



COOK YAMI & POWERPAY

Warranty Registration Guide (In-Store Purchases)

How to register your warranty for appliances bought at supermarkets, retail shops, or dealers

Did you buy your energy cooker from a retail store, supermarket, or authorized dealer?

You can register your appliance warranty directly online! Submitting your receipt activates your **1-Year Manufacturer Protection** and issues an official stamped Certificate of Warranty.

What You Need Before Starting

1. Cooker Serial Number From the silver sticker on the bottom/back of the cooker or packaging box.	2. Proof of Purchase Receipt Photo of your paper cash receipt, dealer invoice, or M-Pesa SMS confirmation.
3. Purchase Date & M-Pesa Code Exact date you bought the unit and transaction reference code.	4. National ID & Location Your Kenyan National ID number, active mobile number, County and Ward.

Step-by-Step Registration Instructions

Step 1	Create or Sign In to Account Visit cookyami.com on your phone or computer. Register a free account with your mobile number (takes 30 seconds) or sign in.
Step 2	Open 'Register In-Store Purchase' Go to Warranties in the menu and tap the green button Register In-Store Purchase (or visit /warranties/register-external/).
Step 3	Select Your Cooker Model Choose your cooker model from the dropdown list of genuine energy appliances.
Step 4	Enter Serial, Date & Payment Code Type your Cooker Serial Number, date of purchase, and your M-Pesa transaction reference or receipt number.
Step 5	Upload Receipt Image Take a clear picture of your store receipt, cash invoice, or M-Pesa confirmation screenshot and upload it (JPG, PNG, or PDF).
Step 6	Provide Contact & Location Enter your Full Name, National ID, Phone Number, County, Sub-County, and Ward.
Step 7	Sign Digitally & Accept Consent Draw your signature on screen or upload a picture of your paper signature. Tick the Carbon Title & Data Consent box.
Step 8	Submit & Receive Certificate Click Submit Warranty for Verification . Our staff verifies your receipt within 24-48 hours. Download your certificate from the Warranties tab!

Where to find the Serial Number on your Cooker:

Look for the silver metallic sticker placed on the bottom underside or rear panel of your cooker. It is also printed on the barcode label on the appliance carton (Format: EPC-2026-XXXXX).

Carbon Title and Data Processing Consent:

"I release all rights to the greenhouse gas reductions and/or carbon credits produced by the use of this energy product to PowerPay/the Company, and have benefited from a significant discount. I agree not to sell or transfer the greenhouse gas reductions and/or carbon credits related to the use of this energy product to any other third party or to use those greenhouse gas reductions and/or carbon credits for any other use whatsoever. By submitting this form, you consent to PowerPay explicit consent to collection, processing and storage of my personal data for at least 10 years for use in demonstrating sales data to PowerPay stakeholders as per the purposes compliance with the Data Protection Act, 2019."

Key Warranty Terms & Coverage

- **1-Year Coverage:** Covers manufacturing defects in parts and workmanship from the date on your purchase receipt.
- **Free Repair:** Defective components confirmed by authorized technicians are repaired or replaced at no parts charge.
- **Exclusions:** Damage from electrical power surges, water immersion, accidental drops, or unauthorized tampering is not covered.
- **Proof of Purchase:** Your stamped certificate and receipt copy must accompany any warranty claim.

Have Questions? Visit the interactive **FAQs section on cookyami.com** (under Help → FAQs) or open a Support Ticket directly from your account menu. We are here to support your clean cooking journey!