

Limited Service Warranty



Valid only in the Contiguous United States.

1 Year Warranty

Unless otherwise stated, Cooking Performance Group warrants to the original purchaser of new equipment that covered models of equipment will be free of defects in material and workmanship for a period of 1 year from the original date of delivery, when installed by a qualified installer where applicable. Warranty coverage is valid only in the Contiguous United States to commercial customers. A claim under this warranty must be made by the original purchaser within the prescribed time from the original date of delivery of the equipment. Warranty is not transferrable. Coverage cannot be modified after the time of purchase. CPG will repair, replace with equivalent equipment, or refund the purchase price of the equipment at CPG's discretion to satisfy warranty obligation.

Covered Series of Equipment

This warranty applies to all Cooking Performance Group equipment items, when installed by a qualified installer where applicable.

Coverage Limitations

The 1 year warranty does not cover:

- Failure to install and/or use equipment within proper operating conditions specified by Cooking Performance Group. This includes but is not limited to residential, outdoor, or mobile applications.
- Issues related to improper installation. Issues related to the installation are the responsibility of the installer. CPG requires qualified installation on gas equipment.
- Any adjustments necessitated by improper operating conditions.
- Damage caused by improper electrical connection, power failure, or generators.
- Failure to properly maintain the unit, including all preventative maintenance and cleaning.
- Installation in non-commercial or residential applications.
- Equipment sold or used outside of the Contiguous United States, equipment purchased second-hand, equipment sold by an unauthorized reseller, and equipment expressly sold without warranty coverage.
- Equipment without a valid serial number and proof of purchase, or other way to verify warranty coverage.
- Equipment that has not been used appropriately or was subject to misuse, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire, flood, or an Act of God.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency outside of preventative maintenance and cleaning.
- Parts deemed by CPG to be normal wear and tear parts, including hoses and select glass, plastic, or rubber components.

This warranty is only valid for straight time labor rates, and does not cover overtime, holiday, or off-hour and weekend rates. Cooking Performance Group reserves the right to deny coverage after a service technician is on site based on the above exclusions. Cooking Performance Group and its authorized dealers will not be responsible for service charges incurred on non-warranty matters.

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Limited Service Warranty



Residential, Food Truck, and Non-Commercial Warranty

Valid only in the Contiguous United States.

Cooking Performance Group warrants all new equipment sold to residential, food truck, and other non-commercial customers to be operational upon delivery and proper installation, not to exceed a period of 30 days from the date of delivery. Contact your authorized place of purchase for assistance. A list of authorized dealers can be found at www.CookingPerformanceGroup.com.

Outside of the Contiguous United States Warranty

Products sold into Alaska, Hawaii, other US territories outside of the Contiguous United States, and Canada shall be backed by replacement coverage on items that can ship via normal parcel shipping, excluding the cost of shipping and any applicable duties, taxes, and fees. Items that must ship LTL/common carrier will be provided replacement parts, excluding labor costs, or reimbursed in the form of store credit for the value of the item only, excluding all applicable shipping costs, duties, taxes, and fees, at the place of purchase following appropriate troubleshooting steps.

Claims and Inquiries

Please contact Ready Kitchen Warranty via one of the below methods. You will need your model number, serial number, and original order number to make an inquiry or claim. Including pictures or video, as well as a description of the problem, will help to expedite claim processing time.

Start a New Claim or Verify Your Warranty

- Visit our Customer Portal: www.ReadyKitchenWarranty.com

Questions About an Existing Claim?

- Chat with us live: chat.readykitchenwarranty.com

Contact Us by Email

- help@ReadyKitchenWarranty.com

Mail Correspondence

- 40 Citation Lane, Lititz, PA 17543

This warranty is only valid for equipment purchased from an authorized dealer. A list of authorized dealers for your state can be found by going to www.CookingPerformanceGroup.com.