



Kelvinator Commercial Support Processes

Warranty Service Requests

- **Customer Care will assist, triage, and dispatch if necessary.**
- Online Warranty Verification [Here](#)
- Customer Care: 1.866.339.8515 Option 1, then 1 (*Available 8 AM – 8 PM EST*)
- Website: <https://www.kelvinatorcommercial.com/service-request/>
- **Reps and/or Dealers may directly contact Customer Care to place a service call for a customer. Serial number as well as End User Contact information is required.**
- **For Warranty Service, Preauthorization from Customer Care is required**

Technical Inquires

- Customer Care Email: kcservice@electroluxprofessional.com
- Customer Care: 1.866.339.8515 option#1, then 1 (*Available 8 AM – 8 PM EST*)

Parts Identification & Related Inquiries:

- Customer Care: 1.866.339.8515 Option 1, then 1 (*Available 8 AM – 8 PM EST*)

Finished Goods Order Information & Related Inquiries:

- Order Information such as tracking and lead times.
- Customer Service: 1.866.339.8515 Option 2, then 1 (*Available 8 AM – 5 PM EST*)
- Customer Service Email: na.orders@electroluxprofessional.com

For Shipping Damages & Related Inquiries

- Customer Service: 1.866.339.8515 Option 2, then 1 (*Available 8 AM – 5 PM EST*)
- Customer Service Email: na.orders@electroluxprofessional.com

For Spare Parts Orders

- Partstown: www.partstown.com
- Partstown Phone Number: 800.438.8898

