



Shady Oak Distributing, Inc.

616 - 13th Avenue South • Hopkins, MN 55343

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Effective: 1/1/2026

Service Support Steps for Alfresco/Artisan/Capital

Homeowner contact trusted appliance service professional directly for non-warranty service support.

1. Homeowner to contact retailer for quickest possible resolution.

- a. Retailer can troubleshoot issues that may not require service, such as installation adjustments, user interaction, etc.
- b. If further service is deemed necessary, continue to step 2.

2. Homeowner to [fill out the service request form online with ADCO](#) and/or call.

- a. <https://www.adcoservice.com/service-request>
- b. For **Alfresco & Artisan**, call (480) 282-6389 to schedule service
- c. For **Capital**, call (480) 282-6416 to schedule service
- d. **If the service is to be covered under warranty:** ADCO coordinates with a local servicer and provides authorization for billing. ADCO will not reimburse or pay for services rendered without their preauthorization.

3. If problems persist without resolution,

- a. Retailer should contact Shady Oak's office staff to engage their SES Brands representative for assistance.
- b. Retailer and/or Shady Oak office staff have the option to reach out directly to ADCO referencing:
 - Model
 - Serial
 - Date of Purchase
 - Nature of problem and any other pertinent information