

pure indoor living

REPLACEMEN'



* Wick Filter is applicable to Cool Mist humidifiers only

HUMIDISTAT

Instruction Leaflet

Read instructions before operating. Retain for future reference.

Questions? Comments? Call 1-800-253-2764 in North America or visit our website at www.bionaire.com.

PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- 1. Read all instructions before using the appliance.
- 2. To avoid fire or shock hazard, plug the appliance directly into a 120V AC electrical outlet.
- Keep the cord out of heavy traffic areas. To avoid fire hazard, NEVER put the cord under rugs or near heat registers.
- 4. DO NOT place humidifier near heat sources such as stoves, radiators, and heaters. DO locate your humidifier on an inside wall near an electrical outlet. The humidifier should be at least 4 inches (10 cm) away from the wall for best results.
- NEVER place humidifier in an area where it is accessible to children. NEVER use humidifier in a closed room, particularly where a child may be sleeping, resting, or playing (a closed room may result in excessive humidity).
- WARNING: Do not attempt to refill humidifier without first unplugging the unit from its electrical outlet. Failure to heed this warning may cause personal injury. Be sure to unplug the unit by pulling on the plug and not the cord.
- 7. Never place anything over moisture outlet when the unit is running.
- 8. NEVER drop or insert any object into any openings.
- DO NOT operate any appliance with a damaged cord or plug, after the appliance malfunctions, or if it has been dropped or damaged in any manner. Return appliance to manufacturer for examination, electrical or mechanical adjustment, or repair.
- 10. Use appliance only for intended household use as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons. The use of attachments not recommended or sold by the manufacturer may cause hazards.

- 11. DO NOT use outdoors.
- 12. Always place humidifier on a firm, flat, level surface. A waterproof mat or pad is recommended for use under the humidifier. NEVER place it on a rug or carpet, or on a finished floor that may be damaged by exposure to water or moisture.
- DO NOT allow the Moisture Outlet to directly face the wall.
 Moisture could cause damage, particularly to wall paper.
- 14. Humidifier should be unplugged when not in use.
- 15. NEVER tilt, move, or attempt to empty unit while it is operating. Shut off and unplug before removing the water tank and moving the unit.
- 16. This humidifier requires daily and weekly maintenance to operate appropriately. Refer to daily and weekly cleaning procedures. Use only cleaners and additives recommended by the manufacturer.
- NEVER use detergents, gasoline, glass cleaner, furniture polish, paint thinner, or other household solvents to clean any part of the humidifier.
- Excessive humidity in a room can cause water condensation on windows and some furniture. If this happens, turn the humidifier OFF.
- 19. Do not use humidifier in an area where humidity level is in excess of 50%. Use a hygrometer, available at your local retailer or through the manufacturer, to measure the humidity.
- 20. DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void your warranty. The inside of the unit contains no user serviceable parts. All servicing should be performed by qualified personnel only.
- 21. Never place housing under water flow or immerse in liquids.
- 22. Do not plug in the cord with wet hands: electric shock could result.
- Do not pour water in any openings other than the water tank.



THIS APPLIANCE HAS A POLARIZED PLUG (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet.

DO NOT ATTEMPT TO MODIFY THIS PLUG OR DEFEAT THIS SAFETY FEATURE IN ANY WAY.

- 24. To prevent damage to surfaces, do not place humidifier under overhanging surfaces.
- 25. NEVER operate unit without water in the tank.
- Do not move unit after it has been used until unit cools completely.
- 27. Use both hands when carrying full tank of water.

PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

CONSUMER SAFETY INFORMATION

NOTE: This is an electrical appliance and requires attention when in use.

NOTE: If moisture forms on the walls or windows of the room, turn off the humidifier. The room already has plenty of humidity and additional moisture may cause damage.

NOTE: DO NOT block air inlet or outlet.

Cord and Plug Installation Safety Instructions:

The length of cord used on this appliance was selected to reduce the hazards of becoming tangled in, or tripping over a longer cord. If a longer cord is necessary an approved extension cord may be used. The electrical rating of the extension cord must be equal to or greater than the rating of the humidifier (refer to the rating information placed on the humidifier). Care must be taken to arrange the extension cord so that it will not drape over the countertop or tabletop where it can be pulled on by children or accidentally tripped over.

FCC STATEMENT (FOR *ULTRASONIC* ONLY)

This apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

This Class B digital apparatus complies with Canadian ICES-003.

Your humidifier may come with different technologies (Cool Mist, Warm Mist & Ultrasonic):

HOW COOL MIST WORKS:

Air circulating through an absorbent wick filter releases invisible cool mist moisture into the air.

HOW WARM MIST WORKS:

Gently boiling water produces warm, soothing mist for added comfort during cooler months.

HOW ULTRASONIC WORKS:

An ultrasonic transducer atomizes water, producing refreshing visible cool mist.

NOTE: A humidity level below 20% can be unhealthy and uncomfortable. The recommended humidity level is between 40%-50%.

PRE-OPERATING INSTRUCTIONS

- Be sure the humidifier is switched OFF and the unit is disconnected from the electrical outlet.
- Select a location for your humidifier, on a flat surface, about 4 inches (10 cm) away from the wall. DO NOT place the humidifier on a finished floor or near furniture, which can be damaged by too much moisture or water. Place on a moisture resistant surface.

FILLING THE WATER TANK

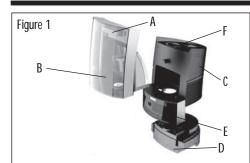
- 1. Remove the tank from the main housing.
- Bring the tank to the sink, turn upside down and twist off the tank cap by turning counter clockwise. Fill tank with cool, fresh tap water. DO NOT fill with warm water as this may cause leaking. Replace the cap on tank FIRMLY.
- Place tank back on to the base. The tank will immediately begin to empty into the base.
- 4. Plug the humidifier into a 120V electrical outlet.

OPERATING INSTRUCTIONS

The number of control buttons and settings may vary slightly between models, read following instructions carefully before operating:

Power Button

Press the Power Button to turn the humidifier on. The humidifier will run at *High* setting and the *Stay On*



- Tank Handle
- Water Tank
- Humidifier Housing D. Humidifier Base
- Control Panel (see Fig. 2 for close-up)
- Mist Chamber Grill (Warm Mist only)

NOTES:

The design of the moisture output grill on top of the unit may vary among different technologies: Cool Mist, Warm Mist or Ultrasonic. Cool Mist grill is solely a moisture output grill; Warm Mist grill comes with a medicine tray; Ultrasonic grill comes with a nozzle.

humidity indicator light will illuminate. Press the Power button to manually turn off the humidifier at any setting.



Speed Control (For Cool Mist only)

Press the Speed Control Button to select your desired setting. Every press will scroll between 1 (Low) and 2 (High) setting, and the Setting Indicator (1 or 2) will illuminate to indicate which setting is activated.

Mist Control

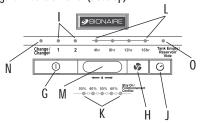
(For Warm Mist and Ultrasonic only)

Press the Mist Control Button to select your desired setting. Every press will scroll between 1 (Low) and 2 (High) setting, and the Setting Indicator (1 or 2) will illuminate to indicate which setting is activated.

Digital Humidistat Control

Your humidifier is equipped with a digital humidistat that allows you to set your humidifier to your desired comfort level by turning the Dial Wheel on the control panel:

Figure 2 Control Panel (close-up)



- G. Power Button
- H. Speed/Mist Control Button (vary between models)
- Setting Indicators
- Timer Button
- **Humidity Indicators**
- Timer Indicators
- M. Dial Wheel N. Change Light
- O. Tank Empty Light

NOTES:

The icons () shown on the control panel represent the speed of moisture being put into the air and may vary slightly among different technologies: Cool Mist, Warm Mist or Ultrasonic.

30% 40% 50% 60% -0--0-0-0-0-0-

Stay On/ Fonctionnement

To preset a precise comfort level, turn the Dial Wheel to adjust the humidity level ranging from 60% to 30%. The corresponding *Humidity Indicator* will illuminate once selected. When the room humidity level rises above the set humidity, the humidifier will stop. When the room humidity level drops below the set humidity, the humidifier will turn on automatically to maintain the preset humidity level.

NOTE: To shut the humidifier off at any setting, press the Power Button (1) until all indicator lights go off. The humidistat has memory. This means that when you turn the unit back on, it will be at the last humidity setting before the humidifier is turned off. However, if the humidifier is unplugged, the digital humidistat will no longer remember the previous humidity setting. You will need to reset the digital humidistat if the humidifier is unplugged.

WARNING: DO NOT move the humidifier with water in the tank or the humidifier base. The moving action of the water may activate the water tank's release nozzle and overfill the

humidifier base. This may cause the humidifier to function intermittently, or stop emitting mist. Should this occurs, simply remove the excess water from the humidifier base.

NOTES:

- High setting will produce the maximum moisture level and Low setting will produce the longest run time and quieter performance.
- During operation, you may check the run time scale as located on the side of the Tank, it indicates how long the humidifier will run at Low and High setting.
- For <u>Cool Mist</u>, allow up to 30 minutes for the filter to fully absorb water and for the unit to produce moisture.
- For Warm Mist, it is normal for the humidifier to take 10 minutes to boil the water before beginning to mist, and a boiling noise is normal. To minimize the noise level, operate the unit on low setting.
- For <u>Ultrasonic</u>, when the humidifier runs out of water, the transducer and fan will automatically shut off.
- The 9 holes on the bottom right of the unit is the humidistat sensor.
- The actual run time stated on the run time scale on the tank may vary slightly due to the amount of water in the reservoir of the humidifier.

Tank Empty Light

Once the tank is empty, the *Tank Empty Light* will illuminate. Turn off your humidifier and unplug it from the electrical outlet. Before refilling, empty any residual water from the base and the tank (follow the daily maintenance instructions). Then follow the Filling Instructions to refill the tank and put back into the humidifier to begin operation. The *Tank Empty Light* will go off.

Reset Procedure (For Warm Mist only)

When the water in the tank is empty and the water in the heating chamber is almost empty, the *Tank Empty Light* will illuminate and Automatic Shut Off will activate to prevent overheating. The humidifier will stop operation until the water tank is refilled and humidifier is reset as below:

- 1. Switch OFF the humidifier and unplug.
- Remove and refill the water tank, follow the "Daily Maintenance" and "Filling the Water Tank" instructions to clean and refill the water tank. Replace the tank onto the unit.
- Allow 30 minutes for the Automatic Shut off to reset.

4. After 30 minutes, plug in the unit and switch it on. If the *Tank Empty Light* does not blink, the unit is ready for normal operation and the unit will produce moisture within 10 minutes. If the *Tank Empty Light* blinks, the unit is still too warm. Unplug the unit, wait 15-30 additional minutes. Plug the unit back in and turn it on. If the *Tank Empty Light* does not blink, the unit is ready for normal operation and will begin to produce moisture within 10 minutes.

Medicine Tray (*For Warm Mist only*)

Warm Mist models are designed with a medicine tray located on top of the mist chamber grill. To use, pour designated humidifier medication into the tray and then turn on your humidifier as directed.

NOTES:

- DO NOT add medication to the water tank.
- DO NOT add medication to the medicine tray when the unit is already operating.

Change Light

The *Change Light* will illuminate to monitor the life of both wick filter (for Cool Mist only) and the optional demineralization cartridge.

Wick Filter Change Instructions (For Cool Mist only)

Your Cool Mist humidifier comes with a replaceable wick filter (SW2002-CN). Through normal use, waterborne minerals and sediment become trapped in the wick filter. The harder your water, the great the amount of minerals in the water, and the more often you will need to change your filter. It is strongly recommended that a new filter be replaced every 30 days of use. When the filter requires replacement, the *Change Light* will illuminate.

To replace the wick filter:

- Turn off your humidifier and unplug it from the electrical outlet.
- 2. Remove tank and main housing to access the base tray.
- Discard the old filter and follow the weekly cleaning instructions.
- Insert a new filter into the filter support in the base, ensure blue grommet is inserted into the groove.
- 5. Replace the main housing and then the tank onto the unit.
- 6. Press and hold the *Speed/Mist Control Button* for 3 seconds. The *Change Light* will now be reset.
- Repeat Operating Instruction steps to begin operation, the *Change Light* will go off and start another cycle for timing the new filter.

Demineralization Cartridge - Not included in humidifier (For Cool Mist / Warm Mist / Ultrasonic)

To achieve cleaner and fresher output, a demineralization cartridge (model SDC2300) is available. The cartridge life is determined by the average daily use of your humidifier and the water hardness in your area. Areas with hard water will require more frequent placement of the cartridge. It is strongly recommended that the cartridge be replaced every 30 days.

To install the cartridge:

- Switch OFF the humidifier and unplug. Remove the water tank and drain out any residue water.
- Remove the protective bag from the new cartridge. Each new cartridge is pre-installed to fit in place of the tank cap. You may simply place the cartridge onto the tank as the normal tank cap after filling the tank with water (follow the "Filling the Water Tank" instructions). Keep the tank cap for future use for instances when you are not using the demineralization cartridge.
- 3. Replace the tank onto the unit and plug in.
 For <u>Cool Mist</u> only, when the <u>Change Light</u> illuminates, both wick filter and demineralization cartridge will need to be replaced. It is recommended to change both the wick filter and demineralization cartridge at the same time. For <u>Warm Mist / Ultrasonic</u> only, the user must activate the operation of <u>Change Light</u> after installing the demineralization cartridge. Press and hold the <u>Speed Control / Mist Control</u> Button for 3 seconds, the <u>Change</u>

Light will blink 3 times and then go off. The unit will start timing the cartridge life and the Change Light will illuminate after 30 days to indicate that a new demineralization cartridge needs to be replaced.

NOTE: It will take about 30 minutes for every new filter/cartridge to absorb water in order to allow the humidifier to reach maximum output.

You can purchase replaceable wick filter (SW2002-CN) and demineralization cartridge (model SDC2300) at a local retailer, by calling 1-800-253-2764 or by visiting www.bionaire.com. It is recommended that a replacement / cartridge is purchased for uninterrupted use.

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Your humidifier is equipped with 16-Hour Auto Shut-off Timer feature. This allows you to program your humidifier to shut off automatically after running a defined time interval.

To activate the timer, press the Timer Button (**). Each
press of the Timer Button will cycle through the below
Timer options.



- Select your desired interval for the humidifier to shut-off automatically. The *corresponding hour indicator light* will illuminate.
- To cancel the Timer feature, continue to press the Timer Button ((*)) until all *Timer Indicator lights* go off. The Timer will then be cancelled.

CLEANING / MAINTENANCE

CLEANING AND MAINTENANCE INSTRUCTIONS

Humidifiers provide comfort by adding moisture to dry, heated indoor air. To benefit most from the humidifier and avoid product misuse, follow all instructions carefully. Please note that this is an electrical appliance and requires attention when in use.

In addition, if you do not follow the recommended care and maintenance guidelines, micro-organisms may be able to grow in the water within the water tank. You must routinely follow the cleaning procedures that follow in order to ensure proper, efficient operation of your humidifier. Proper maintenance and cleaning is essential to the continued performance of your unit and the avoidance of algae or bacteria build-up.

Daily Maintenance (Cool Mist/Warm Mist/ Ultrasonic):

- Be sure the unit is OFF and is disconnected from the electrical outlet.
- Remove the housing and the tank from the humidifier and place in sink or tub. Remove the filter if applicable (for *Cool Mist* only).
- Carry the base of the unit to the sink, remove the wick, place in sink, drain any remaining water and rinse thoroughly to remove any sediment or dirt. Wipe clean, and dry with a clean cloth or paper towel.
- Drain the water from the tank into the sink and rinse tank thoroughly. Wipe clean, and dry with a clean cloth or paper towel.
- Put filter back in (for *Cool Mist* only), replace the housing, then refill tank with cool tap water as instructed earlier in the Filling Instructions. Do not overfill.
- 6. Follow Operating Instructions to turn on the humidifier.

Special Cleaning Instructions for *Warm Mist* Humidifiers only:

NOTE: Allow the humidifier to cool down before maintenance.

 The Electronic Thermal Control heating element is lined with a coating that is designed to provide the easiest cleaning and prolong the operating efficiency for the humidifier. DO NOT use any metal or hard objects to clean the heating element. Wipe the heating element clean with a soft cloth. Never use detergents, gasoline, kerosene, glass cleaner, furniture polish, paint thinner or other household solvents to clean any part of the humidifier.

Weekly Maintenance (Cool Mist/Warm Mist/Ultrasonic):

To Remove Scale:

NOTE: For *Warm Mist*, allow the humidifier to cool down before maintenance.

- 1. Repeat previous steps in Daily Maintenance.
- 2. Clean the base by partially filling the base with one 8-oz cups of undiluted white vinegar, or by using Clean Away™ solution (Model DMS216) by the manufacturer. Leave this solution in the base for 20 minutes, while cleaning all the interior surfaces with a soft brush (brush not included). Gently scrub the area around the transducer with a soft brush (for *Ultrasonic* only). Remove base scale by wiping the base with a cloth dampened with undiluted white vinegar.
- Rinse with clean warm water to remove the cleaning solution before disinfecting the tank.

To Disinfect Humidifier Base and Tank:

- 1. Fill humidifier tank 1/2 full with water and 1/2 tablespoon of chlorine bleach.
- Let the solution stand for 20 minutes, swishing every few minutes. Wet all surfaces.
- Carefully empty the tank after 20 minutes, and rinse with warm water until you cannot detect any bleach smell. Dry with a clean cloth or paper towel.
- 4. Place filter back into base (for *Cool Mist* only).
- Refill the water tank with cool water and replace on housing (see Filling Instructions). Follow Operating Instructions to turn the humidifier ON.
- To clean the humidifier base, pour out all access water. Rise thoroughly to remove any sediment to dirt. Wipe clean and dry with a clean cloth or paper towel. Do not use metal cleaning utensils of abrasive cleansers.

STORAGE INSTRUCTIONS REPLACEMENT ACCESSORIES

STORAGE INSTRUCTIONS

When not using your humidifier for an extended period of time:

- 1. Dispose of the filter. DO NOT leave in unit. (for Cool Mist only).
- 2. Clean, rinse and thoroughly dry the humidifier as directed in weekly maintenance. DO NOT leave any water in the unit when storing. Leaving water in the unit may render the unit inoperable for the following season.
- 3. Place the humidifier in the original carton and store in a cool, dry place.
- 4. Order your replaceable filter for next year's use (for *Cool Mist* only).

REPLACEMENT ACCESSORIES

To order the replacement accessories you can do any of the following:

- Visit your local retailer Go to www.bionaire.com
- Call Consumer Service at 1-800-253-2764

	TROUBLESHOOTING				
	Trouble	Probable Cause	Solution		
•	Water Leaks from Tank.	 Tank/cap gasket is missing. Unit tilted or not leveled. Cap not tight enough. Tank water is Hot. 	 Remove tank cap and replace or reposition gasket. Place unit it on a flat or leveled surface. Tighten the cap. Fill with cool water only. 		
•	Crack in Tank.	 Hot water will cause tank to pressurize. Tanks will crack if hit or dropped. 	Fill with cool water only. Handle tank with care. If there is crack on tank, replace with a new tank.		
•	Film on Tank.	 Mineral deposits. 	Clean/disinfect tank as instructed in weekly cleaning instructions. Or purchase a Demineralization Cartridge (SDC2300) for use, by calling 1-800-253-2764 or visiting www.bionaire.com.		
•	Mist output minimal to none.	 Filter has not absorbed water (for Cool Mist only). Scale buildup on heating element (for Warm Mist only). Mist is invisible (for Cool Mist only). Scale build up on transducer (for Ultrasonic only). 	 ✓ Wait 30 minutes for filter to absorb water (for Cool Mist only). ✓ Remove scale from heating element (for Warm Mist only). ✓ Operate in High setting (for Cool Mist only). ✓ Remove scale from the transducer (for Ultrasonic only). 		

TROUBLESHOOTING FREQUENTLY ASKED QUESTIONS

TROUBLESHOOTING				
For <i>Cool Mist</i> humidifiers only				
Filter turns brown.	The filter has absorbed minerals.	Replace your filter (SW2002-CN) by calling 1-800-253-2764, or visiting www.bionaire.com.		
For <i>Ultrasonic</i> humidifiers only				
Reduced or no mist.	Out of water.Setting too low.Transducer plate dirty.	 Fill tank. Increase setting to High. Clean transducer (refer to Cleaning and Maintenance Instructions). 		

FREQUENTLY ASKED QUESTIONS			
Question	Answer		
What are the variables that affect run time?	The estimated run time for this humidifier is based on average room conditions. The actual run time of your humidifier is dependent on numerous variables such as: Air exchange in the room where the humidifier is placed. Room construction where the humidifier is placed. Temperature of the room where the humidifier is placed. Humidity levels in the room where the humidifier is placed. Movement of occupants and the opening and closing of doors in the room where the humidifier is placed. Home furnishings in the room where the humidifier is placed.		
How do I remove film on water tank?	✓ See Daily Maintenance instructions. Regular cleaning is recommended.		
How can I extend the run time?	 ✓ Run your unit on the lowest setting. ✓ If your unit has electronics, set it to your desired humidity level. The unit will turn on and off, which will extend the run time. ✓ Fill the tank all the way full, place it on the base, let the water empty into the base until it stops bubbling, then refill the tank full again. This ensures maximum water capacity and will extend run time. 		

If you have any questions regarding your product or would like to learn more about other Bionaire® products, please contact our Consumer Service Department at 1-800-253-2764 or visit our website at www.bionaire.com.

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WARRANTY INFORMATION

1 YEAR LIMITED WARRANTY

Sunbeam Products, Inc. doing business as Jarden Consumer Solutions or if in Canada, Sunbeam Corporation (Canada) Limited doing business as Jarden Consumer Solutions (collectively "JCS") warrants that for a period of one year from the date of purchase, this product will be free from defects in material and workmanship. JCS, 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 JCS 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 JCS or an authorized JCS service center. Further, the warranty does not cover: Acts of God, such as fire, flood, hurricanes and tornadoes.

What are the limits on JCS's Liability?

JCS 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.

JCS disclaims all other warranties, conditions or representations, express, implied, statutory or otherwise.

JCS 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.

Some provinces, states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from province to province, state to state or jurisdiction to jurisdiction.

How to Obtain Warranty Service

In the U.S.A.

If you have any question regarding this warranty or would like to obtain warranty service, please call 1-800-253-2764 and a convenient service center address will be provided to you.

In Canada

If you have any question regarding this warranty or would like to obtain warranty service, please call 1-800-253-2764 and a convenient service center address will be provided to you.

In the U.S.A., this warranty is offered by Sunbeam Products, Inc. doing business as Jarden Consumer Solutions located in Boca Raton, Florida 33431. In Canada, this warranty is offered by Sunbeam Corporation (Canada) Limited doing business as Jarden Consumer Solutions, located at 20 B Hereford Street, Brampton, Ontario L6Y 0M1. If you have any other problem or claim in connection with this product, please write our Consumer Service Department. PLEASE DO NOT RETURN THIS PRODUCT TO ANY OF THESE ADDRESSES OR TO THE PLACE OF PURCHASE.