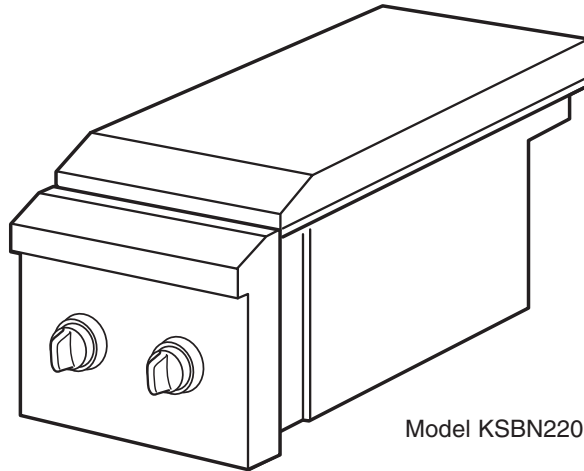


INSTALLATION INSTRUCTIONS AND USE AND CARE GUIDE

Architect™ Series Outdoor Built-In Side Burner



Model KSBN220SSS

Quick Reference

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IMPORTANT: Read and save these instructions.

IMPORTANT:

Installer: Leave Installation Instructions with the consumer.

Consumer: Keep Installation Instructions for future reference.

Save Installation Instructions for local electrical inspector's use.

Write the model and serial numbers in space provided below before installing or using outdoor Side Burner. The numbers are stamped on the identification label, located on bottom flange of the control panel. they are also located on the model/serial number plate, located on the side panel.

Model # _____

Serial # _____

KitchenAid®
FOR THE WAY IT'S MADE®

OUTDOOR BUILT-IN SIDE BURNER SAFETY

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING."

These words mean:

⚠ DANGER

You can be killed or seriously injured if you don't immediately follow instructions.

⚠ WARNING

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

FOR YOUR SAFETY

If you smell gas:

- Shut off gas to the appliance.
- Extinguish any open flame.
- Open lid.
- If odor continues, immediately call your gas supplier or your fire department.

FOR YOUR SAFETY

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliances.
- An LP cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING: For your safety, the information in this manual must be followed to minimize the risk of fire or explosion, or to prevent property damage, personal injury, or death.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **WHAT TO DO IF YOU SMELL GAS:**
 - Do not try to light any appliance.
 - Do not touch any electrical switch; do not use any phone in your building.
 - Clear the room, building, or area of all occupants.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

IMPORTANT SAFETY INSTRUCTIONS

1. Do not install portable or built-in grills in or on a recreational vehicle, portable trailer, boat or in any other moving installation.
2. Always maintain minimum clearances from combustible construction, see "Location Requirements" section.
3. The outdoor cooking gas appliance shall not be located under overhead unprotected combustible construction.
4. This outdoor cooking gas appliance shall be used only outdoors and shall not be used in a building, garage, or any other enclosed area.
5. Keep any electrical supply cord and fuel supply hose away from any heated surfaces.
6. Keep outdoor cooking and appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
7. Do not obstruct the flow of combustion and ventilation air. Keep the ventilation openings of the cylinder enclosure free and clear from debris.
8. Inspect the gas cylinder supply hose before each use of the grill. If the hose shows excessive abrasion or wear, or is cut, it **MUST** be replaced before using the grill. Contact your dealer and use only replacement hoses specified for use with the grill. If removal of an access plate(s) or opening of a door(s) is required for this inspection, instructions shall be provided on how to gain access for the inspection.
9. Visually check the burner flames. They should be blue. Slight yellow tipping is normal for L.P. gas.
10. Check and clean burner/venturi tube for insects and insect nest. A clogged tube can lead to fire under the grill.
11. The L.P. gas supply cylinder to be used must be:
 - constructed and marked in accordance with the Specification for L.P. Gas Cylinders of the U.S. Department of Transportation (DOT) or the National Standard of Canada, CAN/CSA-B339, Cylinders, Spheres, and Tubes for Transportation of Dangerous Goods; and Commission.
 - provided with a listed overfilling prevention device.
 - provided with a cylinder connection device compatible with the connection for outdoor grill appliances.
12. Always check connections for leaks each time you connect and disconnect the L.P. gas supply cylinder. See "Installation Instructions" section.
13. When the outdoor cooking gas appliance is not in use, the gas must be turned off at the supply cylinder.
14. Storage of an outdoor gas grill appliance indoors is permissible only if the cylinder is disconnected and removed from the outdoor gas grill.
15. Cylinders must be stored outdoors and out of the reach of children and must not be stored in a building, garage, or any other enclosed area.
16. The pressure regulator and hose assembly supplied with the outdoor gas grill must be used. A replacement pressure regulator and hose assembly specific to your model is available from your outdoor grill dealer.
17. The cylinder supply system must be arranged for proper vapor withdrawal.
18. Gas cylinder must include a collar to protect the cylinder valve.

Save These Instructions

If the following information is not followed exactly, a fire causing death or serious injury may occur.

- Do not store a spare LP-gas cylinder under or near this side burner.
- Never fill the cylinder beyond 80 percent full.

IMPORTANT:

This side burner is manufactured for outdoor use only.

For side burners that are to be used at elevations above 2000 feet, orifice conversion is required. See "Gas Supply Requirements" section.

It is the responsibility of the installer to comply with the minimum installation clearances specified on the model/serial rating plate. The model/serial rating plate can be found on the side panel.

Copies of the standards listed may be obtained from:

National Fire Protection Association
One Batterymarch Park
Quincy, Massachusetts 02269
CSA International
8501 East Pleasant Valley Rd.
Cleveland, Ohio 44131-5575

The California Safe Drinking Water and Toxic Enforcement Act requires the Governor of California to publish a list of substances known to the State of California to cause cancer, birth defects, or other reproductive harm, and requires businesses to warn of potential exposure to such substances. **WARNING:** This product contains a chemical known to the State of California to cause cancer, birth defects, or other reproductive harm.

This appliance can cause low-level exposure to some of the substances listed, including benzene, crystalline silica, carbon monoxide, toluene, and soot.

In the State of Massachusetts, the following installation instructions apply:

- Installations and repairs must be performed by a qualified or licensed contractor, plumber, or gasfitter qualified or licensed by the State of Massachusetts.
- If using a ball valve, it shall be a T-handle type.
- A flexible gas connector, when used, must not exceed 3 feet.

INSTALLATION REQUIREMENTS

Tools and Parts

Gather the required tools and parts before starting installation. Read and follow the instructions provided with any tools listed here.

Tools needed

- Level
- Small flat-blade screwdriver
- Flat-blade screwdriver
- Phillips screwdriver
- Tape measure or ruler
- Slip-joint pliers
- Pipe wrench

Parts needed

- Gas line shutoff valve
- 1/2" male pipe thread nipple for connection to pressure regulator
- L.P. gas-resistant pipe-joint compound
- CSA design-certified outdoor flexible stainless steel appliance connector [4-5 ft. (1.2-1.5 m)] or rigid gas supply line as needed
- Noncorrosive leak detection solution

Parts supplied

- Convertible regulator set for 4" W.C. natural gas

Location Requirements

⚠ WARNING



Explosion Hazard

Do not store fuel tank in a garage or indoors.

Do not store side burner with fuel tank in a garage or indoors.

Failure to follow these instructions can result in death, explosion, or fire.

⚠ WARNING



Fire Hazard

Do not use side burner near combustible materials.

Do not store combustible materials near side burner.

Doing so can result in death or fire.

Select a location that provides minimum exposure to wind and traffic paths. The location should be away from strong draft areas.

Do not obstruct flow of combustion and ventilation air.

⚠ WARNING



Fire Hazard

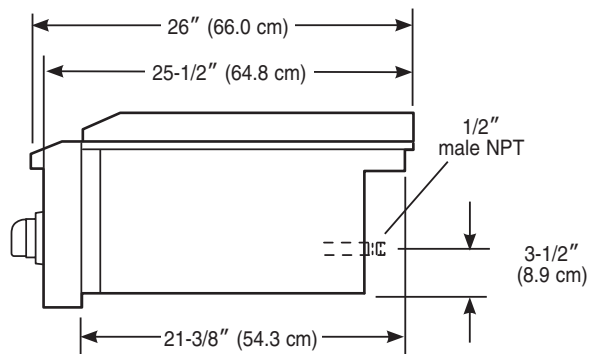
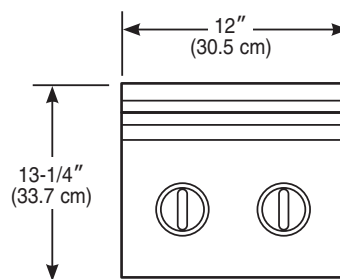
Do not install this side burner on or near combustible materials.

Doing so can result in death or fire.

Product Dimensions

Clearance to combustible construction for built-in outdoor side burners:

- A minimum of 12" (30.5 cm) must be maintained between the sides and back and any combustible construction.
- A 12" (30.5 cm) minimum clearance must also be maintained below the cooking surface and any combustible construction.



Enclosure Cutout Dimensions

⚠ WARNING



Fire Hazard

Do not install this side burner on or near combustible materials.

Doing so can result in death or fire.

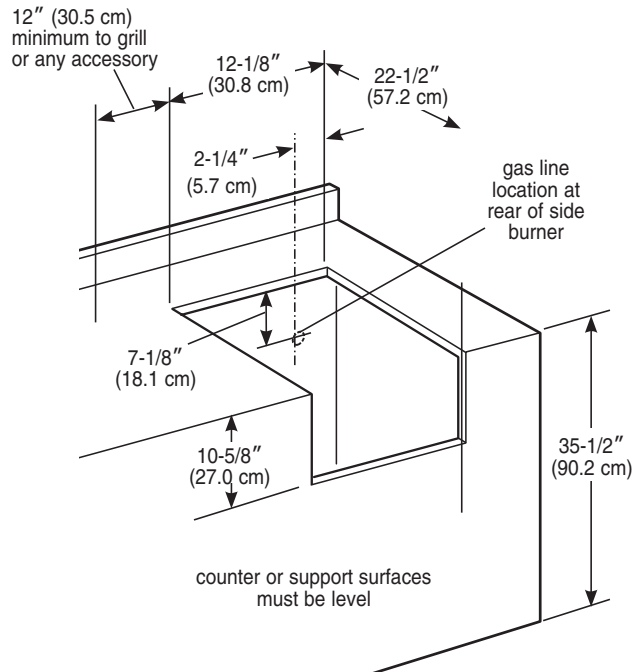
Enclosure and clearance dimensions that are shown must be used. Given dimensions provide required clearances.

The installation of this outdoor side burner must conform with the current standards CSA-Z21.58a-1998, or with local codes.

The outdoor side burner drops into the enclosure opening and is supported by its side flanges. No bottom support is needed.

Copies of the standards listed may be obtained from:

CSA International
8501 East Pleasant Valley Rd.
Cleveland, Ohio 44131-5575



Gas Supply Requirements

⚠ WARNING



Explosion Hazard

Use a new CSA International approved "outdoor" gas supply line.

Securely tighten all gas connections.

If connected to LP, have a qualified person make sure gas pressure does not exceed 11" (28 cm) water column.

Examples of a qualified person include:

**licensed heating personnel,
authorized gas company personnel, and
authorized service personnel.**

Failure to do so can result in death, explosion, or fire.

Observe all governing codes and ordinances.

IMPORTANT: This installation must conform with all local codes and ordinances. In the absence of local codes, installation must conform with American National Standard National Fuel Gas Code ANSI Z223.1 -latest edition or CAN/CGA B149.1 -latest edition.

IMPORTANT: The outdoor side burner must be connected to a regulated gas supply.

- Input ratings shown on the model/serial rating plate are for elevations up to 2,000 feet (610 m). For elevations above 2,000 feet (610 m), ratings are reduced at a rate of 4% for each 1,000 feet (305 m) above sea level. Orifice conversion is required. Contact KitchenAid Experience Center.
- Refer to the model/serial rating plate for information on the type of gas that can be used. If this information does not agree with the type of gas available, check with your local gas supplier.

No attempt shall be made to convert the outdoor side burner from the gas specified on the model/serial rating plate for use with a different gas type without consulting the serving gas supplier. The conversion kits specified must be used.

L.P. GAS:

Operating pressure: 11 inches (27.9 cm) W.C.

Supply pressure: 11 to 14 inches (27.9 to 35.5 cm) W.C.

NATURAL GAS:

Set pressure: 4 inches (10.2 cm) W.C.

Supply pressure: 7-14 inches (17.8 cm to 35.5 cm) W.C. maximum.

Line pressure testing:

Testing above 1/2 psi (3.5 kPa) or 14 inches (35.5 cm) W.C. (gauge):

- The side burner and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures greater than 1/2 psig (3.5 kPa).

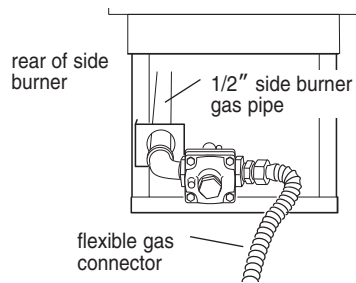
Testing below 1/2 psi (3.5 kPa) or 14 inches (35.5 cm) W.C. (gauge) or lower:

- The side burner must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.5 kPa).

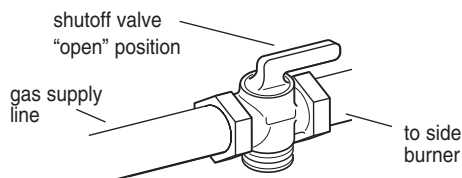
Natural Gas:

Side burners are equipped for use with Natural gas. They are design-certified by CSA International for L.P. (propane or butane) gases with appropriate conversion.

Side burners are set for natural gas use and have a pressure regulator with 1/2" female pipe threads.



The supply line shall be equipped with an approved shutoff valve. This valve should be located in the same area as the side burner and should be in a location that allows ease of opening and closing. Do not block access to the shutoff valve. The valve is for turning on or shutting off gas to the appliance.



L.P. gas conversion from a local L.P. gas supply:

Conversion must be made by a qualified person. A qualified natural gas technician shall provide the L.P. gas supply to the selected side burner location in accordance with the National Fuel Gas Code NFPA 54 and local codes.

To convert to L.P. gas, the L.P. Gas Conversion Kit No. 4396311 must be used. Follow Instructions included with kit.

L.P. gas conversion using an L.P. fuel tank:

To convert to L.P. gas, the L.P. Gas Conversion Kit No. 4396311 must be used. Follow Instructions included with kit.

An L.P. gas cylinder, not larger than 20 pounds, must be purchased separately.

INSTALLATION INSTRUCTIONS

Outdoor Side Burner Installation

Natural Gas:

⚠ WARNING

Excessive Weight Hazard

**Use two or more people to move and install side burner.
Failure to do so can result in back or other injury.**

This installation must conform with local codes and ordinances. In the absence of local codes, installations must conform with either the National Fuel Gas Code ANSI Z223.1, or CAN/CGA-B149.1 Natural Gas and Propane installation code.

1. Place side burner into outdoor enclosure, but leave enough room in back to connect to gas supply.

Copies of the standards listed may be obtained from:

CSA International
8501 East Pleasant Valley Rd.
Cleveland, Ohio 44131-5575

⚠ WARNING



Explosion Hazard

Use a new CSA International approved "outdoor" gas supply line.

Securely tighten all gas connections.

If connected to LP, have a qualified person make sure gas pressure does not exceed 11" (28 cm) water column.

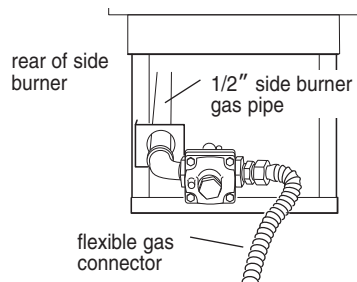
**Examples of a qualified person include:
licensed heating personnel,
authorized gas company personnel, and
authorized service personnel.**

Failure to do so can result in death, explosion, or fire.

2. Make gas connections.

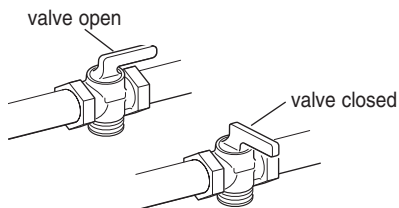
A combination of pipe fittings must be used to connect the outdoor side burner to the existing gas line.

- If local codes permit, use a flexible stainless steel tubing gas connector, design-certified and marked “outdoor” by CSA International, to connect the side burner to the rigid gas supply line. 5/8” diameter line is recommended. Using a wrench to tighten, connect the gas supply to the side burner. Use pipe joint compound on all non-flared male threads. Do not kink or damage the flexible connector when moving the side burner.



- Pipe-joint compounds suitable for use with L.P. gas must be used. Do not use Teflon® tape.

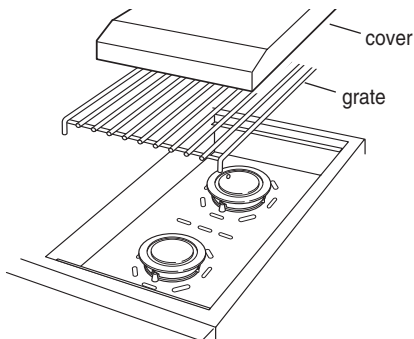
3. Open shutoff valve in the gas supply line. The valve is open when the handle is parallel to the gas pipe.



4. Test all connections by brushing on an approved non-corrosive leak-detection solution. Bubbles will show a leak. Correct any leak found.

Assemble Cooking Area

1. Lift off cover and grate and set aside. Remove packing from around burners. Reinstall grate.



2. Gently move Side Burner completely into enclosure.
3. Go to “Check and Adjust the Burners” section.

Check and Adjust the Burners

The burners are tested and factory-set for most efficient operation. However, variations in gas supply and other conditions may make minor adjustments to low flame setting necessary. It is recommended that adjustments be made by a qualified person.

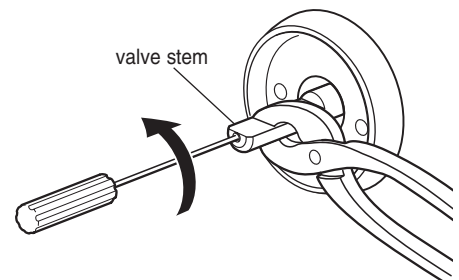
Checking and adjusting the burner flames requires removing the grate.

Low flame adjustment:

If flame goes out on the LO setting, the low flame setting must be adjusted.

Light the burner and turn control knob to its lowest setting and remove knob. Hold the valve stem with pliers and insert a thin flat blade screwdriver into the shaft. Watch the flame and slowly turn screwdriver counterclockwise. Adjust flame to the minimum stable flame. Replace control knob.

Reassemble grate.



OUTDOOR SIDE BURNER USE

Using the Outdoor Side Burner

⚠️ WARNING



Burn Hazard

Do not let the burner flame extend beyond the edge of the pan.

Doing so can result in burns.

⚠️ WARNING

Food Poisoning Hazard

Do not let food sit on side burner for more than one hour before or after cooking.

Doing so can result in food poisoning or sickness.

1. Remove the outdoor side burner cover. Do not light burners with the cover on.
2. Make sure control knobs are turned to OFF.

Turn the gas supply on:

Natural gas or L.P. gas from a local supply

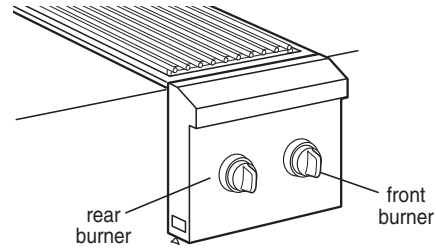
- Using gas supply source other than L.P. gas cylinder:
Turn the shutoff valve to open position from the front of gas supply line.

L.P. gas cylinder, if converted

See the “Gas Supply Requirements” section.

- Using an L.P. propane gas cylinder:
Slowly open the cylinder valve; do not “snap” open.
NOTE: When using an L.P. gas cylinder, the flow limiting device may activate and your outdoor side burner may not light. If your outdoor side burner does light, the flames will be low and will not heat properly. Turn cylinder valve and all control knobs off and wait 30 seconds. After shutting off the cylinder, very slowly open cylinder valve and wait 5 seconds before lighting.

Lighting the Side Burner

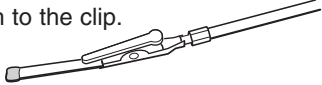


1. Do not lean over the side burner.
2. Select the burner you want to lite and push in the outdoor side burner control knob. Turn the knob to “LITE/HI” while continuing to hold it in.
3. You will hear the “snapping” sound of the spark. When burner is lit, release the knob. Turn knob to desired setting.

IMPORTANT:

If burner does not light immediately, turn the burner knob to “OFF” and wait 5 minutes before relighting.

Manually lighting the Side Burner

1. Do not lean over the side burner.
2. Remove the manual lighting extension from inside the drip tray of the grill.
3. Attach a match to the clip.

4. Strike the match to light it.
5. Guide the match to the burner you wish to light.
6. Push in and turn the burner knob to “LITE/HI” for the burner closest to the lit match. The burner will light immediately. When burner is lit, turn knob to desired setting.
7. Repeat steps 3 through 6 for each burner.
8. Remove match and replace manual lighting extension inside the drip tray of the grill.

IMPORTANT:

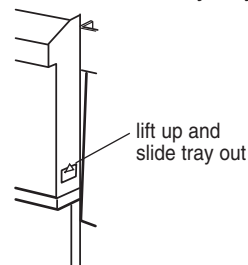
If burner does not light immediately, turn the burner knob to “OFF” and wait 5 minutes before relighting.

If any burners do not light after attempting to manually light them, contact the KitchenAid Customer Experience Center.

Replacing the Igniter battery

If igniters stop sparking, the battery should be replaced.

1. Push in and up at bottom of battery tray. Pull battery out.



2. Remove battery and replace with alkaline 9-volt battery.
3. Slide battery tray back into compartment; it will lock into place.

Cleaning

General Tips

IMPORTANT: Before cleaning, make sure all controls are off and the burners are cool. Always follow label instructions on cleaning products.

For routine cleaning, wash with soap and water using a soft cloth or sponge. Rinse with clean water and dry at once with a soft, lint-free cloth to avoid spots and streaks.

Never use steel wool to clean the side burner, as it will scratch the surface.

Stainless Steel

IMPORTANT: Do not use soap-filled scouring pads, abrasive cleaners, Cooktop Polishing Creme, steel wool, gritty wash cloths or paper towels.

Cleaners should not contain chlorine. Damage may occur to the product finish.

Rub in direction of grain to avoid scratching or damaging the surface.

Food spills should be cleaned as soon as entire Side Burner is cool. Spills may cause permanent discoloration.

- Use Stainless Steel Cleaner & Polish (Part #4396095). See “Requesting Assistance or Service” section to order.
- Use a mild liquid detergent or all-purpose cleaner according to label instructions.
- Rinse with clean water and dry at once with soft, lint-free cloth to avoid spots and streaks.
- Use vinegar to remove hard water spots. Rinse with water and dry thoroughly.
- Use a glass cleaner to remove fingerprints.

IMPORTANT: Make sure gas supply is off and all control knobs are in the “OFF” position. Make sure the Side Burner is cool.

Exterior

The quality of this material resists most stains and pitting, providing that the surface is kept clean and protected.

- Apply stainless steel polish to all non-cooking areas before first use. Re-apply after each cleaning to prevent permanent damage to surface.
- Cleaning should always be followed by rinsing with clean warm water.
- Wipe the surface completely dry with a soft cloth.
- For tough spots or baked-on grease, use Whirlpool Degreaser (Part No. 31552), a commercial degreaser designed for stainless steel. See “Requesting Assistance or Service” section to order.

Interior

- Cleaning should always be followed by rinsing with clean, warm water.
- Use a mild liquid detergent or all-purpose cleaner, following label instructions. Rinse with clean water and dry completely with a soft, lint-free cloth.
- A heavy-duty scrub sponge can be used with mild cleaning products. Always rub in the direction of the grain.
- For small, difficult-to-clean areas, use Whirlpool Degreaser (Part No. 31552), a commercial degreaser designed for stainless steel. See “Requesting Assistance or Service” section to order.

Burner caps and grate

- Clean with a brass bristle brush.
- Wash grate using mild detergent, warm water and degreaser.
- Rinse with clean water and dry with soft, lint-free cloth.
- Use Stainless Steel Cleaner & Polish (Part No. 4396095). See “Requesting Assistance or Service” section to order.

Knobs, plastic and flange area around knobs

IMPORTANT: Do not use steel wool, abrasive cleaners, or oven cleaner.

Do not soak knobs.

- Wash with mild detergent, using a soft cloth and warm water. Rinse and dry.

Control panel graphics

IMPORTANT: Do not use steel wool, abrasive cleaners or oven cleaner.

Do not spray cleaner directly onto panel.

Clean around the burner labels gently; scrubbing may remove printing.

- Wash with mild detergent, using a soft cloth and warm water. Rinse and dry.

Accessories

- L.P. Gas Conversion Kit -- Part No. 4396311

Cleaners

- Kitchen and BBQ Grill Degreaser -- Part No. 31617
- Stainless Steel Cleaner/Polish -- Part No. 31462

KITCHENAID® GAS GRILL WARRANTY

ONE YEAR LIMITED WARRANTY

For one year from the date of purchase, when this grill is operated and maintained according to instructions attached to or furnished with the product, KitchenAid will pay for factory specified parts and repair labor to correct defects in materials or workmanship. Service must be provided by a KitchenAid designated service company.

SECOND THROUGH FIFTH YEAR LIMITED WARRANTY ON PARTS

In the second through fifth years from the date of purchase when this grill is operated and maintained according to instructions attached to or furnished with the product, KitchenAid will pay for factory specified parts to correct defects in materials or workmanship.

LIFETIME LIMITED WARRANTY ON STAINLESS STEEL COMPONENTS

For the life of the product, when this grill is operated and maintained according to instructions attached to or furnished with the product, KitchenAid will pay for replacement of the stainless steel body housing due to defective materials or workmanship. For the life of the product, when this grill is operated and maintained according to instructions attached to or furnished with the product, KitchenAid will pay for replacement parts for the stainless steel grill burners.

ITEMS KITCHENAID WILL NOT PAY FOR

1. Service calls to correct the installation of your grill, to instruct you how to use your grill, to replace or repair house fuses or to correct house wiring or plumbing.
2. Damages to the finish, such as scratches or discoloration that may occur during normal use.
3. Repairs when your major appliance is used for other than normal, single-family household use.
4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of products not approved by KitchenAid.
5. Conversion kit or service call for the conversion of your gas grill from natural gas to L.P./propane or from L.P./propane to natural gas.
6. Replacement parts or repair labor costs for units operated outside the United States.
7. Pickup and delivery. This grill is designed to be repaired in the home.
8. Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
9. Expenses for travel and transportation for product service in remote locations.
10. The removal and reinstallation of your appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
11. Any labor costs after the first year.
12. Damage resulting from normal wear and tear of your gas grill.

DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES

CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. KITCHENAID SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON THE DURATION OF IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS, SO THESE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

Outside the 50 United States, this warranty does not apply. Contact your authorized KitchenAid dealer to determine if another warranty applies.

If you need service, first see the "Troubleshooting" section of the Use & Care Guide. After checking "Troubleshooting," additional help can be found by checking the "Assistance or Service" section or by calling KitchenAid. In the U.S.A., call **1-800-422-1230**.

Requesting Assistance or Service

To avoid unnecessary service calls, please check the "Using Your Outdoor Side Burner" and "Cleaning" sections. It may save you the cost of a service call. If you still need help, follow the instructions below.

If you need assistance or service in U.S.A.

Call the KitchenAid Customer Experience Center toll-free at 1-800-235-0665.

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

Our consultants provide assistance with:

- Features and specifications on our full line of appliances
- Installation information
- Use and maintenance procedures
- Accessory and repair parts sales
- Specialized customer assistance (Spanish speaking, hearing impaired, limited vision, etc.)
- Referrals to local dealers, service companies, and repair parts distributors

KitchenAid designated service technicians are trained to fulfill the product warranty and provide after-warranty service, anywhere in the United States.

To locate the designated KitchenAid service company in your area, you can also look in your telephone directory Yellow Pages.

If you need replacement parts

If you need to order replacement parts, we recommend that you only use factory-authorized parts. These parts will fit right and work right, because they are made to the same exacting specifications used to build every new KitchenAid appliance.

To locate factory-authorized parts in your area, call 1-800-422-1230 for your nearest authorized service center, or KitchenAid Factory Service at 1-800-442-1111.

For further assistance

If you need further assistance, you can write to KitchenAid with any questions or concerns at:

KitchenAid Brand Home Appliances
Customer Experience Center
c/o Correspondence Dept.
2000 North M-63
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.

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