Vacuum Systems
LIFETIME LIMITED* WARRANTY
This Warranty gives you specific legal rights, you may also have other rights
which vary from State to State (or Province).

ITEMS COVERED

*VACUMAID® power unit canisters carry a lifetime limited warranty to the original owner against defects in material and workmanship until a time when the original owner ceases to own the VACUMAID® system, or the building it was originally installed in. The motor and all internal electrical components of a VACUMAID® system are warranted for a period of **10 years**. Hoses, power brushes, floor brushes, and cleaning tools purchased in a VACUMAID® tool kit are warranted for a period of **2 years**. All warranties commence from the original date of purchase. Any warranted defects will be repaired or replaced without cost to the customer except for transportation charges and/or charges associated with removal and reinstallation. This Warranty is given only to the original owner and cannot be transferred.

ITEMS NOT COVERED

days from the date of installation for all components of the system. In commercial/industrial and other applications, this warranty shall be for the benefit of the original owner of the VACUMAID® Central Vacuum System. Warranty will be void if service is provided by anyone other than an authorized VACUMAID® dealer using VACUMAID® replacement parts.

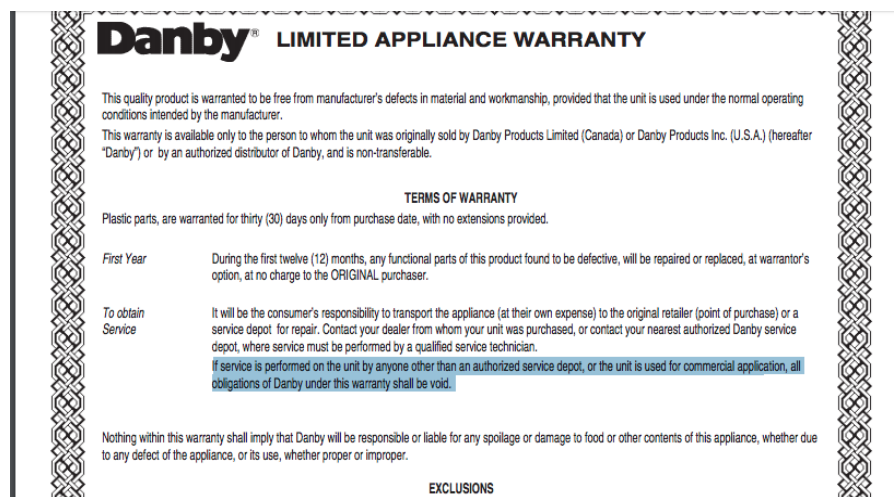
REQUIRED REGISTRATION

Please register your VACUMAID® product online at www.lindsaymfg.com/registration so that the required warranty information is on file. We also recommend keeping copies of receipts and delivery slips so that there is no discrepancy on date of installation or purchase.

HOW TO INVOKE THIS WARRANTY

(Appendix 1.28.)

Danby claims, "If service is performed on the unit by anyone other than an authorized service depot, or the unit is used for commercial applications, all obligations of Danby under this warranty shall be void."¹⁶ Mr. Coffee states, "Do NOT attempt to repair or adjust any electrical or mechanical functions on this product. Doing so will void this warranty."¹⁷



(Appendix 1.10.)

¹⁶ Danby Products, Microwave, model DMW14SA1WDB, Reference Appendix 1.10.

¹⁷ Mr. Coffee, General Warranty, Reference Appendix 1.32.

— What is the warranty on Mr. Coffee® appliances and accessories?

1-YEAR LIMITED WARRANTY Sunbeam Products, Inc. or if in Canada, Sunbeam Corporation (Canada) Limited warrants that for a period of one year from the date of purchase, this product will be free from defects in material and workmanship. Sunbeam Products, Inc. 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 this warranty. This 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. JCS dealers, service centers, or retail stores selling Sunbeam Products, Inc products do not have the right to alter, modify or any way change the terms and conditions of this warranty. 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 Sunbeam Products, Inc or an authorized Sunbeam Products, Inc service center. Further, the warranty does not cover: Acts of God, such as fire, flood, hurricanes and tornadoes. Warranty information for all Mr. Coffee® products can be found in the instruction manuals.

(Appendix 1.32.)

Of the remaining 35 companies, 31 discouraged independent repair, but did not expressly alert consumers that any independent repair would void the warranty.

For example, the warranty for Amway's air purifier says it will not extend coverage to "Any Unit that has been improperly repaired, improperly modified, improperly altered or improperly maintained by anyone other than an authorized service warranty representative of Amway."¹⁸

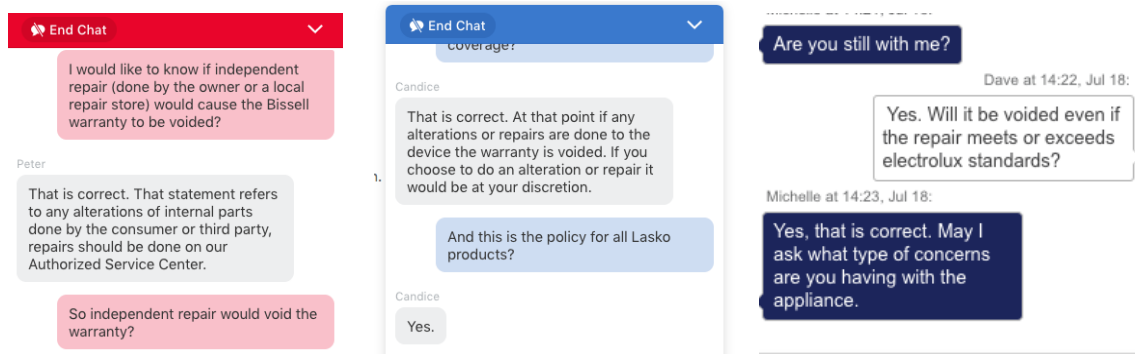
The definition of "improper" here is not explained, and could be taken to mean that if a repair were undertaken by an independent technician which met Amway's standards for quality, the warranty could remain intact. Bissell vacuums appear to only refuse to cover resulting damage: "Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair or any other use not in accordance with the User's Guide is not covered."¹⁹

When we reached out to these companies, we found that many of the customer service representatives were fairly clear that independent repair would void the warranty, even if the warranty itself did not declare this.

¹⁸ Alticor, Inc. / Amway, Atmosphere Sky™ Air Treatment System, Reference Appendix 1.3.

¹⁹ BISSELL Inc., General Warranty, Reference Appendix 1.4.

For example, when asked “whether independent repair (i.e .non-authorized repair) would void the warranty,” Amway wrote back: “Yes, it will void the warranty.”²⁰ Bissell customer service, which only disavows “damage or malfunction” due to unauthorized repair, informed us that “independent repair of internal parts will void the warranty.”²¹



(Service Conversations, Left to Right: Bissell, Appendix 2.4; Lasko, Appendix 2.17, Electrolux, Appendix 2.1.)

These conversations were especially concerning because there appeared to be different language governing the customer service policies and the written language of the warranty. Customers might even read the fine print, discover no language voiding coverage for non-authorized repair, as long as it done properly, and then later be told by customer service that the warranty is indeed voided.

Of the 31 companies which discouraged independent repair, customer service confirmed that repairs would void the warranty for 28 of them. The other three, ASKO, SubZero Wolf and Perlick, informed us that independent repair did *not* automatically void the warranty.

In the case of Perlick, we might expect, given other examples, that the company also voided warranties for non-authorized service: "All service provided by Perlick under this Warranty must be performed by Perlick's authorized service representatives."²² But their customer service informed us that independent repair “would not [void coverage]. [W]e recommend to use our

²⁰ Personal Communication, Reference Appendix 2.3.

²¹ Personal Communication, Reference Appendix 2.4.

²² Perlick Corporation, General Warranty for Residential Products, Reference Appendix 1.35.

[authorized service providers] first but if you have someone local who is familiar with the unit it does not void" warranty.²³

There were three remaining companies which did not mention unauthorized or inappropriate repair in their warranties. Two of them confirmed to us that they do not condition their warranty against any competent repair. The third, Haier, went the other direction, with their customer service representatives strongly implying that the warranty would be in jeopardy: "We do not warrant you repairing the appliance yourself while under warranty" ... "independent repairs ... can void the warranty."²⁴ While they stopped short of saying the warranty would be voided automatically, we felt that, given the full interaction, the average consumer would take that view.

Four companies did not post warranties in an appropriate manner

Our survey determined that 4 of the 50 companies did not post a warranty in an obvious place. The 4 companies did not have warranties available on their website or had warranties only accessible after purchase.²⁵

We experienced the lengths some consumers must go through to receive warranty information from a manufacturer. In our research into Hisense International, after not being able to locate warranty information on their website, we entered a live chat with a customer support agent. Our first request for warranty information resulted instead with an email containing an owner's manual for the product in question, with no information about warranties.²⁶ We did eventually succeed in getting a digital copy of warranty information, after multiple interactions with customer service.

Koblenz listed warranties on their website, but when we went to download them we found the documents were not available. Koblenz has a link on their website to downloadable operating

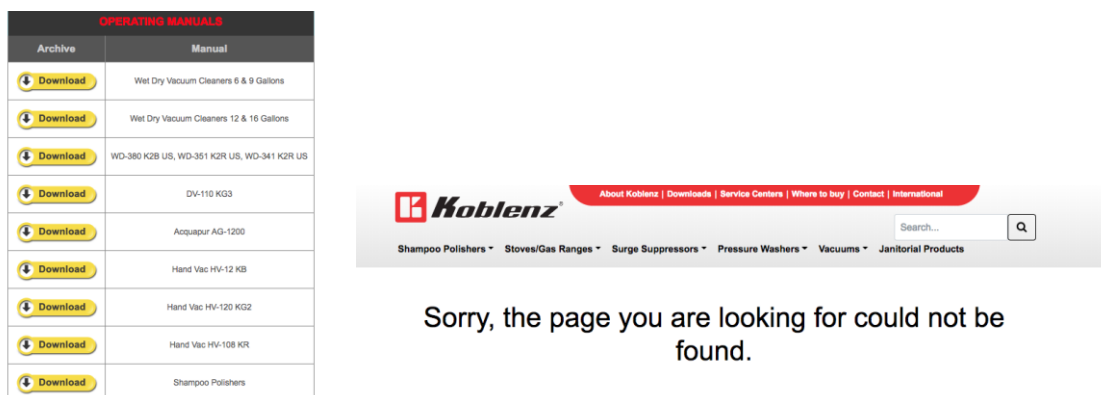
²³ Personal Communication, Reference Appendix 2.26.

²⁴ Personal Communication, Reference Appendix 2.13.

²⁵ Author's note: It is possible, though unlikely, that a company does not offer express warranties, and instead complies with implied warranty regulations. This was not the case in any of the companies we queried.

²⁶ Personal Communication, June 2018.

manuals for nine different products; however, none of the download links worked. In case this error was just a short-term technical difficulty, we returned to the same page two weeks later, but still received the same error message.



(List of Koblenz operating manuals (left), Error message for each manual (right))

Two companies, Brown Stove Works and Midea, also did not post warranties, but did not have direct sales available on their company websites. We still believe they should make warranties available, given that other online vendors often don't post this information.

Warranty language gives companies a lot of ways to deny payment

Additional analysis of the warranties reinforced the notion that the functional value of consumer warranties is low. Companies seek to cover as little as possible, disclaim damages from all manner of situations, or only offer coverage for a few months after purchase. Producers add in conditions and requirements to make consumers pay for shipping to repair facilities, exempt coverage for power supply fluctuations, or require registration of the product a short time after purchase for warranty coverage to apply.

For example, the Honeywell warranty for HZ-960 Series heaters, offered limited coverage of products which are "defective in material or workmanship" but added that "[d]efects that are the result of normal wear and tear will not be considered manufacturing defects under this

warranty.”²⁷ This would seem to imply that if the product very quickly wears out to the point of being non-functional under normal conditions, the warranty would not apply.

The Midea Group, which makes refrigeration systems and microwaves, denies warranty coverage for “[a]ny product purchased over the Internet”²⁸ for their ductless air conditioning systems.

Not only do they seek to cover the minimum; if the FTC were to uphold the conclusion that these warranties contain language prohibited by Magnuson-Moss, you could argue they aim to cover less than the minimum the law requires.

²⁷ Helen of Troy / Honeywell, Heaters, HZ-960 Series, Reference Appendix 1.20.

²⁸ Midea Group, Ductless Systems, Reference Appendix 1.29.

Recommendations

How much protection does a warranty really offer a consumer? And how confident should consumers be that their products will be serviced under warranty?

The lack of transparency around warranty terms and conditions -- as well as apparent differences between warranty language and actual company policies -- makes it difficult for a consumer to know exactly what kind of coverage to expect. No consumer should have to dig for an hour on a company website to find warranty information, nor should they be required to buy and then register a product to know the warranty terms. Additional practices meant to push consumers into "authorized" repair providers -- typically at greater costs -- or risk losing all warranty coverage are both generally prohibited and incredibly common.

Given the findings of this survey we believe that action must be taken to both improve compliance with warranty laws and expand the availability of post-warranty repair.

1. The FTC should investigate and explore additional enforcement action.

We believe there is cause for the FTC to issue more notices like the ones it handed out to six companies in April of 2018. Given the widespread issues our survey identified, there is cause for more investigation and action by the FTC regarding the Magnuson-Moss rules.

2. Consumers should vote with their dollars.

Consumers should push companies for better warranties for their products, and consider warranty terms before purchase. It is likely that customer inaction makes it easier for companies to reduce warranty coverage.

3. We must expand independent repair options by passing Right to Repair.

Given how unreliable warranties appear to be, consumers need better options for repair if the seller or manufacturer refuses. This is best done by Right to Repair legislation, which guarantees access to the tools, parts and information needed to complete repairs.

Nineteen states have already introduced legislation, and Right to Repair for cars has been in effect since 2014. Many companies refuse to make parts and information available, and, as a result, effectively monopolize the repair of their devices. Without competition, they can charge whatever they want for repairs, or simply refuse to do them. This is especially troubling if they also offer a loophole-ridden warranty.

Repair saves consumers money and reduces waste. Companies shouldn't have a stranglehold on the ability of consumers to obtain it. Right to Repair would allow consumers to make their own choices for repair, with or without the manufacturers' help.

Table 1. Company Overview, Warranty Availability

Company Name / Brand Examined	Headquarters (U.S. Headquarters if international)	Products:	Warranty accessed	Is a warranty posted?
AB Electrolux	Stockholm, Sweden (Augusta, GA)	Dishwashers, Vacuum Cleaners, Other home appliances	General Warranty	Yes
Airgle Corporation	Ronkonkoma, NY	Air Purifiers	N/A	No
Altacor, Inc. / Amway	Ada, MI	Bath, Beauty and Home products	Atmosphere Sky™ Air Treatment System	No
BISSELL Inc.	Walker, MI	Vacuums	General Warranty	Yes
Blueair Inc.	Stockholm, Sweden (Chicago, IL)	Air Purifiers	General Warranty	Yes
Breville USA Inc.	Sydney, Australia (Torrance, CA)	Kitchen Appliances	General Warranty	Yes
Brown Stove Works, Inc.	Cleveland, TN	Stoves	General Warranty	N/A No Online Sales
BSH Home Appliances Corporation / Bosch	Munich, Germany (Irvine, CA)	Large Appliances	Washer WAW285H2UC	Yes
Cleva North America Inc. / Lawnmaster	Greenville, SC	Lawnmowers	General Warranty	Yes
Danby Products	Guelph, Ontario, Canada (Findlay, OH)	Home Appliances	Microwave, model DMW14SA1WDB	Yes
DeLonghi America, Inc.	Treviso, Italy (Upper Saddle River, NJ)	Kitchen, Home Appliances	Air Conditioner model PAC AN125HPEKC	Yes
Dyson Limited	Malmesbury, UK (Chicago, IL)	Vacuums	Vacuum Stick v6 SV04	Yes
Emerson Electric Company	St. Louis, MO	Heating Cooling Systems.	General for all Thermostats	Yes
Essick Air Products	Little Rock, AR	Coolers and Humidifiers	Humidifier line	Yes
Fellowes Inc.	Itasca, IL	Shredders	FORTISHRED 2250C/2250S/2250M	Yes
Friedrich Air Conditioning Company	San Antonio, TX	Air Conditioners	General Warranty	Yes
Gorenje Group / ASKO	Velenje, Slovenia (Madison, WI)	Large Appliances	General Warranty	Yes
Groupe SEB / Krups	Ecully, France (Parsippany, NJ)	Kitchen Appliances	General Warranty	Yes
Haier Group / Haier America	Qingdao, China (Wayne, NJ)	Refrigerators, Large Appliances	Refrigerator Model HRQ16N3BGS	Yes
Helen of Troy / Honeywell	Hamilton, Bermuda (El Paso, TX)	Fans, Heaters, Humidifiers	Heaters, HZ-960 Series	Yes
H-P Products, Inc. / VacuFlo	Louisville, OH	Vacuums	General Warranty	Yes
Hisense International Co. Ltd.	Qingdao, China (Suwanee, GA)	TVs	General Warranty	No
Keurig Green Mountain, Inc.	Plano, TX	Coffee Makers	General Warranty (for brewing machines)	Yes
Koblenz Electrica, S.A. DE C.V.	Cuautitlán Izcalli, Mexico (San Antonio, TX)	Vacuums	16 gallon and 12 gallon Wet/Dry Vacs	No
Lasko Products, Inc.	West Chester, PA	Air Purifiers, Fans	General Warranty	Yes

Company Name / Brand Examined	Headquarters (U.S. Headquarters if international)	Products:	Warranty accessed	Is a warranty posted?
LG Electronics	Seoul, South Korea (Huntsville, AL)	TVs, Monitors	General Warranty	Yes
Liebherr Export AG	Bulle, Switzerland	Refrigerators	NoFrost Combined Refrigerator / Freezer (CS 1321)	Yes
Lindsay Manufacturing, Inc. / Vacumaid	Omaha, Nebraska	Vacuums	General Warranty	Yes
Midea Group	Beijiao, China (Parsippany, NJ)	Refrigerators, Coolers	Ductless Systems	N/A No Online Sales
Miele, Inc.	Gutersloh, Germany (Princeton, NJ)	Refrigerators	General Warranty, Residential Appliances	Yes
National Presto Industries, Inc.	Eau Claire, WI	Kitchen Appliances	AirDaddy Fryer	Yes
Newell Brands Inc. / Mr. Coffee	Hoboken, NJ	Kitchen Appliances	General Warranty	Yes
Oransi	Austin, TX	Air Purifiers	General Warranty	Yes
Panasonic Corporation of North America	Kadoma, Japan (Secaucus, NJ)	Various Products	General Warranty for Microwave lines	Yes
Perlick Corporation	Milwaukee, WI	Refrigerator	General Warranty for Residential Products	Yes
Philips Electronics	Amsterdam, Netherlands (Andover, MA)	TVs, AV Tools	General Warranty	Yes
Samsung Electronics America, Inc.	Seoul, South Korea (Ridgefield Park, NJ)	Phones, TVs, Cameras, Home Appliances	General Warranty for Mobile Devices	Yes
Scott Fetzer Company / Kirby	Westlake, OH	Vacuums	Avalir 2	Yes
SharkNinja Operating, LLC	Needham, MA	Vacuums, Blenders and Kitchen Appliances	General Warranty	Yes
Sharp Electronics Corporation	Montvale, NJ	Kitchen Appliances	Microwave - Model SMD2480CS	Yes
Smeg USA	Guastalla, Italy (New York, NY)	Refrigerators, Large Appliances	General Warranty	Yes
Spectrum Brands, Inc. / Black & Decker	Middleton, WI	Kitchen Appliances	MultiPrep Slice 'N Dice SL3000	Yes
Stanley Black & Decker / Stanley	New Britain, CT	Hand Tools	Stanley Laser Measures	Yes
Sub-Zero Wolf Inc.	Madison, WI	Refrigerators	General Warranty	Yes
The Middleby Corporation / Viking Range	Elgin, IL	Ovens / Ranges	Tuscany Freestanding line	Yes
Vornado Air LLC	Andover, KS	Fans	Models SSS & SWAN	Yes
Wahl Clipper Corporation	Sterling, IL	Clippers, Personal Care	Model LORES	Yes
Waterpik, Inc.	Fort Collins, CO	Dental Care	Models CC-01 CC-02	Yes
Whirlpool Corporation	Benton Harbor, MI	Large Appliances	General Warranty	Yes
Winix Inc.	Siheung, South Korea (Vernon Hills, IL)	Dehumidifiers	Models 50BT, 70BT	Yes

Table 2. Assessing whether independent repair voids warranties

Company Name / Brand Examined	Warranty conditioned against independent repair?	Does the warranty language suggest a tie-in?	Does customer service disclaim the warranty for repaired products?
AB Electrolux	Yes	Suggests but unclear: "Does Not Cover ... Defects or damages caused by unauthorized service."	Yes - Customer service: "if the appliance has been worked on by an unauthorized provider if the machine is still under warranty, it is voided."
Airgle Corporation	Yes	N/A could not access warranty.	Yes - Customer service via phone: "Yes, any independent repair would void warranty coverage"
Altacor, Inc. / Amway	Yes	Strongly suggests: Does not cover "Any Unit that has been improperly repaired, improperly modified, improperly altered or improperly maintained by anyone other than an authorized service warranty representative of Amway"	Yes - Customer service: "Yes, [independent repair] will void the warranty."
BISSELL Inc.	Yes	Suggests but unclear: "Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair or any other use not in accordance with the User's Guide is not covered."	Yes - Customer service: "That is correct, any independent repair of internal parts will void the warranty"
Blueair Inc.	Yes	Clear yes: "Your limited warranty remains in effect only if your Blueair air purifier: ... Has had its filter changed with genuine Blueair replacement filters ... Shows no evidence of tampering, mishandling, neglect, accidental damage, modification, and/or repair done by anyone other than authorized Blueair service personnel"	N/A
Breville USA Inc.	Yes	Strongly suggests: "The Warranty shall be rendered null and void [for] ... Products which have been altered, modified and repaired in any way not expressly authorized in the instruction book provided by Breville with the Product or by any party not authorized by Breville as an Authorized Servicer"	Yes - Customer service: "The warranty does end up getting voided because it was worked on by an outside source"
Brown Stove Works, Inc.	No	No	No - Customer service: "It wouldn't void the warranty"
BSH Home Appliances Corporation / Bosch	Yes	Clear yes: "If you choose to have someone other than an authorized service provider work on your Product, THIS WARRANTY WILL AUTOMATICALLY BECOME NULL AND VOID."	N/A
Cleva North America Inc. / Lawnmaster	Yes	Suggests but unclear: "Any part that has become inoperative due to ... repairs"	Yes - Customer Service "It does say the warranty will be voided for unauthorized repairs or alterations"
Danby Products	Yes	Clear yes: "If service is performed on the unit by anyone other than an authorized service depot, or the unit is used for commercial application, all obligations of Danby under this warranty shall be void."	N/A
DeLonghi America, Inc.	Yes	Clear yes: "This warranty shall not apply to any AIR CONDITIONER that has been repaired or altered outside our factory"	N/A
Dyson Limited	Yes	Strongly suggests: "What is not covered: Repairs or alterations carried out by unauthorized parties or agents"	Yes - Customer service: "Yes that is correct, the machines should only be repaired by our technicians at our service centers."
Emerson Electric Company	Yes	Clear yes: "This limited warranty is void if you attempt to repair the Product."	N/A
Essick Air Products	Yes	Clear yes: "This warranty will be null & void if purchaser attempts to repair or replace any parts which are mechanical or electrical."	N/A
Fellowes Inc.	Yes	Suggests yes: "This warranty does not apply in cases of abuse, failure to comply with usage standards, shredder operation using improper power supply (other than listed on label), or unauthorized repair."	Yes - Customer service: "Yes -- Authorized repair refers to Fellowes Authorized Service Technicians - no one else. All others - regardless of repair capabilities - would be considered unauthorized." (We determined the average consumer would read this as independent repair voids the warranty).
Friedrich Air Conditioning Company	No	No	No - Customer service confirmed that independent repairs would not void warranty.
Gorenje Group / ASKO	No	Strongly suggests: "Service must be provided by an authorized ASKO service company."	No - Phone call: [Would any repair void warranty?] "not necessarily, but it wouldn't cover major issues that arise from the repair."

Company Name / Brand Examined	Warranty conditioned against independent repair?	Does the warranty language suggest a tie-in?	Does customer service disclaim the warranty for repaired products?
Groupe SEB / Krups	Yes	Strongly suggests: "This warranty does not apply to any product that has been tampered with"	Yes - Customer Service: "Any repairs done by the owner or another small appliance repair would void the warranty"
Haier Group / Haier America	Yes	No	Strongly suggest yes: "We do not warrant you repairing the appliance yourself while under warranty" "independent repairs ... can void the warranty" ; "All warranty repairs must be performed by [an] authorized service technician for coverage."
Helen of Troy / Honeywell	Yes	Suggests but unclear: "does not cover damage resulting from any unauthorized attempts to repair"	Yes - Customer service: "taking a unit apart or attempting to repair it will void any warranty"; "Additionally, we do not sell or give out specifications regarding the electrical components for our products"
H-P Products, Inc. / VacuFlo	Yes	Clear yes: "Warranty does not cover (g) Any VACUFLO system or attachment upon which an unauthorized repair or service has been performed"	N/A
Hisense International Co. Ltd.	Yes	Suggests but unclear: "Any defects caused or repairs required as a result of any Product that has been tampered with, modified, adjusted or repaired by any person other than Hisense, a Hisense authorized service provider or a Hisense authorized service center or dealer."	Yes - Customer service: "If you are within the manufacturers warranty, and the unit is opened by an outside technician, this would have voided the manufacturer's warranty"
Keurig Green Mountain, Inc.	Yes	Suggests but unclear: "Nor does this warranty cover damages caused by services performed by anyone other than Keurig or its authorized service providers, use of parts other than genuine Keurig parts"	Yes - Customer Service: "If the brewer is dismantled, then yes the warranty would be voided."
Koblenz Electrica, S.A. DE C.V.	Yes	Clear yes: "This warranty shall not apply to any products or parts there of which ... have been altered or repaired by an unauthorized person or service center."	N/A
Lasko Products, Inc.	Yes	Suggests but unclear: "This warranty does not apply if the product was damaged or failed because of accident, improper handling or operation, shipping damage, abuse, misuse, unauthorized repairs made or attempted."	Yes - Customer Service: "... if any alterations or repairs are done to the device the warranty is voided."
LG Electronics	Yes	Suggests but unclear: "... DOES NOT APPLY TO ... repair or replacement of warranted parts by other than an LGE authorized service centers."	Yes - Customer service: "If you are referring to self-repair, that is the same as repair done by an unauthorized servicer and would void the warranty."
Liebherr Export AG	Yes	Suggests but unclear: "This warranty does not cover any parts or labor to correct any defect caused by ... service or repair"	Yes - Customer Service: "If we are talking about a handle or cosmetic piece, no. If you are referring to electronic, or moving components, yes, you would indeed void the warranty."
Lindsay Manufacturing, Inc. / Vacumaid	Yes	Clear yes: "This warranty will be void if service is provided by anyone other than an authorized VACUMAID dealer using VACUMAID replacement parts."	N/A
Midea Group	Yes	Suggests but unclear: "Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation."	Yes - Phone interaction: "Yes, it would be voided."

Company Name / Brand Examined	Warranty conditioned against independent repair?	Does the warranty language suggest a tie-in?	Does customer service disclaim the warranty for repaired products?
Miele, Inc.	Yes	Suggests but unclear: "does not cover ... Damage or defects caused by, or resulting from, repairs, service, conversion or alterations to the Miele Product or any of its parts and accessories which have been performed by service centers or repairmen not authorized by Miele"	Yes - Customer Service: "Yes, [independent repair] would void the warranty"
National Presto Industries, Inc.	Yes	Strongly suggests: "Failure to follow instructions, damage caused by improper replacement parts, abuse, misuse, disassembly, alterations, or neglect will void this pledge."	Yes - Customer Service: "Yes, [independent repair or self repair] would void the warranty"
Newell Brands Inc. / Mr. Coffee	Yes	Clear yes: "Do NOT attempt to repair or adjust any electrical or mechanical functions on this product. Doing so will void this warranty."	Yes - Customer Service: "Yes, if your repair your product on your own it will void the warranty"
Oransi	Yes	Strongly suggests: Warranty coverage requires that "The unit shows no evidence of tampering, mishandling, neglect, accidental damage, modification, and/or repair by anyone other than authorized Oransi service personnel."	Yes - Customer Service: "Yes [opening the unit for repairs] would void the warranty"
Panasonic Corporation of North America	Yes	Suggests but unclear: "The warranty ALSO DOES NOT COVER ... service by anyone other than a Factory Service Center or other Authorized Servicer"	Yes - Customer Service: "Having repair done by some random local shop would void warranty"
Perlick Corporation	No	Suggests but unclear: "All service provided by Perlick under this Warranty must be performed by Perlick's authorized service representatives"	No - Customer Service: "no [independent repair] would not [void coverage]. we recommend to use our ASA's first but if you have someone local who is familiar with the unit it does not void warranty"
Philips Electronics	Yes	Clear yes: "The warranty ... does not apply: ... If repairs or product modifications have been carried out by unauthorized service organizations or persons."	N/A
Samsung Electronics America, Inc.	Yes	Clear yes: "Warranty cover will be void, even if a repair has been attempted by any unauthorized service centre."	N/A
Scott Fetzer Company / Kirby	Yes	Clear yes: "this Limited Warranty does not apply to ... any Kirby® product which has been repaired"	N/A
SharkNinja Operating, LLC	Yes	Suggests but unclear: Does not cover "Defects caused by or resulting from damages from shipping or repairs, service, or alteration to the product or any of its parts which have been performed by a repair person not authorized by SharkNinja."	Yes - Customer Service: "you should never take the vacuums to any repair shops. The only authorized repair options are through us." (While they didn't expressly state the warranty would be voided, we felt the average consumer would take that view).
Sharp Electronics Corporation	Yes	Suggests but unclear: "In no event shall Sharp be liable, or in any way responsible, for any damages or defects in the Product which were caused by repairs or attempted repairs performed by anyone other than an authorized servicer."	Yes - Customer Service: "Yes, the warranty is void if the unit is opened and repairs done on the unit."

Company Name / Brand Examined	Warranty conditioned against independent repair?	Does the warranty language suggest a tie-in?	Does customer service disclaim the warranty for repaired products?
Smeg USA	Yes	Suggests but unclear: "This warranty does not cover any defect or damage, which is not direct fault of SMEG; this includes, but is not limited to: ... Any repair, modification, alteration, or adjustment provided by any person not authorized by SMEG."	Yes - Customer Service: "Independent repair would void the warranty? ... Yes."
Spectrum Brands, Inc. / Black & Decker	Yes	Strongly suggests: Warranty does not cover "Products that have been modified in any way"	Yes - Customer Service via phone, when asked if non-authorized or self repair would void warranty: "Yes"
Stanley Black & Decker / Stanley	Yes	Strongly suggests: "This LIMITED WARRANTY does not cover products that are improperly used, abused, altered or repaired."	Yes - Customer Service: "Yes it would void the warranty . Any type of repair should be done by a Stanley service center"
Sub-Zero Wolf Inc.	No	Suggests but unclear: "This warranty does not cover any parts or labor to correct any defect caused by ... service or repair."	No - Customer Service, via phone: "No, it would decided on a case-by-case basis. If you wanted to do a self repair, we would work with you on that."
The Middleby Corporation / Viking Range	Yes	Strongly suggests: "Under the terms of this warranty, service must be performed by a factory authorized Viking Range, LLC service agent or representative."	Yes - Customer Service, via phone: "Yes, if you try to repair it under warranty, it would void the warranty."
Vornado Air LLC	Yes	Suggests but unclear: "Any unauthorized product modification, repair by unauthorized repair center, or use of non-approved replacement parts is not recommended."	Yes - Customer Service: "Anyone attempting to repair an in-warranty Vornado product, other than the Vornado facility in Andover, KS, will void the warranty on the appliance,"
Wahl Clipper Corporation	Yes	Clear yes: "This warranty is void and no repair or replacement will be made under this warranty or otherwise if ...The product is modified in any manner or repaired by anyone other than Wahl Clipper Corporation"	N/A
Waterpik, Inc.	Yes	Clear yes: "If product is opened/disassembled for ANY reason warranty is VOID."	N/A
Whirlpool Corporation	Yes	Suggests but unclear: "Repairs to parts or systems to correct product damage or defects caused by unauthorized service"	Yes - Customer Service: "Warranty has the potential to be voided for independent repair" (While they didn't expressly state the warranty would be voided, we felt the average consumer would take that view).
Winix Inc.	Yes	Strongly suggests: "This warranty does not apply in cases of ... unauthorized repair."	Yes - Customer service: "Yes, your warranty would be void if independently repaired."

Appendix

1. Warranty reference information

This section includes the type of warranty reviewed for this report, accessed between June and August 2018, and the link to download the warranty as reviewed.

- 1.1. AB Electrolux, General Warranty,
<https://drive.google.com/open?id=1XnKq4GVd3McY834GXPkCH1htAxf2y93>
- 1.2. Airgle Corporation, Unable to access warranty
- 1.3. Altacor, Inc. / Amway, Atmosphere Sky™ Air Treatment System,
<https://drive.google.com/open?id=0B-uUP5FmNN16OFI3YIZFektXNWs>
- 1.4. BISSELL Inc., General Warranty,
https://drive.google.com/open?id=1N1z41u09wTap_qvWk4_Ts-BJwN11nyiT
- 1.5. Blueair Inc., General Warranty,
https://drive.google.com/open?id=1IlnS5_Bmvl3Yprvi1KSX8sixj1X8C5Va
- 1.6. Breville USA Inc. , General Warranty, <https://drive.google.com/open?id=0B-uUP5FmNN16OFpGOVZpcmhaMUK>
- 1.7. Brown Stove Works, Inc., General Warranty, <https://drive.google.com/open?id=0B-uUP5FmNN16OE03NDhjZEpqYlk>
- 1.8. BSH Home Appliances Corporation / Bosch, Washer WAW285H2UC,
https://drive.google.com/open?id=1PvTMW7ja_mgdokjE4Oq-7vl-2_DVznsg
- 1.9. Cleva North America Inc. / Lawnmaster, General Warranty,
<https://drive.google.com/open?id=0B-uUP5FmNN16ODBGNVQxSIM1ZjQ>
- 1.10. Danby Products, Microwave model DMW14SA1WDB,
https://drive.google.com/open?id=1vTiM7pJQ7BSReU1h_lfVvImc9HL26zHC
- 1.11. DeLonghi America, Inc., Air Conditioner model PAC AN125HPEKC,
<https://drive.google.com/open?id=0B-uUP5FmNN16OUVfa21vOXRCZWM>
- 1.12. Dyson Limited, Vacuum Stick v6 SV04,
<https://drive.google.com/open?id=1WFCMXwu1jj9OkV84jzXs-k0bihgpdOo6>
- 1.13. Emerson Electric Company, General for all Thermostats,
<https://drive.google.com/open?id=0B-uUP5FmNN16ODJWNDVMSldDSU0>

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- 1.14. Essick Air Products, Humidifier line, <https://drive.google.com/open?id=0B-uUP5FmNN16OVltRHhwLUhmZkU>
 - 1.15. Fellowes Inc., FORTISHRED 2250C/2250S/2250M, <https://drive.google.com/open?id=1gqne37XEVEaDAHZfTsJ2d18l3hjATSE2>
 - 1.16. Friedrich Air Conditioning Company, General Warranty, <https://drive.google.com/open?id=1z5vu2VWZ4EZJB5UasfIDDpPT9HEU-duY>
 - 1.17. Gorenje Group / ASKO, General Warranty, https://drive.google.com/open?id=1YE2xc_CN5HyDcF6me5l0G4ZXyzPP9FLV
 - 1.18. Groupe SEB / Krups, General Warranty, https://drive.google.com/open?id=1_dZhRoanuLs0Ro3YPXVO5SwpORQ2zsY0
 - 1.19. Haier Group / Haier America, Refrigerator model HRQ16N3BGS, https://drive.google.com/open?id=1krZUs0g_65-ezzJ4V4WgTCkDIHfj6csZ
 - 1.20. Helen of Troy / Honeywell, Heater model HZ-960 Series, <https://drive.google.com/open?id=0B-uUP5FmNN16OE5LMk9DTkhnd2s>
 - 1.21. H-P Products, Inc. / VacuFlo, General Warranty, <https://drive.google.com/open?id=1bim55-WmVM9yPk69RqPxKvqeSveOkI8b>
 - 1.22. Hisense International Co. Ltd., General Warranty, <https://drive.google.com/open?id=1zKHe-JHJUzvyiVmNZaXi1WPhifmDy5fj>
 - 1.23. Keurig Green Mountain, Inc., General Warranty for brewing machines, https://drive.google.com/open?id=1ZFQIn0gEQBfZq4RxA_vGI1w8B6h7w76x
 - 1.24. Koblenz Electrica, S.A. DE C.V., 16 gallon and 12 gallon Wet/Dry Vacs, <https://drive.google.com/open?id=1jcTy2jqWtxpy3nUEgRalpE2c4MvFjeU2>
 - 1.25. Lasko Products, Inc., General Warranty, <https://drive.google.com/open?id=1XS26l-kxWeXAGGEdmYvA2FBDg7zm4z1F>
 - 1.26. LG Electronics, General Warranty, https://drive.google.com/open?id=1iY_f2fa7JThts2XZ8B2FyaElyji8tT1a
 - 1.27. Liebherr Export AG, NoFrost Combined Refrigerator / Freezer (CS 1321), <https://drive.google.com/open?id=1CXYOiHGh-Y4RvH5zJE9MmRBUsAQfWWGB>
 - 1.28. Lindsay Manufacturing, Inc. / VacuMaid, General Warranty, https://drive.google.com/open?id=1Z39lQdmCdqrXHR_k8HvGjqum6EX8BeqM
 - 1.29. Midea Group, Ductless Systems, <https://drive.google.com/open?id=0B-uUP5FmNN16OEu2WUo1eFlJemM>

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- 1.30. Miele, Inc., General Warranty for Residential Appliances,
<https://drive.google.com/open?id=15vjd1umkeCVDKmKzDSe3QdxTZIdYAvOW>
 - 1.31. National Presto Industries, Inc., AirDaddy Fryer,
https://drive.google.com/open?id=1kjuSXwZeV0csD_ghdA_1eSJQb0eXYPXZ
 - 1.32. Newell Brands Inc. / Mr. Coffee, General Warranty,
https://drive.google.com/open?id=1u7otqnsC_L6qcuuBklAA-8L8WRSNmTTk
 - 1.33. Oransi, General Warranty, <https://drive.google.com/open?id=0B-uUP5FmNN16OXpBMXdsU19UUkE>
 - 1.34. Panasonic Corporation of North America, General Warranty for Microwaves,
<https://drive.google.com/open?id=1KR89yZBEk-z6y0EYfjCktAnLnhDXrNSr>
 - 1.35. Perlick Corporation, General Warranty for Residential Products,
<https://drive.google.com/open?id=1oAoBcrN5hHu-4L71iAic2gNyq83jPrU7>
 - 1.36. Philips Electronics, General Warranty,
https://drive.google.com/open?id=1_mfwzmOiiYpw5uNkkts1ErRAKYWDFZZr
 - 1.37. Samsung Electronics America, Inc., General Warranty for Mobile Devices,
<https://drive.google.com/open?id=0B-uUP5FmNN16OFRnRkRTRXNlcnM>
 - 1.38. Scott Fetzer Company / Kirby company, Avalir 2,
<https://drive.google.com/open?id=10ePdMHIs0hserMEo-duNJapRVAvKu6tq>
 - 1.39. SharkNinja Operating, LLC, General Warranty, <https://drive.google.com/open?id=0B-uUP5FmNN16OXpnbkQ0NEI0bTQ>
 - 1.40. Sharp Electronics Corporation, Microwave model SMD2480CS,
<https://drive.google.com/open?id=14rFsDoL8FoVOwF8BWEXvMIAGnfefaH6S>
 - 1.41. Smeg USA, General Warranty,
<https://drive.google.com/open?id=1uRvYxyu168vszNls2K75SAaqx2N4jZdB>
 - 1.42. Spectrum Brands, Inc. / Black & Decker, MultiPrep Slice 'N Dice SL3000,
<https://drive.google.com/open?id=121gl4Exz-5ELGuYgjlSGkqY5xAWE5CO>
 - 1.43. Stanley Black & Decker / Stanley, Stanley Laser Measures,
<https://drive.google.com/open?id=0B-uUP5FmNN16OFdtZHBtRzhDSDA>
 - 1.44. Sub-Zero Wolf Inc., General Warranty, <https://drive.google.com/open?id=1xU5-vAsWSuqnj1vyKrWpqlgdCYZmN7Q6>
 - 1.45. The Middleby Corporation / Viking Range, Tuscany Freestanding line ,
<https://drive.google.com/open?id=1XoRmMasFYMmV-xSASWWGRNf1frNnH4vc>

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- 1.46. Vornado Air LLC, Models SSS & SWAN,
<https://drive.google.com/open?id=1dZdhcE83jep5p874z4ENTQPstw8lQbHB>
 - 1.47. Wahl Clipper Corporation, Model LORES,
<https://drive.google.com/open?id=1UIGv9ImYk3Aiz-4pbJBrqEpV-37z8BYn>
 - 1.48. Waterpik, Inc., Models CC-01 | CC-02,
<https://drive.google.com/open?id=187Gu2VfYr2rpdZBxX8oBzg2-yBlqljSC>
 - 1.49. Whirlpool Corporation, General Warranty,
<https://drive.google.com/open?id=1w1FNyA6Gyh4E20fyCrmsKeQp0gcDsim0>
 - 1.50. Winix Inc., Dehumidifier Models 50BT, 70BT,
<https://drive.google.com/open?id=19zCqn2fl25IGNmEbYFZvecmbo0lmBOQh>

2. Customer Service Interactions

Screenshots or phone call information about customer service interactions via email, live chat or the phone.

- 2.1. AB Electrolux,
<https://drive.google.com/open?id=1HBSieAlNz0tTMcJVN8tk7f4jrKNmHc1->,
<https://drive.google.com/open?id=1KrLeXf0UlcKbj9fBlN8LpxjCJSb8hPzj>
- 2.2. Airgle Corporation, Phone call interaction, Aug. 30, 2018
- 2.3. Alticor, Inc. / Amway, https://drive.google.com/open?id=1vbZUK-O3v-F5BWNpVktVUMdWsQZuh_BZ
- 2.4. BISSELL Inc., https://drive.google.com/open?id=1TDJwWTYqX_YTe-dF120vIPmVmf6oYJny,
https://drive.google.com/open?id=1RyNuobw8SFuK0_jNZSJxEfOlxA4iwXGn
- 2.5. Breville USA Inc.,
<https://drive.google.com/open?id=1Nqd9DuPB2Z4teZPK5pCb6h4Y8LpHWLJV>
- 2.6. Brown Stove Works, Inc., <https://drive.google.com/open?id=0B-uUP5FmNN16Q0s2RXNXX3NibWs>
- 2.7. Cleva North America Inc. / Lawnmaster,
https://drive.google.com/open?id=1h39g1pdMxNTt1lNvRCaTOCqX_3Yc236L
- 2.8. Dyson Limited, <https://drive.google.com/open?id=1pYs5hu-7hvdsFJFCwNGnidKaZO4iV4pv>

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- 2.9. Fellowes Inc., <https://drive.google.com/open?id=0B-uUP5FmNN16Q1B0dIZYeWfoelk>
 - 2.10. Friedrich Air Conditioning Company,
<https://drive.google.com/open?id=1iCHgr3yjWVDPa-SLqFo6Z4y1nvb242U1>
 - 2.11. Gorenje Group / ASKO, Phone call interaction, Aug. 30, 2018
 - 2.12. Groupe SEB / Krups,
<https://drive.google.com/open?id=1tvdL72uYtIFnngiTYluhN4NOx7z-MXqh>
 - 2.13. Haier Group / Haier America,
https://drive.google.com/open?id=1DuG_VXdKZF1u4eUvTElh9TJMi0A_lhf,
<https://drive.google.com/open?id=14MTy2cFbNNB8RWQ1gESYUnDeybthSuMu>,
<https://drive.google.com/open?id=10SZSZAmq5pDGGRluF1JSU8CNMUrp3JKu>
 - 2.14. Helen of Troy / Honeywell, <https://drive.google.com/open?id=0B-uUP5FmNN16Q1B5azVzSjF3bTA>
 - 2.15. Hisense International Co. Ltd., https://drive.google.com/open?id=1iji0RqR-g_BBKDhtaP4hmMH4ohN5M1xY,
https://drive.google.com/open?id=1nyHmYSfVAjiMI62tDZATv9LcrhyrHd_u
 - 2.16. Keurig Green Mountain, Inc., <https://drive.google.com/open?id=0B-uUP5FmNN16OTVYZjFHTHhGSHM>
 - 2.17. Lasko Products, Inc.,
https://drive.google.com/open?id=1uNZiQ1wLxViTkTTEGT_4RAHoEa5xctKr,
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