



COOK YAMI & POWERPAY

Warranty Registration Guide (Online Purchases)

How to register your warranty for appliances bought directly on **cookyami.com**

Thank you for ordering your energy-efficient appliance on Cook Yami!

Because you bought your product through our website, your order details are already recorded. Registering your warranty takes under 2 minutes and unlocks your official **1-Year Manufacturing Protection** and stamped downloadable Certificate of Warranty.

What You Need Before Starting

1. Cooker Serial Number Found on the silver plate under/behind the cooker or on the box label.	2. National ID Number Your Kenyan National ID or Passport Number to verify ownership.
3. Account Login Your phone number and password used when placing the order.	4. Digital Signature Ready to draw on screen or snap a picture of your paper signature.

Step-by-Step Registration Instructions

Step 1	Log In to Your Cook Yami Account Visit cookyami.com and sign in using the mobile phone number or username associated with your order.
Step 2	Go to Warranties in Menu Click your Account Menu (or avatar icon) in the top-right corner, then select Warranties .
Step 3	Click 'Register Warranty' Locate your paid order on the Warranties dashboard and tap the prominent green button Register Warranty .
Step 4	Confirm Details & Enter Serial Number Check your contact information and type your Cooker Serial Number from the silver metallic rating plate (e.g. <i>EPC-2026-XXXXX</i>). Optional household survey fields can be left blank.
Step 5	Sign Digitally (Draw or Upload) Use 'Draw Signature' to sign with your finger on a mobile touchscreen or mouse on PC. Or click 'Upload Signature' to photograph a pen signature on white paper.
Step 6	Accept Carbon Title Consent & Submit Read and tick the mandatory Carbon Title and Data Processing Consent checkbox, then tap Submit Warranty .
Step 7	Staff Verification & Download Certificate Our team verifies your submission within 24 to 48 hours. Once approved, tap Download Warranty Certificate to get your official stamped PDF.

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 purchase date.
- **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.
- **Certificate Required:** Any warranty service or claim must be accompanied by the official stamped certificate.

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!