

OPERATING INSTRUCTION

ELECTRIC RICE WARMER

Model: SEJ-18000

Model: SEJ-20000

Model: SEJ-21000

Model: SEJ-22000



**780 South Nogales Street
City of Industry, CA 91748
Tel: (626) 935-1605
Fax: (626) 935-1609
info@thundergroup.com
www.thundergroup.com**



THUNDER GROUP, INC.

www.thundergroup.com

SUBJECT: RETURN AUTHORIZATION POLICY AND PROCEDURE

5 MAJOR STEPS

1. Call the Service Center
2. Provide Proof of Purchase and Serial Number
3. Obtain a RGA number
4. Pack well and send back.
5. Repair and return back to the customer

In the event that customers have a problem, either warranty or non-warranty related, customers should take the following steps to ensure the problem is handled professionally.

When a problem arises, customers have to call in one of the following Thunder Group service centers:

- Los Angeles, CA	Tel: 1-800-844-1828	Fax: 1-626-935-1609
- Houston, TX	Tel: 1-866-690-0111	Fax: 713-690-0123
- Ridgewood, NY	Tel: 1-718-366-1988	Fax: 718-366-2663

How to determine if the problem is a warranty-related problem:

- It has to be under the manufacturer original warranty.
 - a. 1 year from the date of original purchase by the end user for all **ELECTRIC** Rice Cooker / Warmer Products; or
 - b. 90 days from the date of original purchase by the end user for all **GAS** Rice Cooker / Grill.
- Customers / End Users have to present proof of purchase from it's supplier or vendor in order to valid the warranty period. Fax copy is acceptable.
- Customers / End users have to provide a valid serial number for the product.
- No sign of misuse or abuse of the products

If the problem is determined to be a warranty-related problem:

- Customer Service Specialist will issue a RGA number to the customer.
- Customers have 30 days to return the product(s), freight pre-paid, to our service center.
- On-site technician will determine the cause of the problem and perform any necessary repair (repair time is usually 7 days, however, Thunder Group, Inc. reserve the right to extend the length of the repair if the problem needs more special attention).
- Thunder Group, Inc. is responsible for all labors and parts.
- Products will be shipped back to the customer, freight pre-paid.
- Warranty for the repair work is 30 days or the remaining of the original warranty period; whichever is favorable to the customer.

If the problem is determined to be a non-warranty-related problem:

- Customers can request parts-sheet to be faxed to them and order parts in order to perform the repair themselves; or
- Customers can send back the product for a non-warranty repair with authorization to repair the unit.
- Repair fee is USD 65.00 per hour plus the cost of parts.
- Product will be shipped back to the customer at freight collect.

*** Thunder Group will not honor any payment deduction for warranty-related issue without authorization or damages caused by shipping.**

RECOMMENDATION:

- Customer should keep the original Sales receipt and the Serial number during the warranty period.
- Customer should fill out and send back the warranty card that came with the product upon purchase.
- Customer should always maintain and clean the products from dusts and cooking residues.
- Customer should always unplug the unit when not using.
- Always read the user manual / warranty policy before operating the unit.

CHICAGO, IL

TEL: 800-555-1299

FAX: 773-478-2050

HOUSTON, TX

TEL: 866-690-0111

FAX: 713-690-0123

LOS ANGELES, CA

TEL: 800-844-1828

FAX: 1-626-935-1609

MIAMI, FL

TEL: 888-449-6211

FAX: 888-449-6411

***** IMPORTANT SAFEGUARDS*****

Model No.: SEJ-22000 (21 Liter) Model No.: SEJ-20000 (17 Liter)

Model No.: SEJ-21000 (21 Liter) Model No.: SEJ-18000 (17 Liter)

AC 120V 100W

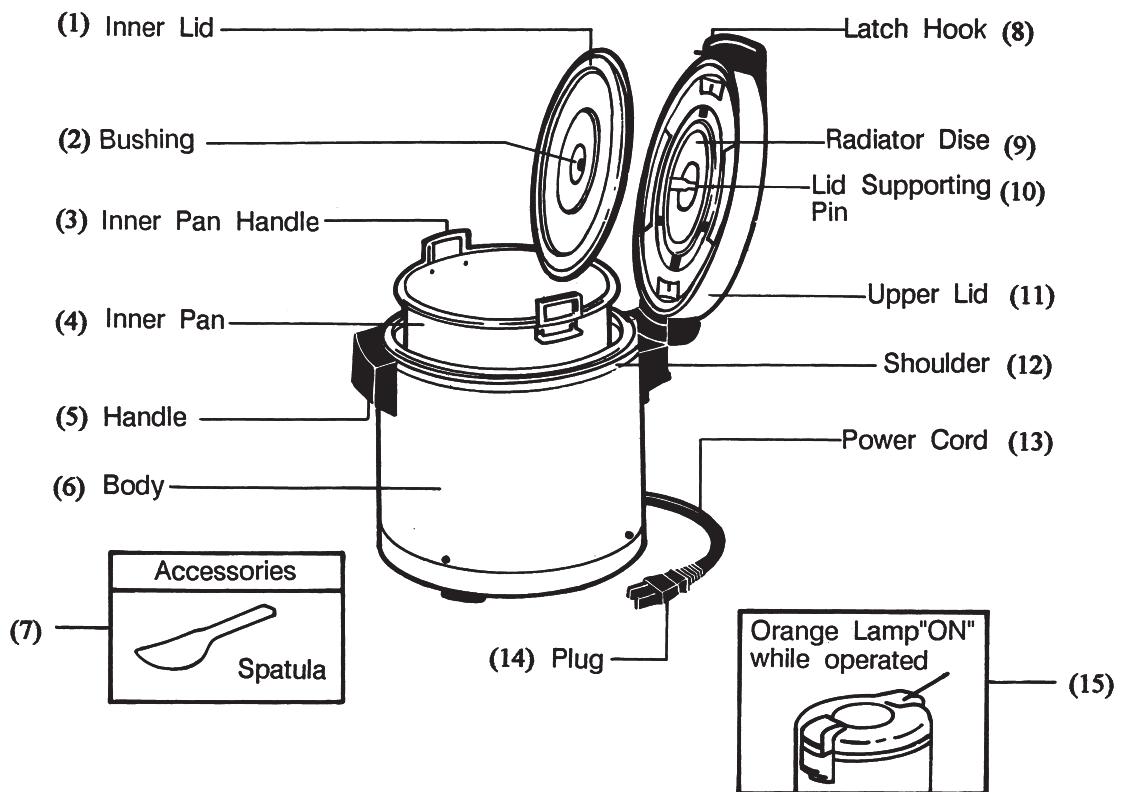
Before using electrical appliance, Please read the following important messages:

1. Read this instruction carefully.
2. Never block or close the steam valve under any circumstances, Do not touch hot surface, Please use grips or handles.
3. To prevent electrical shock, do not place the rice warmer, its electrical cord and plug into the water excluding the inner lid and inner pot.
4. Unplug the electric cord from the electrical outlet when the warmer is not in used and before cleaning.
5. Keep away from Children. Rice warmer is not a toy. Be careful with children while the warmer is in use.
6. Before cleaning, taking off or placing parts on, please allow the warmer to cool down and make sure that the warmer is set to OFF.
7. Do not use the warmer with a damaged electric cord. Please return the damaged warmer to the service center for repairing, examination or adjustment.
8. Do not use the warmer outdoor.
9. Do not use any accessories that are not recommended by the appliance manufacturer due to possible hazards.
10. Apply extreme caution when transporting warmer while it is full of hot liquids.
11. Do not allow the electric cord to come in contact with hot surfaces.
12. Do not place the warmer near or right on heat source such as gas or electrical stoves, oven, burner or direct sunlight.
13. The rice warmer is designed for warming rice. Please do not use for any other purpose.
14. To avoid the risk of electrical shock, cook only in removable pot or container.
15. Always make sure that the electric cord is plugged into a wall socket, and unplug the electric cord when the warmer is not in use.
16. Make sure the bottom of the inner pot is always kept dry while storing.
17. This warmer is intended solely for commercial use.

CAUTION:

DO NOT PLACE OBJECTS ON THE LID OF THE RICE WARMER WHILE IN OPERATION.

DO NOT TOUCH THE UNIT WHILE IN OPERATION. USE ONLY THE PLASTIC HANDLE OF THE LID WHILE WARMING RICE TO REDUCE THE RISK OF ELECTRICAL SHOCK. COOK ONLY IN REMOVABLE CONTAINER.



Warranty Limitations for Thunder Group Rice Cooker / Warmer

Thunder Group USA Inc warrants Thunder Group Electric Rice Cooker / Warmer against defects in workmanship and materials for 3 months from the original retail purchasing date. Please call our customer service representative for a RGA number before sending out for service.

If customer discovers a manufacturing defect, Thunder Group will, by its option, repair the product at no charge to the customer during the warranty period. Customer should prepaid the transportation, insurance or any other fees on delivery to the authorized dealer or Thunder Group authorized service centers. Further if the product is found not under warranty term or not from the manufacturing defects, the product will be returned at sender's own expenses without being repaired.

The following situation and terms that warranty is not covered. If the product is damaged by misuse, abuse, accident, or not follow the manual book to install or to maintain the product. Product has been modified or changed without written notification from Thunder Group or is not serviced by the authorized service centers. Has been used for commercial purpose, or not imported by Thunder Group. Thunder Group may use the used, or re manufactured parts in repairing the warranty product.

This warranties are exclusive for only the use and sale of the Thunder Group Cooker / Warmer. No other warranties could be given by oral or written notice. All implied warranties including implied merchantability as well as fitness warranties for a particular purpose are limited for one year from the original purchase date of Thunder Group Cooker / Warmer.

For any breach of warranties, unable to use the product, or any legal terminology such as personal injury, lose profits as well as goodwill, or any damages from replacement of other equipment and property, to cause any consequential, incidental or special damages, Thunder Group will not be responsible or liable for those under any circumstances.

No Thunder Group Cooker / Warmer dealers could alternate, modify, change or adjust to this warranties. Some states prohibit the limitation or exclusion of implied warranties or liability results from incidental or consequential damages; thus, this warranties may not suitable for you. This warranty provides you specific legal rights. Vary from the states, you may have other legal rights.

Thunder Group Inc.
780 South Nogales St.
City of Industry, CA 91748
USA

Please fill out and return this warranty card NOW for your future warranty service.

Warranty Service Card

Model No: _____

Phone No: _____

Purchase Date: _____

Mr. Ms Ms Miss

Product Serial Number: _____

Company Name: _____

Address:

Name of the Dealer:

Please return this warranty card NOW to register your warranty. If there is any safety notification is issued, it enable us to contact you immediately. Thank you.

In order to obtain the warrenty service, please read the following messages:

The product has to be delivered to the authorized Thunder Group with an authorized RGA number given by Thunder Group Customer Service Representative. Please make sure that the unit should be packed inside a larger box with the foam instead of shipping the unit with the original color box. It will prevent the product from damaging when it is shipped. Failure to follow the above instrucion will cause the warrenty service denied and the unit will be returned at customer's expense.

Please attach copy of your Thunder Group rice cooker purchase receipt, name, phone number, description of problem and unit model number. Please be noted that adding the return postage to each returned product for warrenty service is required.

Please complete and mail Warrenty Service Card back so that we could contact you directly when the safety notification is issued which complies with the 1972 Consumer Product Safety Act or for other reasons Thunder Group might consider necessary.

Model No: _____

Serial Number: _____

Dealer's Name: _____

Address: _____

Purchase Date: _____

Please contact East Coast or West Coast service center for service. For any further assistance, please call 626-935-1609 or email to cservice@thundergroup.com Ext : Customer Service

First Class
Postage
Required

Thunder Group Inc.

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USA



