

EmberGlo - Division of Midco International Inc. Warranty



Warranty

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

All claims should be filed through Warranty Central. Call factory for information (773 604 8700)

Only Authorized Service Providers are authorized to provide Limited Warranty service on all EmberGlo®, a Division of Midco® International Inc., food equipment as described under and Midco® International Limited Warranty Policy. A list of providers can be found on our web site: www.emberglo.com

Provisions: In lieu of an implied warranty, all repairs and replacement parts furnished under our 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 Limited Warranty is effective for a period of 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 1 (one) year after the date of original installation. Midco's obligation under this 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 Limited Warranty Policy does not apply to damages resulting from accident, misuse, abuse or alteration, nor does it apply to limed 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 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. Non-portable units with permanent wiring will be serviced on the customer's premises. Under these terms, Midco agrees, within the terms of this 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 one (1) year after the date of original installation, during the Limited Warranty period will be the responsibility of the customer. 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.

Call the factory for instructions on returned goods.

No equipment may be returned without written authorization from EmberGlo / MIDCO. Returned goods must be shipped prepaid to the factory.

⚠ WARNING: Improper installation and use of this product could result in personal or property injury.

**TO VALIDATE WARRANTY:
FILL OUT THE FORM ON THE NEXT PAGE
AND RETURN TO EMBERGLO**

**Mail: EmberGlo
4140 W Victoria Street / Chicago, IL 60646
Fax: 773 604 4070 / Email: sales@emberglo.com**

Keep for your records

Gas Broiler ☐ Electric Broiler ☐ Steamer ☐

Model Number

Purchased from - Name:

Serial Number

Address

Installation Date

City, State, Zip

As an ISO 9001:2008 certified company, we proudly design, manufacture and assemble our products in Chicago, Illinois, USA.



EmberGlo A Div of Midco® International Inc.
4140 West Victoria Street
Chicago, Illinois 60646
free 866.705.0514
tel 773.604.8700
fax 773.604.4070
[web www.emberglo.com](http://www.emberglo.com)
e-mail sales@emberglo.com

*Quality Designed for
Proven Performance*

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8474-66
Printed in USA

EmberGlo Warranty

Warranty Form- Fill Out and Return



EmberGlo A Division of Midco International - 4140 West Victoria Street - Chicago, Illinois 60646
toll free: 866 705 0515 - tel: 773.604.8700 - fax: 773.604.4070 - web: www.emberglo.com - e-mail: sales@emberglo.com

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Exclusions Terms, Customer Requirements and Instructions

All claims should be filed through Warranty Central. Call factory for information (866 705 0514)
Fill out form and fax to 866 580 8700 or copy and mail to: *EmberGlo Div of Midco International Inc*
4140 West Victoria Street
Chicago, Illinois 60646

Date of Purchase _____

End User Name _____

Company Name _____

Street & Apt. No. _____

City, State, Zip _____

E-mail Address _____

Web Address _____

Telephone _____

Fax _____

Steamer ☐ Gas Broiler ☐ Electric Broiler ☐

Model Number _____

Serial Number _____

Installation Date _____

Purchased from - Name: _____

Address _____

City, State, Zip _____

FOLD LINE

PLACE
STAMP
HERE

EmberGlo *Div of Midco International Inc.*

Attn: Warranty Department

4140 West Victoria Street

Chicago, Illinois 60646

FOLD LINE



EmberGlo A Division of Midco International - 4140 West Victoria Street - Chicago, Illinois 60646
toll free: 866 705 0515 - tel: 773.604.8700 - fax: 866.580.8700 - web: www.emberglo.com - e-mail: sales@emberglo.com

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