



Warranty Information

Cinderella® North America

If you submit a valid claim under this warranty, Cinderella Eco Ltd. will either repair, replace or refund the purchase price of your Cinderella Incineration Unit, at its sole discretion.

Cinderella® Limitations of Liability

All information and guidance in the provided operating instructions have been prepared after taking into consideration the applicable standards and regulations as well as the current technology. Cinderella Eco Group AS reserves the right to make changes at any time which are deemed to be in the interest of improving the product and safety. Cinderella Eco Group will assume no liability for damage in the case of.

- Non-observation of the operating and maintenance instructions.
- Application not in accordance with the regulations or provisions.
- Use of non-original bowl liners and spare parts.
- Modifications to and interference with the appliance.
- Effects of environmental factors, such as extreme temperature fluctuations and humidity.

Cinderella® Warranty

This warranty covers defects in materials or workmanship in your Cinderella Incineration Toilet on the terms, for the period and subject to the exceptions set out below.

This warranty does not cover normal wear and tear, or damage caused by accidents, force major, abuse, misuse, failure to follow manufacturer directions, improper or lack of maintenance. Consequential and incidental damages are not recoverable under this warranty. Cinderella Eco Group does not apply an “on-site” warranty. This means that the toilet must be transported to an authorized dealer who can do the service. If this is not possible, transport cost may be charged by the dealer.

3-Year Warranty - Covers manufacture defects in materials or workmanship on all toilet models for leisure customers.

1-Year Warranty - For industrial or commercial applications (businesses, military bases, Airbnb or rental units).

What is not covered

- Normal wear and tear items - Heater Ring, Fans, Catalyst, Spark Plug, Ash Container Insert, thermocouple etc.
- Incorrect Installation.
- Incorrect use and handling.
- Lack of maintenance.
- Damage during transport not organized by Cinderella or their Distributors.
- Damage caused by a lightning strike.
- The use of non-original bowl liners.
- Shipping and Labour charges.

Obtaining Warranty Support or Service

Contact an Authorized Cinderella Dealer and/or Certified Technician, and choose from one of the following options:

1. Schedule an appointment for the unit to be dropped-off in person at any Authorized Cinderella Service Centre within North America. **Same-day pickup can be requested but it typically not available or feasible when repairs and testing is required.*
2. Hire a certified or authorized technician (Cinderella®, Propane, HVAC, Electrician etc.) to service the toilet on site. **Travel time is not covered under warranty and is subject to the dealer's policies.*
3. Have the required replacement parts shipped to the directly to the customer or to their local technician's workshop. If required, the dealer may provide documentation and technical support over the phone, video or email to help walk through the replacement. **Shipping fees are not covered under warranty.*

Off-Grid Distribution™ continues to vet and introduce, fresh strong and active Cinderella Service & Sales partners throughout North America. Find one of our authorized dealers through the [Cinderella® website](#).

Note: Dealers may have unchangeable differences in their individual policies surrounding customer returns, hours of operation, refunds, repairs, support and/or warranty policies and procedures.

Required Documentation for Warranty Claims and Service

Customers/Installers are required to provide the following information, supporting documents and photos in order to activate technical or warranty support through any authorized Cinderella® dealer, OGD and Cinderella® ECO Group.

- Model and serial number.
- Date of Purchase/Order Number (where was it purchased).
- Name and contact for installer or contractor.
- When was the unit installed?
- Which indication lights are on, off or flashing? (**RED**, **YELLOW**, **GREEN**)
- When was the last time you had a full incineration?
- When was the last time the unit was cleaned or maintenance?
- Which steps have been attempted to remedy the issue?
- How many users on average?
- Is this a rental, business or residential installation?
- How many boxes of liners have been used approximately?
- Photos of general area of the installation
- Photos of Interior and exterior ventilation (including chimney cap and air intake)
- Photos of Electrical and/or gas connections
- Photos of Inside the ash bowl
- Photos with the flash on facing up into the chamber
- Photos of the catalytic converter and thermocouple if possible