



## Service

For warranty service and to purchase replacement parts, please contact the Customer Service team. To arrange for service under warranty, please prepare the following information:

- Product model
- Serial number
- Installation date
- A description of the problem
- Residential property address

## Contact Us Through Our Website

[kalamazoogourmet.com/company/customer-service](http://kalamazoogourmet.com/company/customer-service)

## Contact Us by Phone

800.868.1699 Monday through Friday 8:00am to 7:00pm Eastern

## Contact Us by Email

[customerservice@kalamazoogourmet.com](mailto:customerservice@kalamazoogourmet.com)

## Schedule Your One-on-One New Product Orientation Phone Call

[kalamazoogourmet.com/lifestyle/resources/culinary-resources/complimentary-product-tour/](http://kalamazoogourmet.com/lifestyle/resources/culinary-resources/complimentary-product-tour/)

**KalamazooGourmet.com**

PHONE 800.868.1699

FAX 312.276.4466

**Michigan**

8566 Krum Avenue

Galesburg, MI 49053

**Chicago**

810 West Washington Boulevard

Chicago, IL 60607



## Limited Warranty for Kalamazoo Outdoor Gourmet Smoker Cabinets

FOR RESIDENTIAL USE

### FULL TWO YEAR WARRANTY, EXCLUDING THE PIT COMPUTER AND PIT FAN

For two years from the date of original installation, this warranty covers all parts and labor to repair or replace any part of the product that proves to be defective in materials or workmanship.

*The BBQ Guru DigiQ DX2 pit computer and Pit Viper fan provided with this smoker are covered by the BBQ Guru manufacturer's 2 year parts warranty against defects in materials and workmanship. Should the BBQ Guru unit malfunction within the warranty period, please email support@thebbqguru.com to get a Return Material Authorization (RMA) number to return it to the BBQ Guru factory. If defective, it will be repaired or replaced (at the discretion of BBQ Guru) at no cost. There are no user serviceable parts on pit computer or pit fan.*

### LIMITED 25 YEAR WARRANTY

For twenty-five years from the date of original installation, Kalamazoo Outdoor Gourmet will repair or replace the pit shelves and the stainless steel sheet metal structure of the smoker cabinet if they prove to be defective in materials or workmanship. This warranty excludes discoloration and surface corrosion, and it excludes labor.

### LIMITED 5 YEAR WARRANTY

For five years from the date of original installation, Kalamazoo Outdoor Gourmet will repair or replace the following parts if they prove to be defective in materials or workmanship: the hinges, and adjustable legs. This warranty excludes discoloration and surface corrosion, and it excludes labor.

### THIS WARRANTY DOES NOT COVER

- A. Service calls which are not related to any product defect. The cost of a service call is your responsibility if the problem is not found to be a product defect. You will be charged for the service call if the problem is found to be caused by:
- Improper installation of the product
  - Incorrect house wiring or plumbing

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- Improper use of the product or the need for instructing you how to use the product
  - Accidental damage, neglect or an Act of God
  - Commercial use
  - Pests, such as insects, rodents or other animals
- B. Defects caused by factors other than:
- Normal residential use or
  - Use in accordance with the product's Use and Care Guide
- C. Surface corrosion, scratches, discoloration, weather and atmospheric related staining and minor surface rust and oxidation
- D. Weathering of any components made from wood
- E. Normal recommended maintenance as described in the product's Use and Care Guide
- F. Costs of repairs that were not arranged for by Kalamazoo Outdoor Gourmet, or the cost of correcting any of these unauthorized repairs
- G. Pick-up and delivery costs



## TERMS

The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada.

The warranty is transferrable if the products are part of a real estate transaction. Warranty transfer requires registration with Kalamazoo Outdoor Gourmet and authorization by the original product owner.

Product Service must be authorized by Kalamazoo Outdoor Gourmet using a service provider designated by Kalamazoo Outdoor Gourmet. The warranty may be invalidated if the product is used other than in accordance with the product use and care guide or other than for normal domestic use. This warranty is an extra benefit and does not affect your legal rights.

THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT KALAMAZOO OUTDOOR GOURMET, LLC WILL PROVIDE, EITHER UNDER THIS WARRANTY OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. KALAMAZOO OUTDOOR GOURMET, LLC WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THIS WARRANTY OR ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

To receive parts and/or service contact:

Kalamazoo Outdoor Gourmet, LLC  
810 West Washington Boulevard  
Chicago, IL 60607, USA  
Email: [customerservice@kalamazoogourmet.com](mailto:customerservice@kalamazoogourmet.com)