



WARRANTY & SERVICE INFORMATION

Cadco, Ltd. warrants all products (in the United States and Canada) to be free from defects in material and workmanship for a period of one year from date of purchase. (See product descriptions for other warranty periods on specific parts: *90 day warranty on all light bulbs and gaskets for Convection Ovens; 30 day warranty on glass.*) Warranty does not apply in cases of misuse, abuse or damage from external service or repair attempts by unauthorized personnel.

- **Cadco National Service Number 877-603-7393 (Connecticut) MUST be called first for authorization of any Warranty Service at any service location.**
- Copy of original invoice is required for proof of purchase date for warranty coverage.
- **ALL CADCO ITEMS ARE CARRY-IN SERVICE ITEMS*** (except all Grand & Jumbo Buffet Carts, all models of LineChef™ Digital Convection Ovens, and all 208-240 Volt Manual Convection Ovens, which have on-site warranty service. (NOTES: (1) Buffet Cart Skirts have 30-day initial defect warranty only; (2) Ovens have one year warranty on motor & fan; (3) Oven light bulbs & gaskets are easily changeable on-site by end-user, and do not qualify for service center warranty assistance. Call Cadco directly for warranty replacement of these items.)
- **ALL RANGES, HOT PLATES, BUFFET SERVERS, WARMING SHELVES, HOLDING TOWERS, PCG-10C GRIDDLES, GRILLS, and FOOD STEAMERS should be returned directly to Cadco** for service.**
- The customer is responsible to ship or deliver carry-in service items to a Cadco authorized service center, or directly to Cadco**, along with a copy of the original invoice or sales receipt for proof of purchase date, and a description of the problem.

***If returning a unit directly to Cadco, Ltd. for warranty repair, please call us first for a Return Authorization Number. Return Authorization Number MUST be written on outside of carton to track the unit and avoid service delays.*

- *If shipping the unit to Cadco or to a service location, be sure to pack it securely and insure it for its original purchase price. Cadco is not responsible for damage or loss of unit in transit to us or a service center.
- Contact Cadco, Ltd. at (860) 738-2500 for the location of your nearest authorized service center.

*Warranty is applicable only in USA and Canada. (**Canadian customers contact Joicey Food Services, Ltd. in Ontario, Tel. (905) 825-9665.)*

Please do not take your unit to the store where you purchased it for warranty repair. For our authorized US service agent nearest you, please contact Cadco:

Cadco, Ltd. ● 145 Colebrook River Road, Winsted, CT 06098

Phone: (860) 738-2500 ● Fax: (860) 738-9772 ● E-mail: info@cadco-ltd.com ● Web: www.cadco-ltd.com

CFESA Associate Member
Commercial Food Equipment
Service Association

- Service centers available throughout the U.S.
- National Service number: 877-603-7393



OVEN WARRANTIES

LineChef™ DIGITAL CONVECTION OVENS:

- 2 Year Limited Warranty (1 year On-site service, 2nd year, parts only)**

LineChef™ MANUAL CONVECTION OVENS:

- 120 Volt Models: 2 Year Limited Warranty (1 year Carry-in service, 2nd year, parts only)**
- 208-240 Volt Models: 2 Year Limited Warranty (1 year On-site service, 2nd year, parts only)**

New OV Series COMPACT MANUAL CONVECTION OVENS:

- 120 Volt Models: 2 Year Limited Warranty (1 year Carry-in service, 2nd year, parts only)**
- 208-240 Volt Model: 2 Year Limited Warranty (1 year On-site service, 2nd year, parts only)**

****ALL OVENS:** 30 day warranty on glass; 90 day warranty on light bulbs & gaskets; 1 year on motors. (NOTE: light bulbs & gaskets are easily changeable on-site by end-user, and do **not** qualify for service center warranty assistance. Call Cadco directly for warranty replacement of these items.)

*** Specific product programs may introduce a longer warranty period. This information will be covered in a separate document.**