



Do Not Discard

This packet contains:

**Warranty Guidelines
&
Warranty Card**

**Warranty card must be Filled out
and sent to Hickory Industries
in order for the warranty to take effect.**

Hickory Industries, Incorporated

4900 Westside Avenue
North Bergen, NJ 07047
Tel: 201-223-0050
Fax: 201-223-0950
Website: www.hickorybbq.com
Email: customerservice@hickorybbq.com

Warranties & Service

Old Hickory
Hickory Industries, Inc.

What Is Covered	<p>This warranty covers defects in material and workmanship under normal use, and applies only to the original purchaser providing the following:</p> <p>The equipment has not been accidentally or intentionally damaged, misused or altered in any way.</p> <p>The equipment is properly installed, adjusted, operated and maintained in accordance with National and local codes in accordance with the installation instruction provided with the equipment.</p> <p>The serial number plate affixed to the unit has not been removed</p>
Who Is Covered	<p>This warranty is extended to the original purchaser and applies to equipment purchased for use in the U.S.A</p>
Coverage Period	<p>One year parts and labor. Warranty period begins from the invoice date or ninety days after shipment date from the factory which ever comes first.</p>
Warranty Coverage	<p>This warranty covers on-site labor, parts and reasonable travel time and travel expenses of the authorized service representative up to (100) miles and 2 hours travel time round trip. Defective parts must be returned to the factory for proper credit.</p>
Exceptions	<p>Burners, grates that are covered for SIX MONTHS.</p>
Exclusions	<p>Negligence or acts of God, Failures caused by erratic voltages or gas supplies, Thermostat calibrations, Unauthorized repair by anyone other than an authorized factory service center, Air and gas adjustments, Shaft worm adjustments, Chain adjustments, Damage in shipment, Light bulbs, Alteration, misuse or improper installation, Glass doors and door adjustments, Thermostats with broken capillary tubes, Thermocouples with broken capillary tubes, Fuses, Freight – other than UPS ground charges, Adjustments to burner flames, venturi tubes, air blowers, ignitor adjustments, pilot cleaning, Ordinary wear and tear, Tightening of screws or fasteners, Plastic door handle replacements, Timer buttons, missing drip pan plugs. Non-OEM parts will void all warranties.</p>
Installation	<p>Leveling, proper installation, operator training and check out of all new equipment are the responsibility of the dealer, representative or installer, not the manufacturer.</p>
Replacement Parts	<p>Hickory genuine Factory OEM parts receive a (90) day materials warranty from the date of installation. Non-OEM parts will void all warranties.</p>

This warranty is in lieu of all warranties, expressed or implied, and all other obligations or liabilities on the manufacturers part. Hickory Industries, Inc., shall in no event be liable for any special, indirect or consequential damages, or in any event for damages in excess of the purchase price of the unit. The repair or replacement of proven defective parts shall constitute a fulfillment of all obligations under the terms of this warranty.

Arranging for Service All warranty service should be coordinated through the Technical Services Department at Hickory Industries Inc. You can reach us at 1800-732-9153. All warranty calls will be immediately dispatched by Hickory to the local authorized service agent in your area. When requesting service or parts identification, always specify: Model Number, Serial Number, Type of Gas or Voltage, Phase and Wattage and Manufactured Date Code

Service & Warranty Guidelines

Please use the following guidelines for determining if service is required on your rotisserie unit; Service is required if there is a failure of mechanical or electrical part. Most service is simple. You may be able to do it yourself, using our service manual as a guide. If you cannot perform the service, the local dealer, an electrician or plumber will be able to complete the work. Hickory can also provide service technicians when necessary.

- **Warranty** - Hickory Industries Inc. will warrant all rotisseries for one year from date of invoice, including all parts and labor, with the exception of glass, bulbs and ceramics or user abuse – **See Warranties & Service document.**
- **Conditions** - *the end user must have returned the warranty card and all necessary documents to Hickory after receipt of rotisserie.* Hickory reserves the right to have an authorized technician review all warranty claims. If negligence or abuse is found, Hickory will disallow the claim.

Please take time to read the owners and service manuals supplied with each new Hickory rotisserie. Follow the simple Operator Maintenance directions to keep your rotisserie working well.

If you find that service is required, you will need the following:

1. Model number and serial number of rotisserie(s).
 2. Phone number, address, city, state, zip code and contact name where the rotisserie is located.
 3. A brief but detailed description of the problem. Do not use terms like “rotisserie is not working”. Use terms like “the spits are not turning”, or “the gas burner or pilot light does not light” etc.
- **YOU MUST CONTACT HICKORY** - Hickory will authorize the service and issue an authorization number. You may call or fax in your request for authorization, (see attached “request” form - please feel free to copy and utilize this form) The fax number for Hickory is (201) 223-0950. ***Only under certain circumstances will an authorization number will be given out for overtime, weekend or holiday work.***

When submitting an invoice to Hickory for warranty service, the service report or work report must be included and **FILLED OUT IN FULL**. Don't forget to check serial number of the rotisserie and have the form stamped or signed by the store manager. Reports not filled out in full will delay processing of invoicing or payments.

- Any part(s) removed from the machine(s) for **warranty reasons** must be returned to Hickory for evaluation. When returning parts, you may either “tag” the item for replacement or send copy of or original invoice for credit, or you may copy and use the attached return form.
- **LIABILITIES: ALL OEM PARTS ARE INCLUDED IN HICKORY'S LIABILITY PACKAGE AND MUST BE PURCHASED FROM HICKORY DIRECTLY OR THRU HICKORY DISTRIBUTORS, DEALERS AND SERVICE AGENCIES. NON-OEM PARTS WILL VOID WARRANTIES AND ALL LIABILITIES.**

HICKORY WARRANTY POLICY

A. Type of Service and Time Allowed:

Pillow block bearing ..	1 hr.
Bushings	1/4 hr
Door slides.....	1 1/4 hr.
Double pole switch....	1/4 hr.
Elements.....	1/2 hr.
Glass tracks	1/2 hr.
Gears	1 hr.
Igniter module	1/2 hr.
Igniter.....	1/2 hr.
Lamp sockets.....	1/2 hr.
Motor/light switch	1/2 hr.
Motor	3/4 hr.
Safety Manifold Valve	3/4 hr.
Pilots.....	1/2 hr.
Pneumatic gas spring	1/2 hr.
Snap rings.....	1/4 hr.
Thermocouple.....	1/2 hr.
Timer	1/2 hr.

B. Type of Adjustments and Time Allowed when starting up rotisserie:

Fiber gears.....	1/2 hr
Igniters	1/4 hr

* Any parts removed from the machine(s) for warranty reasons must be returned to Hickory Industries, Inc. for evaluation with return tags, related invoice (copy) or "return" form must accompany all parts returned. Please fill out completely. Evaluation must be done before payment is made. If returned part is found to be in working order, part will be returned and no payment will be made.

PAYMENT POLICY - HICKORY WILL ALLOW A LABOR RATE UP TO \$69.00 PER HOUR, AND TRAVEL AT \$00.55 PER MILE.