

Limited Parts & Labor Warranty



1 Year Limited Warranty

Cooking Performance Group (CPG) warrants all new eligible products will be free of any manufacturing defects for 1 year from the product's original date of delivery, when purchased from an authorized dealer. This warranty applies only to the product's original purchaser.

CPG's liability under this warranty is limited to the repair of the defective product. In no instance will the cost to replace the product exceed its original purchase price. In CPG's sole discretion, it may provide a refund, in the form of store credit to the authorized dealer, of the product's original purchase price instead of repair. The prescribed remedy is the **SOLE AND EXCLUSIVE REMEDY** for claims under this warranty.

You are solely responsible for determining whether the product is suitable, effective, or safe for your intended uses. Your intended use should align with CPG's marketed use of the product.

Covered Series of Equipment

This limited warranty applies to all CPG Gas and Electric Cooking Equipment.

Coverage Limitations

This warranty does not cover damage to the product that occurs as a result of:

- Intentional or accidental misuse, abuse, alterations, or other damage (including, but not limited to, vandalism; impact by foreign objects; improper handling, maintenance, and storage; use of incompatible accessories; or application of harmful chemicals)
- Damage due to fire, flooding, or other Acts of God;
- Damage caused by power surges, brownouts, or inconsistent voltage such as when connected to a generator;
- Assembly, installation, or use in violation of CPG's instructions and guidelines (including, but not limited to, use of the product in violation of CPG's product-specific restrictions and weight limits);
- Abnormal or unintended uses;
- Ordinary and expected wear and tear (including, but not limited to, wearable parts such as gaskets, bearings, and the like);
- Rust or other damage to products caused by exposure to moisture;
- Unless otherwise stated in the product literature, all CPG products are intended for commercial use only;
- Any gas, plumbing, and hardwired electrical connections must be completed by a qualified installer. Any necessary calibrations or other adjustments are the responsibility of the installer and are not a matter of warranty;
- Improper utility connection such as using the wrong voltage, phase, or fuel type;
- Failure to use and maintain a water filter, where applicable;
- Any equipment carrying a service warranty must be installed at a commercial address for the warranty to be valid, as our technicians may not be licensed or insured to enter a home-based business or permanent residence.

This warranty does not apply to parts and accessories (which are sold separately). This warranty also does not include labor, materials, and expenses that you incur to remove, (re)install, or replace the product.

THIS LIMITED WARRANTY IS THE ENTIRE, EXPRESS LIMITED WARRANTY FOR THE PRODUCT. ALL OTHER EXPRESS, STATUTORY, OR IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED WHERE ALLOWABLE BY LAW. Some states do not allow limitations on warranties, so these limitations may not apply to you.

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This warranty supersedes all prior and contemporaneous agreements, representations, or understandings, whether written or oral, relating to the product. This warranty may not be amended or altered except by a written statement signed by an authorized representative of CPG. CPG will not be bound by any statements or representations that go beyond the terms of this warranty.

CPG WILL NOT BE RESPONSIBLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR OTHER DAMAGES FOR LOST PROFITS, FOR LOSS USE OF THE PROPERTY, FOR DAMAGES TO THE PROPERTY OR ITS CONTENTS OR OCCUPANTS, OR FOR INCONVENIENCE, UNDER ANY THEORY OF RECOVERY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), UNDER THIS WARRANTY OR OTHERWISE. Some states do not allow for the exclusion or limitation of damages, so these limitations may not apply to you.

CPG reserves the right to revise or terminate this warranty at any time. Only products purchased from the revision date of this warranty though the revision date of any subsequent warranty (or any subsequent termination) will be covered by the warranty.

This warranty shall be interpreted exclusively under the laws of the Commonwealth of Pennsylvania.

Unless otherwise stated in the product literature, all CPG products are intended to be installed indoors, in a permanent commercial structure, by a qualified installer where applicable. Any equipment installed outdoors, in a temporary structure, food truck, other mobile application, or in a residence or home-based business shall be covered by a 30-day replacement warranty through the place of purchase.

All CPG products are only warranted for use in the Continental United States, Washington, D.C., and Hawaii. Any products sold or shipped outside of the Continental United States, Washington, D.C., and Hawaii shall be covered by a 30-day replacement warranty through the place of purchase.

Claims and Inquiries

For all equipment covered by the parts and labor warranty, please first submit a claim online at **www.ReadyKitchenWarranty.com** or by scanning the QR code found on select equipment's Ready Kitchen Warranty sticker to ensure the correct process is followed per the manufacturer guidelines. You'll need to have your model number, serial number, and original order number to submit a claim. Including pictures or video, as well as a detailed description of the problem, will help to expedite claim processing time. Claims must be filed no later than 30 days following the discovery of the defect, not to exceed the length of the warranty following the original date of delivery.

You can contact Ready Kitchen Warranty for general inquiries via one of the methods below.

- Email **help@ReadyKitchenWarranty.com**
- Call 717-381-4844

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.