


Service Product Processes

Warranty Related Requests

- 📞 Technical Support: 866-339-8515 • Option 1, then 1 (Available 8AM – 5PM EST, M-F)
 - Serial number as well as End User Contact information are required to request warranty service.
- 🌐 Online Warranty Lookup: Contact Technical Support
- 🌐 For Warranty Service: contact Technical Support -or- contact local Authorized Service Agent
- 🌐 Online Contact Form: 



Technical Inquiries & After-Hours Support

- 📞 Technical Support: 866-339-8515 • Option 1, then 1 (Available 8AM – 5PM EST, M-F)
 - **For fastest troubleshooting and service support please call our technical support number.**
- 📞 After-Hours Support: 866-339-8515 • Option 1, then 1 (Available 5PM-8PM EST, M-F/ 8AM-5PM Weekends)
 - After-Hours support is available for customer diagnosing and service agent support. Parts and service dispatch are unavailable during After-Hours support.
- ✉️ Technical Support Email: tskelvinator@electroluxprofessional.com

Parts Identification & Related Inquiries

- 📞 Call for Parts Inquiry: 866-339-8515 • Option 1, then 1 (Available 8AM – 5PM EST, M-F)
- ✉️ Parts Inquiry Email: partsaccessories@electroluxprofessional.com

Shipping Damages & Related Inquiries

- 📞 Call Customer Service: 800-676-9040 • Option 7 (Available 8AM – 5PM EST, M-F)
- ✉️ Customer Service Email: na.orders@electroluxprofessional.com

Spare Parts Orders & Inquiries

- 🌐 www.partstown.com/kelvinator/parts
- 📞 Parts Town Phone Number: 800-438-8898