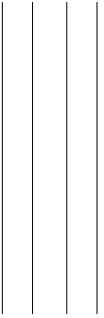


LETTER  
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REQUIRED

**EmberGlo®**  
A Division of Midco International Inc.  
Warranty Returns/Customer Service Manager  
4140 West Victoria Street  
Chicago, Illinois 60646-6727





EmberGlo®

# Express Limited Food Service Warranty Policy

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Printed in USA

# Thank You For Choosing EmberGlo®!

## **Midco International Inc Express Limited Warranty Policy Exclusions Terms, Customer Requirements and Instructions**

Only Authorized Service Providers are authorized to provide Express Limited Warranty service on all EmberGlo food equipment as described under and Midco® International Express Limited Warranty Policy. A list of providers can be found on our web site: [www.emberglo.com](http://www.emberglo.com)

### **Provisions:**

In lieu of an implied warranty, all repairs and replacement parts furnished under our Express Limited Warranty shall be f.o.b. point of distribution, but the owner must pay the necessary freight, delivery and labor costs involved when required. Any Federal, State or Local taxes are also extra. This Express Limited Warranty is effective for a period of 90 days from the date of original installation. If the product registration cards are returned within those 90 days, the warranty will be one year from date of installation. EmberGlo® Char Broilers and EmberGlo® Electric Food Preparation Equipment manufactured by Midco International, sold under the EmberGlo trademark, are guaranteed to be free from defect in material and workmanship under normal use and service for a period of 90 days from the date of original installation or for 1 (one) year when the registration card is returned within a reasonable time after the date of original installation. Midco's obligation under this Express Limited Warranty Policy shall be limited to repairing or replacing, at our option, any part of said equipment which Midco examination shall disclose to its satisfaction to be thus defective.

### **Exclusions:**

This Express Limited Warranty Policy does not apply to damages resulting from accident, misuse, abuse or alteration, nor does it apply to limer steam generators, nor does it apply to any consequential damages. Most geographical areas require the use of distilled or demineralized water. Tap water is permissible only with ES Series Steamers. Nor does it apply to Barbrig's®, briquettes, or rods used in gas broilers. Midco's obligation will be the replacement of the product or parts removed.

### **Terms:**

Under the terms of this Express Limited Warranty Policy, models considered portable (devices with cords and plug caps such as EmberGlo Steamers) must be taken or returned to the nearest service provider, transportation prepaid, returned transportation collect.

**Terms continued . . .**

## **Midco International Inc Express Limited Warranty Policy Exclusions Terms, Customer Requirements and Instructions**

Non-portable units with permanent wiring will be serviced on the customer's premises. Under these terms, Midco agrees, within the terms of this Express Limited Warranty period, to make all repairs at no charge by the authorized service provider. Labor and mileage charges submitted by any other provider not authorized will be the responsibility of the customer.

### **Customer Requirements:**

All charges related to repairs made after the 90 day or one (1) year, when the registration card is returned within a reasonable time after the date of original installation, during the Express Limited Warranty period will be the responsibility of the customer unless the registration card has been properly filled out and returned to Midco International Inc. The product registration information is located on the product I.D. plate.

If a part is defective due to workmanship or materials and is removed from the product within the applicable warranty period and returned to Midco in accordance with the following procedure described, Midco will, at its option, either repair or replace the part.

### **Instructions for returned goods are as follows:**

The following will apply to the return of any products or parts to Midco International Inc. under this warranty:

#### **Note:**

**No equipment will be accepted unless it is thoroughly cleaned. Any equipment that shows neglected maintenance will be sent back at the customer's expense or scrapped by Midco after 60 days of receipt.**

1. Contact the factory directly for a Return Goods Authorization\* (RGA) number;
2. Return product parts with the assigned Return Goods Authorization\* (RGA) number;
3. Pack the product or part to protect from shipping damage;
4. Include a digital photo showing the condition of the equipment. It can be electronically mailed to sales@emberglo.com and identified with the RGA number;
5. Ship transportation pre-paid at:  
Midco International Inc.  
Return Goods Department  
4140 West Victoria Street  
Chicago, Illinois 60646-6727

All returned product parts must be found by Midco's inspection to be defective in workmanship or materials, under normal use and service, before replacement or credit will be awarded.

*\*Return Goods Authorization numbers are available directly from Midco.*

*Contact Customer Service to obtain a RGA number*

## Midco International Inc Express Limited Warranty Policy Exclusions Terms, Customer Requirements and Instructions

### Replacement or Repair / Credit Procedure:

Replacement or credit will be handled in accordance with the following Corporate Policy procedure, as specified by the customer making the return:

1. **Credit Procedure:** If replacement part was purchased from Midco, credit will be issued at the net price in effect at the time of purchase with presentation of Midco's invoice number and date.
- OR 2. **Repair or Replacement Procedure:** Midco will, at its option, either repair or replace the part free of charge and return it or its replacement lowest cost transportation pre-paid. The replacement will be, at Midco's option, either a functionally equivalent new or replacement product. Premium transportation will be used at customer's request and expense.

Note: All EmberGlo products have a specification plate showing **MODEL, BILL OF MATERIAL, DATE CODE and SERIAL NUMBER** numbers. **All four (4) numbers must be shown with your returned product along with the factory assigned RGA number.** The DATE CODE is necessary to determine WARRANTY coverage. For example: 2898 indicates that the unit was manufactured in the 28th week of 1998. However, if the DATE CODE is beyond the WARRANTY period, a receipt or invoice showing proof of purchase, delivery or installation date is required.

Final disposition of any warranty claim will be determined solely by Midco. If an inspection by Midco does not disclose any defect covered by this warranty, the product will be returned or scrapped as instructed by the customer. Products returned to the customer will be sent shipping charges collect.

If you have any questions relative to product returns to Midco, call or write:

EmberGlo®  
 A Division of Midco International Inc.  
 Warranty Returns/Customer Service Manager  
 4140 West Victoria Street  
 Chicago, Illinois 60646-6727  
 tell 773.604.8700  
 fax 773.604.4070  
 email [returns@emberglo.com](mailto:returns@emberglo.com)  
 web [www.emberglo.com](http://www.emberglo.com)



For your records, please indicate the model, serial number and installation date of the EmberGlo product purchased. Retain the supporting installation documentation in your files.

Model Number	Date Code
Serial Number	Installation Date

# EmberGlo Product Registration Card

*By returning this product registration card we can confirm the date of purchase for your new EmberGlo product in the event your original receipt is misplaced or lost. This expedites our ability to process your warranty claim.  
Thank You!*

First Name Inuit Last Name

Company Name

Street Apt. No.

City State Zip Code

Date of Purchase

Telephone Number Fax Number

Please indicate the model, serial number and installation date of the EmberGlo® product purchased:

Model Number

Serial Number

Installation Date

Product purchased from:

Name

Address

City State Zip Code