



SUB-ZERO GROUP, INC

6061 Basswood Drive, Fitchburg, WI 53719
P: 608.441.9389

15 April 2018

Developers/Architects/Dealers Addresses

Sub-Zero and Wolf Warranty and Service Repairs Announcement

Effective 1 January 2017, we are pleased to inform you that SZ & W (Southeast Asia) Pte. Ltd. is the sole distributor of Sub-Zero and Wolf for Singapore, Malaysia, and Brunei. With SZ & W (Southeast Asia) Pte. Ltd., you can expect reliable support with pricing, delivery commitment, marketing, branding, and customer service across the ASEAN countries, with the exception of the Philippines.

All Sub-Zero and Wolf appliances distributed through SZ & W (Southeast Asia) Pte. Ltd. have a full two-year labor and parts warranty along with a limited third-year through fifth-year sealed system warranty. All service provided by Sub-Zero and Wolf under these warranties must be performed by Factory Certified Servicicers with SZ & W (Southeast Asia) Pte. Ltd.

While we understand that customers may have purchased Sub-Zero and Wolf appliances from the previous distributor, we want to assure every customer that SZ & W (Southeast Asia) Pte. Ltd. is here to assist you and the brands. We strongly encourage you to contact them directly for any service repairs and invite you to experience the exceptional support from our Factory Certified Servicicers.

Our Factory Certified Servicicers are highly trained in the USA and are equipped with Factory Certified diagnostic tools. They have access to product and technical experts in the USA, and we guarantee genuine replacement parts, friendly and helpful servicicers, and, most importantly, an independent hotline available whenever you need assistance.

For customer service, you may get in touch directly at:

Telephone: 6383 9336
Hotline: 9880 1981
Email: szw.customercare@szw-sea.com

Thank you.

Yours sincerely,

Steve Zimmerschied
Senior Director of Customer Service
Sub-Zero Group, Inc.

Yam Churn Meng
Director
SZ & W (Southeast Asia) Pte. Ltd.

