

# Installation and Service Instructions



EmberGlo



Model ES5M

★ MADE in the USA ★

ES5 Series - Designed to operate without distilled water, Self Contained or Direct Water Hookup, Stainless steel construction

## Specifications:

- 120 volts 60HZ AC 1500 watts, max 12.5 amp
- ES5 1800 series - 1800 watts, max 15 amps
- Manual pump (push button) or timer operation
- Closed generator
- Half Pan size
- Removable water drawer (self contained models)
- Spring loaded adjustable hinge with 60° or 90° opening
- Food Grid
- ES5 1800 series - 1800 watts, max 15 amps
- ES5 1800 series - 20% faster temperature recovery time
- Quick connect fittings (direct hookup models)

This manual contains sufficient information for installation of the EmberGlo Steamer in normal locations.

In the United States, installation must conform with local codes.

## PURCHASER: Retain these instructions for future use.

Post in a prominent location near the steamer.

## Warranty

See the back of this manual for warranty.

This warranty does not apply to damages resulting from accident, misuse, abuse or alteration.

No equipment may be returned without written authorization from EmberGlo (or Midco). Returned goods must be shipped prepaid to the factory.

Warranty card must be filled in and returned to EmberGlo (or Midco) to validate warranty.



EmberGlo

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## ES5 Series Top Open / Half Pan Counter Top Steamer

### ES5 Series - 1500W

- ES5CTS:** Timer Operation with Water Pan  
**ES5M:** Manual Operation with Water Pan  
**ES5MT** Manual Operation with Water Pan and Specially Perforated Tortilla Food Pan  
**ES5PBS:** Push Button Operation with Water Pan  
**ES5PBST:** Push Button Operation with Water Pan and Specially Perforated Tortilla Food Pan  
**ES5PB:** Push Button Operation with Direct Water Connect  
**ES5PBT:** Push Button Operation with Direct Water Connect and Specially Perforated Tortilla Food Pan  
**ES5CT:** Timer Operation with Direct Water Connect

### ES5 1800 Series - 1800W

- ES5M18:** Manual Operation with Water Pan  
**ES5CTS18:** Timer Operation with Water Pan  
**ES5PBS18:** Push Button Operation with Water Pan  
**ES5CT18:** Timer Operation with Direct Water Connect  
**ES5PB18:** Push Button Operation with Direct Water Connect

As of June 2013 the following steamers are no longer being manufactured - they are replaced with CT series steamers

- ES5TS -** now ES5CTS  
**ES5T -** now ES5CT  
**ES5PTS -** now Obsolete

**⚠ CAUTION:** Cooking equipment should be used in an environment protected by an automatic fire suppression system. Consult the National Fire Protection Association NFPA Code 96 or the latest edition of Standards for Installation of Equipment for Removal of Smoke and Grease-Laden Vapors From Commercial Cooking Equipment.

**⚠ WARNING:** Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operating and maintenance instructions thoroughly before installing or servicing this equipment.

**AVOID ERROR IN PARTS SELECTION.** When ordering use complete EMBERGLO Part Number and Description. Furnish Model Number, Bill of Material Number and Serial Number (if available) from the specification plate found on the product. **IMPORTANT:** Availability of parts as well as specifications are subject to change without notice. Please consult factory for item availability.

**SAFETY INFORMATION TERMS:** The following terms are used to identify hazards, safety precaution of special notations and have standard meanings throughout this manual. They are printed in all capital letters using a bold type face as shown below, and preceded by the exclamation mark symbol. When you see the safety alert symbol and one of the safety information terms as shown below, be aware of the hazard potential.



- DANGER:** Identifies the most serious hazards which will result in severe personal injury or death.  
**WARNING:** Signifies a hazard that could result in personal injury or death.  
**CAUTION:** Identifies unsafe practices which would result in minor personal injury or product and property damage.

As an ISO 9001:2008 certified company, we proudly design, manufacture and assemble our products in Chicago, Illinois, USA.

Quality Designed for Proven Performance



419  
8449 96  
Printed in USA

# ES5 Series - Installation

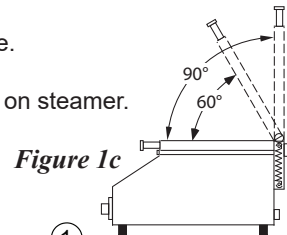
## Installation

★ MADE in the USA ★

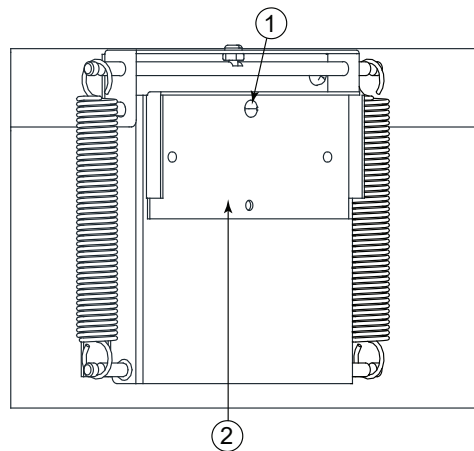
In the United States, wiring must conform to local codes, or in the absence of local codes, to the **National Electrical code ANSI/NFPA No. 70**-latest edition. In **Canada**, wiring must conform to local codes, or in the absence of local codes, to **Canadian Electrical Code Part 1, CSA Standard C22.1**.

- All ES5 Models:** Locate on level surface and plug power cord into 120 volt, single phase 60Hz. grounded outlet.
- ES5M, ES5M18, ES5MT, ES5CTS, ES5CTS18, ES5PBS & ES5PBST :** Fill water pan by pulling water pan out to stop position and fill with cold water to top of baffles, then close drawer.
- ES5PB, ES5PB18, ES5PBT, ES5CT & ES5CT18:** Connect water hose assembly to water supply system. The supply end has 1/8" female pipe fitting and should be attached down stream to a shut-off valve. Steamer end of hose has a quick connect fitting which snaps onto mating fitting on steamer. This fitting has an automatic shut-off valve that allows steamer to be disconnected without shutting off water supply. After connecting, turn on water and check for leaks.
- EmberGlo Steamers do not require a separate hood for vapor produced during operation according to the Uniform Mechanical Codes per the International Conference of Building Officials Code. And there are **no requirements in NSF Standard 4 (2006e) for steamers to have ventilation**.
- Lid Angle Adjustment:** To adjust the angle of the lid to 60° or 90°
  - With the lid closed, loosen and remove slotted screw. Set aside.
  - Remove lid stop by sliding it up and away from the steamer.
  - Adjust lid stop for desired position (60° or 90° open) and place on steamer.
  - Insert and tighten slotted screw.

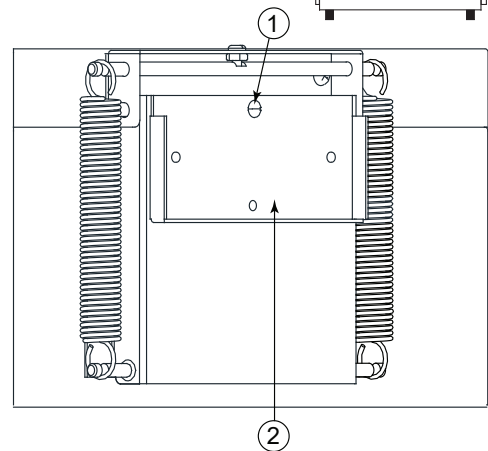
See **Figure 1a, 1b and Figure 1c** for orientation of lid stop.  
Factory default setting is 60°.



**Figure 1c**



**Figure 1a**  
*Back of ES Series Steamer  
60° Opening Position*



**Figure 1b**  
*Back of ES Series Steamer  
Lid Stop Reversed  
90° Opening Position*

Item #	Part #	Description
1	HW1-099	#8-32 X 5/16" Slotted Pan Head Screw 18ss
2	1421-21	Lid Stop

## Operation

**General Instructions for Operation.** For operation tips and recommendations see below.  
Before Using: (See **Figure 2** for locations of buttons and switches)

- Remove the protective plastic covering before using.
- Steamers with self contained water drawers:** If there is a water drawer open and fill reservoir with water.
- Steamers with direct hookup water supply:** If the steamer is a direct hookup connect to a water supply
- Plug into 120V AC outlet.
- Push power switch to the ON position (light on) and allow approximately 15-20 minutes to reach operating temperature.
- Test to make sure unit will generate steam.
- For **ES5CT, ES5CT18, ES5CTS & ES5CTS18 steamers:** Switch the Cycle/Manual switch to the manual mode.

- Press the round Steam button several times to remove the air from the system, you will notice it will start to steam. The Steamer is now ready to use.

General Operating Instructions: (See **Figure 2** for locations of buttons and switches on timer models)

- Open lid, place food on grid and close lid.
- ES5M, ES5M18 & ES5MT:** Press handle until it stops - then release. **See Heating and Cooking Guide - 8474-75S** for suggested number of operations or "shots" (a shot is one press of pump handle).

**ES5PB, ES5PB18, ES5PBT, ES5PBS, ES5PBS18 & ES5PBST:** Push round button momentarily for each operation. Do not hold button more than one second.

**Note:** After installation, operate several times until the water hose fills with water.

**ES5CT, ES5CT18, ES5CTS & ES5CTS18:** (see Timer/Manual Operating Instructions below) Operate the same as ES5PB & ES5PB18 above, or follow directions on label on front of unit which will automatically deliver three shots per minute for time set. At end of cooking time, READY light will come ON and signal will sound. Turn toggle switch to OFF to silence signal.

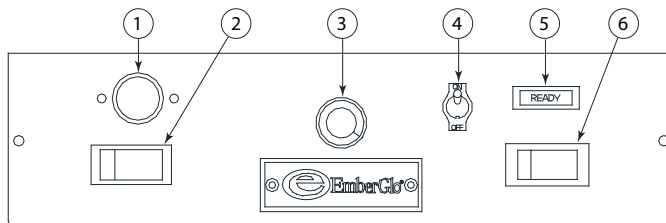
- Open lid and remove food.
- For efficiency and safety purposes, keep lid closed when not in use. This keeps the food pan hot and reduces condensation in the steam chamber.
- To shut off, push power switch to OFF position.

Timer Operating Instructions with **ES5CT, ES5CT18, ES5CTS & ES5CTS18** timer steamers: (See **Figure 2** for locations of buttons and switches)

- ES5CTS & ES5CTS18:** Fill the water reservoir at the beginning of each day. During use check the water reservoir periodically.
- Turn unit on, the Ready indicator will light.
- Allow the steamer warm up for about 10 minutes.
- Move the Cycle/Manual switch to the cycle mode.
- Lift the lid and place product on the rack, close lid.
- Rotate the timer dial to the desired cooking time.
- Press the round Steam button to start the cooking cycle (the ready light will go out). Move the buzzer toggle switch to on position. Note: The steamer will automatically generate steam about every 15/20 seconds.
- After the cycle has been completed, the Ready indicator light will turn on and the buzzer will sound indicating the cycle is done. Use the buzzer switch to turn off the buzzer.
- Open the lid, carefully remove the very hot product.
- The steamer is now ready for another cycle.

Manual Operating Instructions with a **ES5CT, ES5CT18, ES5CTS & ES5CTS18:**

- Move the "Cycle/Manual" switch to the "Manual" mode.
- Depress Round Steam push button approximately 1 second. Note: Excessive pressing of the steam button will flood the steam chamber.



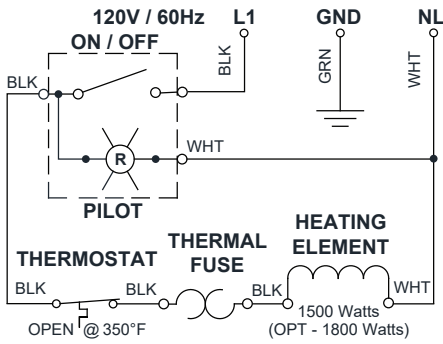
Item #	Description
1.	Steam Button - starts cycle timer or for manual steaming
2.	Cycle/Manual Switch - Cycle is for position for timer usage Manual is for push button steaming
3.	Cycle Timer - used to adjust cycle time
4.	Signal Switch - turns on/off 'Cycle Done' buzzer
5.	Ready Light - lights at the end of cycle time
6.	Power Switch - turn on before usage for approximately 10 minutes to warm steamer

**Figure 2**  
**ES5CT, ES5CT18, ES5CTS & ES5CTS18 Steamers - Front Panel**

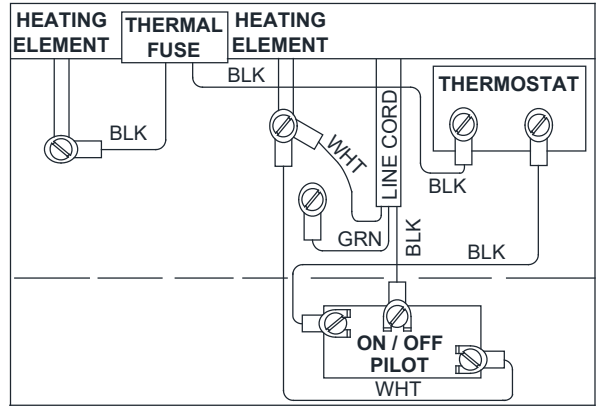
# ES5 Series - Schematic & Wiring Diagrams

## ES5M, ES5M18 & ES5MT

**SCHEMATIC**



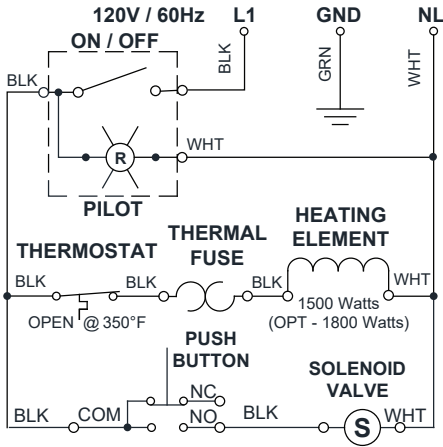
**WIRING DIAGRAM**



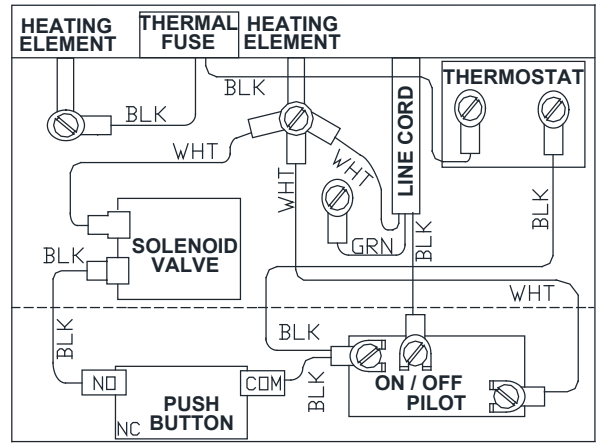
FRONT PANEL CHASSIS

## ES5PB, ES5PB18 & ES5PBT

**SCHEMATIC**



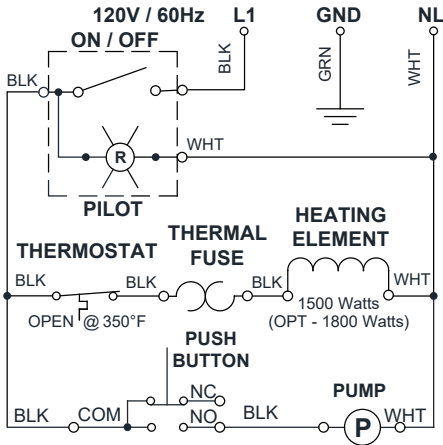
**WIRING DIAGRAM**



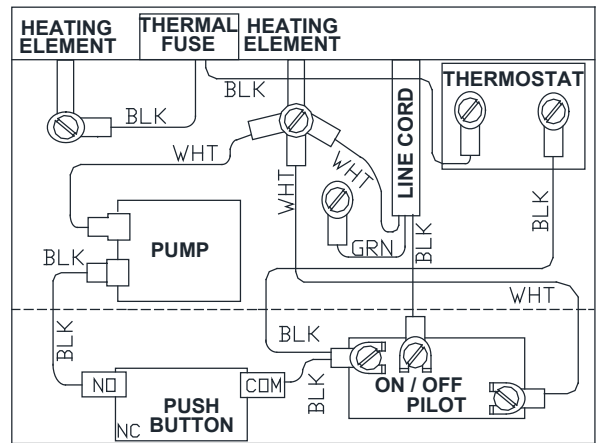
FRONT PANEL CHASSIS

## ES5PBS, ES5PBS18 & ES5PBST

**SCHEMATIC**



**WIRING DIAGRAM**



FRONT PANEL CHASSIS

*Figure 3A*

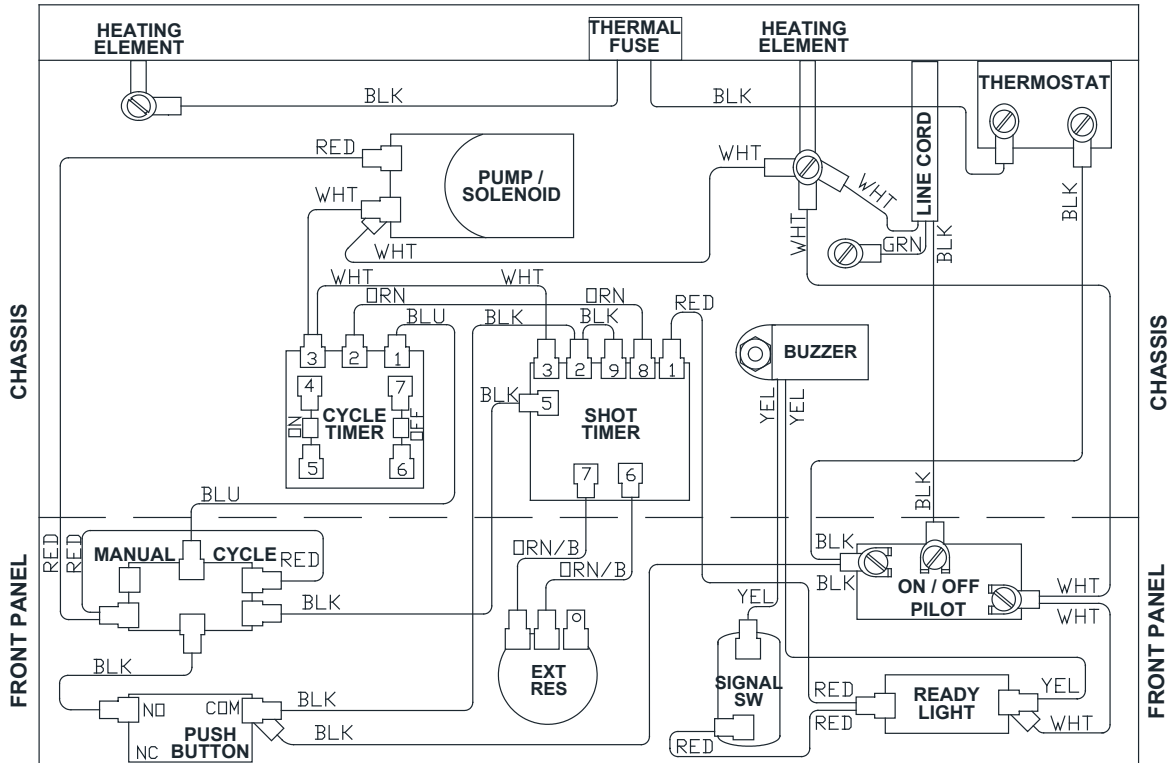
*Wiring Diagrams for ES5 Series Steamers - ES5M, ES5M18, ES5MT, ES5PB, ES5PB18, ES5PBS & ES5PBS18*

*Note: ES5 1800 Series Steamers have an 1800 watt heating element*

# ES5 Series - Schematic & Wiring Diagrams

## WIRING DIAGRAM

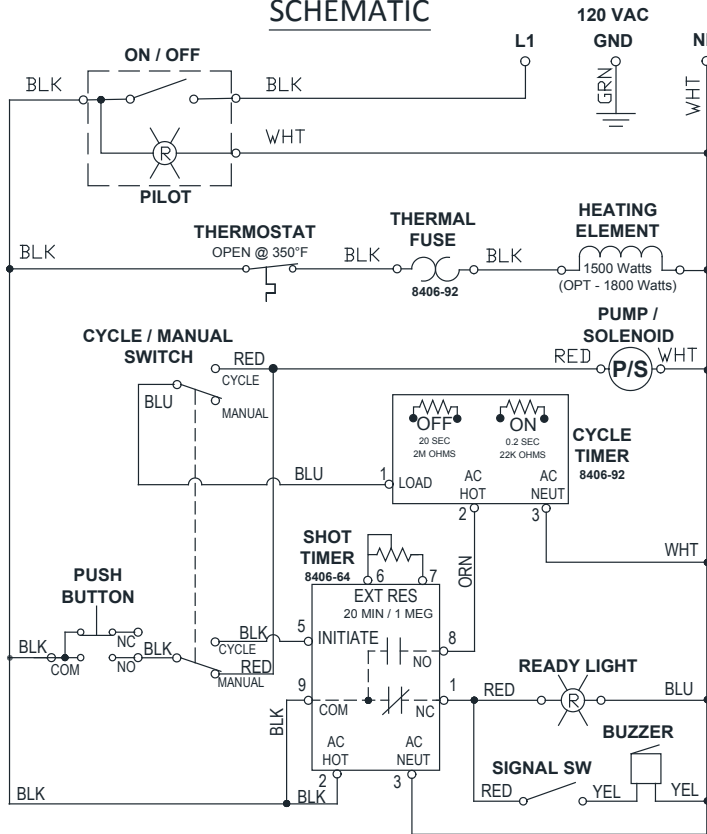
(with AIROTRONICS TIMERS)



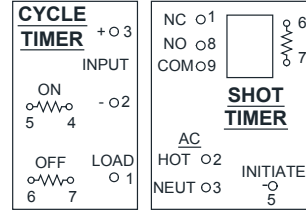
### ES5CT, ES5CT18, ES5CTS & ES5CTS18

1411-90

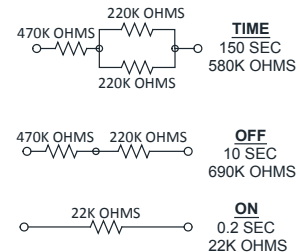
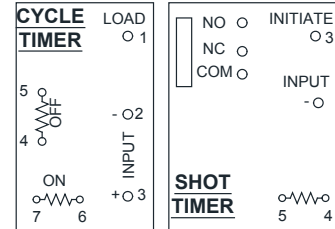
#### SCHEMATIC



#### AIROTRONICS TIMERS



#### ACP TIMERS



**NOTE:** for Old Style Timer Steamers, ES5T & ES5TS wiring diagrams refer to 8449-96B

Figure 3B

Wiring Diagrams for ES5 Series Steamers - ES5CT, ES5CT18, ES5CTS & ES5CTS18 with Mechanical Timer  
 Note: ES5 1800 Series Steamers have an 1800 watt heating element

# ES5 Series - Operation and Maintenance

## Operation Continued

**IMPORTANT: KEEP LID CLOSED WHEN NOT IN USE.** This keeps the food pan hot and reduces condensation in the steam chamber. When steamer is first installed, or when reconnecting water hose, operate STEAM button several times to purge air from lines.

### General Tips and Recommendations for Operation.

To sustain optimum cooking performance: It is important to maintain the correct amount of steam generated. Either holding the manual pump (ES5M, ES5M18, & ES5MT) or pressing the button (ES5PB, ES5PB18, ES5PBT or ES5PBS, ES5PBS18, ES5PBST) too long will flood the generator with too much water. On the other hand not holding the pump (ES5M & ES5M18) or pressing the button (ES5PB, ES5PB18, ES5PBS & ES5PBS18) long enough and not spraying enough water will **not** produce enough steam on the generator to properly cook the food in the desired time.

### Recommended pumping and button pressing times for proper water levels in the generator:

**ES5M, ES5M18 & ES5MT** - It is recommended that the user pump the handle two to three times every 20 to 30 seconds. If it is pumped more times or if the user does not wait long enough between pumps, the generator will flood. Also, if it is pumped only once every minute there will not be enough water in the generator to produce the correct amount of steam to sustain optimal cooking performance.

**ES5PB, ES5PB18, ES5PBT, ES5PBS, ES5PBS18 & ES5PBST**- It is important to hold the button in for 3 seconds. If the button is held too long, the generator will flood. If the button is held too short of a time, not enough water will be sprayed onto the generator to create enough cooking steam. See below (next paragraph) for recommendations on how to know this.

### Recommended Procedure for Understanding the Amount of Steam Generated in both the Manual and Push Button Types of Steamers:

1. On a cool steamer take the food rack and food pan out of the steamer so that the generator and water nozzle can be seen.
2. Warm up the unit for 10 to 15 minutes.
3. ES5M ES5M18 & ES5MT - Push the manual lever two to three times  
ES5PB, ES5PB18, ES5PBT, ES5PBS, ES5PBS18 & ES5PBST - Push the button long enough to spray water on the generator surface.
4. Watch the water turn into steam. All of the water should evaporate in approximately 20 to 30 seconds.

By pumping the manual lever (ES5M, ES5M18 & ES5MT) or pushing the button (ES5PB, ES5PB18, ES5PBT, ES5PBS, ES5PBS18 & ES5PBST) and watching the time it takes to evaporate the water, the user will learn how to reach the optimal cooking results, whether by pushing the button in or pumping the manual lever. Timer Type of Steamers - (ES5CTS, ES5CTS18, ES5CT & ES5CT18) - this timing is internally set by the manufacturer to obtain the optimum cooking steam cycle.

## Maintenance - As Required

### Maintenance

**Food Pan and Grid** on all models should be removed and washed with a detergent or run through a dishwasher.

**⚠ WARNING: Under no circumstances should the entire steamer be run through a dishwasher. If any of the switches or components get wet they can malfunction. Never try to use a device that has been wet— replace it.**

**⚠ WARNING: Perform all maintenance when the unit is cool.**

**Exterior of unit** should be wiped with a damp cloth or cleaned with a stainless steel cleaner.

**Water Pan** on **ES5M, ES5M18, ES5MT, ES5CT, ES5CT18, ES5CTS, ES5CTS18, ES5PB, ES5PB18, ES5PBT, ES5PBS, ES5PBS18 & ES5PBST** may be removed for cleaning by pulling out to stop position; lift front of steamer about 3" to clear pump and pull pan all the way out. To replace, lift front of steamer about 3", slide pan in pan track until it is about 2" from closed position, then lower steamer front and push pan completely in.

## Maintenance - Daily

**Generator:** The cavity in the generator may accumulate lime and is cleaned by scraping or wire brushing. Do not remove all of this deposit since a thin coating improves steaming.

**Water Nozzle:** The water nozzle, the round cap in front center of generator, may be pulled out for cleaning. Clean small holes and inside of tube with spring clip provided in the tube.

**Water Inlet:** If the tube through generator is limed, remove plug at bottom and push lime out with a wire or small rod.

## Strainers:

**ES5M, ES5M18 & ES5MT:** Strainer is in bottom of pump. Remove wire ring, then strainer wash and replace.

**ES5CTS, ES5CTS18, ES5PBS, ES5PBS18 & ES5PBST:** Strainer is located in front center of bottom. Slip strainer off Tube, wash and replace.

**ES5PB, ES5PB18, ES5PBT, ES5CT & ES5CT18:** To wash strainer located in hose:

1. Remove hose.
2. Remove quick connect fitting.
3. Reverse hose (connect steamer end to supply valve). Drain into sink or bucket.
4. Run water through hose to clean.
5. Return to original connections.

There is a strainer in inlet of solenoid valve that normally does not require cleaning but under extreme conditions may have to be removed and cleaned.

## Maintenance - Daily Continued

## Service


### **DANGER: Before attempting service, unplug power cord.**

We recommend any service be done by qualified service personnel. Refer to separate Parts List for parts identification and assembly guide.

1. All electrical components are contained in enclosure behind switch panel. For access, remove sloping front and switch panel.
2. ES5M, ES5M18 & ES5MT pump is easily removed for service or replacement. Disconnect water line (under steamer) from pump, open electric enclosure, disconnect linkage and remove two screws holding pump.
3. To remove ES5CTS, ES5CTS18, ES5PBS, ES5PBS18 & ES5PBST pump:
  - A. Disconnect electric wires from terminals.
  - B. Disconnect discharge hose from pump.
  - C. Remove two screws through bottom of steamer holding pump bracket.
  - D. Lift pump out.
4. To adjust lid, loosen screws in lower hinge. With lid closed, tighten screws.
5. Thermostat is set to control temperature from 350° to 375°, and we suggest replacement if off calibration. Thermostat may be removed by:
  - A. Removing electric enclosure covers and switch panel.
  - B. Removing wires from thermostat terminals.
  - C. Removing two screws holding thermostat.
  - D. Pull capillary straight out to remove bulb.

### **CAUTION: Capillary tube is critical and care should be taken not to “kink”.**

6. If water nozzle should clog with lime, remove by lifting up then clean small holes with paper clip or similar tool. Lime inside tube is removed by flexing tube, then shaking or washing out lime.
7. The water inlet is cleaned by removing plug at bottom and pushing lime out with wire or rod.
8. The main timer controls the cooking time and the shot timer delivers a measured amount of water to produce steam every 20 seconds. If defective, replace (attempted service may affect timing).

** DANGER: Read and understand this bulletin thoroughly before starting any troubleshooting. An inadvertent service error could result in severe personal injury or death. Only a trained experienced service technician should attempt any repair procedure.**

Qualified service agencies are available at most locations—Refer to EmberGlo listing of Authorized Service Agencies included in Standard Equipment Catalog.

Important: Defective wiring or loose connections can simulate the defects outlined below. Check associated wiring before replacing a component.

## Service

# ES5 Series - Trouble Shooting

## Trouble Shooting

### 1. Unit Does Not Heat Switch On, Light Out

1.

- A. Confirm electric cord is securely plugged in.
- B. Confirm receptacle is energized—reset breaker or repair house wiring.



**WARNING: The following checks thru 7.A.1. should be done with electric cord removed from receptacle.**

- C. Confirm continuity in 3-conductor cord—replace if defective.
- D. Confirm continuity in single pole, single throw Power Switch (the two adjacent terminals are switch terminals and the remote terminal is a tie-terminal). Replace if defective.

### 2. Unit Does Not Heat Switch On, Light On

2.

- A. Confirm continuity of Thermostat—replace if defective.
- B. Confirm continuity of Heating Element—replace Steam Generator Casting if defective.
- C. Confirm Thermal cutoff.

### 3. Unit Heats Switch on, Light Out.

3.

- A. Defective light in switch— replace entire switch.

### 4. Unit Heats Up, But Does Not Steam— No Water Evident on, Light Out.

4.

- A. All Models: Clogged water nozzle, water inlet or strainers—check and clean as required, see Maintenance and Service sections.
- B. Models ES5M, ES5M18, ES5MT, ES5CTS, ES5CTS18, ES5PBS, ES5PBS18 & ES5PBST: Water pan empty—fill pan.
- C. Model ES5M & ES5M18: Confirm pump is operative—check valves—inlet hose must not leak. See Service section. Rebuild or replace as required.
- D. Models ES5PB, ES5PB18, ES5PBT, ES5CT & ES5CT18:
  - 1. Confirm Water Shut-Off Valve is on and Water Hose Assembly is properly hooked up. Refer to #3 from the Installation section page 2. A quick way to confirm water line is operational is to disconnect Water Hose at quick disconnect fitting and push a small probe into quick disconnect fitting—water should flow freely.
  - 2. Confirm continuity of Water Solenoid Valve—replace if defective.
- E. Models ES5CT, ES5CT18, ES5PB, ES5PB18, ES5PBT, ES5PBS, ES5PBS18, ES5PBST, ES5CTS & ES5CT18: Confirm continuity of Steam Push Button Switch when depressed—replace if defective.
- F. Models ES5CTS, ES5CTS18, ES5PBS, ES5PBS18 & ES5PBST:
  - 1. Confirm continuity of Oscillating Pump—replace if defective.
  - 2. Confirm integrity of hoses and fittings. Any and all leakage must be eliminated.

### 5. Unit Floods— Switch On

5.

- A. Models ES5CT, ES5CT18, ES5PB, ES5PB18 & ES5PBT: Water Solenoid Valve seat dirty—clean or replace as required.

### 6. Unit Works— Ready Light Inoperative

6.

- A. Models ES5CT, ES5CT18, ES5CTS & ES5CTS18: Confirm continuity of light replace if defective.



# Heating and Cooking Guide

## Cooking Instructions

These suggestions are made only to help the operator get started. Since each location will have different portions and different requirements, each operator must determine his own operation habits. Please remember that the steamer conserves its steam in the drawer and therefore does not often need repeated shots. The main exception is when frozen product must be defrosted.

**If a product is at room temperature or refrigerated**, start with 2 shots. This ensures that the food pan is full of steam.

**If a product is frozen**, start with 3 shots because condensation on the cold product eliminates the steam quickly.

Breads	Refrigerated	Frozen
Bread	1 to 2 shots of steam	2 min
Bagels	1 to 2 min	3 to 4 min
Croissant	15 seconds	
Muffin	1-2 shots of steam	
Pastries	1 to 2 min	3 to 4 min
Tamales	5 min	10 min
Tortillas	1 shot of steam	10 seconds

Eggs	Refrigerated	Frozen
Soft Boiled	6 min	
Poached	3 min	
Scrambled (dz)	5 min	

Meat	Refrigerated	Frozen
Bratwurst	8 min	16 min
Breakfast sausage	8 min	14 min
Chicken breast (lg)	15 min	25 to 30 min
Chicken breast (precooked)	5 min	15 min
Deli meats	2 to 3 min	
Hamburger (precooked)	4 min	4 min
Hot dogs	4 min	8 min
Italian sausage	4 min	8 min
Ribs (precooked)	10 min	18 min

Noodles and Rice	Refrigerated	Frozen
Macaroni (2 qt. cooked, 1 pt. water, 2 oz. oil)		5 min
Egg Noodles (2 qt. cooked, 1 pt. water, 2 oz. oil)		6 to 7 min
Rice (precooked)	5 min	8 to 10 min
Spaghetti (2 qt. cooked, 1 pt. water)		5 min

Vegetables	Refrigerated	Frozen
Artichokes	25 to 30 min	50 min
Asparagus	10 min	14 min
Brussels	15 min	18 min
Broccoli	10 min	12 min
Carrots sliced	4 min	8 min
Carrots whole baby (2 lb)	15 to 20 min	
Cauliflower	12 min	16 min
Corn on the cob	3 min	5 min
Fennel	10 min	
Green beans	4 min	8 min
Pea pods	6 min	9 min
Peas	5 min	8 min
Potatoes 8 whole (3 oz each)		20 min
Potatoes mashed (2 qt)	8 min	
Squash, Acorn 4 (8 oz each)	12 to 20 min	
Squash, Zucchini -sliced frozen (1 lb)		10 Min

Seafood	Refrigerated	Frozen
Large clams	4 min	8 min
King crab	8 min	12 min
Snow crab	6 min	10 min
Fish filets	6 min	8 to 10 min
Lobster 8 oz Tails	8 min	14 to 16 min
Scallops	5 min	8 to 10 min
Shrimp	4 min	6 min

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## Keep for your records

Gas Broiler  Electric Broiler  Steamer

Model Number \_\_\_\_\_

Purchased from - Name: \_\_\_\_\_

Serial Number \_\_\_\_\_

Address \_\_\_\_\_

Installation Date \_\_\_\_\_

City, State, Zip \_\_\_\_\_

**TO VALIDATE WARRANTY:  
FILL OUT THE FORM ON THE LAST PAGES AND RETURN TO EMBERGLO**

## Warranty

### Midco® International Inc Limited Warranty Policy Exclusions Terms, Customer Requirements and Instructions

**All claims should be filed through Warranty Central. Call factory for information (773 604 8700)**

Only Authorized Service Providers are authorized to provide Limited Warranty service on all EmberGlo®, a Division of Midco® International Inc., food equipment as described under and Midco® International Limited Warranty Policy. A list of providers can be found on our web site: [www.emberglo.com](http://www.emberglo.com)

**Provisions:** In lieu of an implied warranty, all repairs and replacement parts furnished under our Limited Warranty shall be f.o.b. point of distribution, but the owner must pay the necessary freight, delivery and labor costs involved when required. Any Federal, State or Local taxes are also extra. This Limited Warranty is effective for a period of one year from date of installation. EmberGlo® Char Broilers and EmberGlo® Electric Food Preparation Equipment manufactured by Midco International, sold under the EmberGlo® trademark, are guaranteed to be free from defect in material and workmanship under normal use and service for a period of 1 (one) year after the date of original installation. Midco's obligation under this Limited Warranty Policy shall be limited to repairing or replacing, at our option, any part of said equipment which Midco examination shall disclose to its satisfaction to be thus defective.

**Exclusions:** This Limited Warranty Policy does not apply to damages resulting from accident, misuse, abuse or alteration, nor does it apply to limed steam generators, nor does it apply to any consequential damages. Most geographical areas require the use of distilled or demineralized water. Tap water is permissible only with ES Series Steamers. Nor does it apply to Barbriq's®, briquettes, or rods used in gas broilers. Midco's obligation will be the replacement of the product or parts removed.

**Terms:** Under the terms of this Limited Warranty Policy, models considered portable (devices with cords and plug caps such as EmberGlo Steamers) must be taken or returned to the nearest service provider, transportation prepaid, returned transportation collect. Non-portable units with permanent wiring will be serviced on the customer's premises. Under these terms, Midco agrees, within the terms of this Limited Warranty period, to make all repairs at no charge by the authorized service provider. Labor and mileage charges submitted by any other provider not authorized will be the responsibility of the customer.

**Customer Requirements:** All charges related to repairs made one (1) year after the date of original installation, during the Limited Warranty period will be the responsibility of the customer. The product registration information is located on the product I.D. plate.

If a part is defective due to workmanship or materials and is removed from the product within the applicable warranty period and returned to Midco in accordance with the following procedure described, Midco will, at its option, either repair or replace the part.

**Call the factory for instructions on returned goods.**

**No equipment may be returned without written authorization from MIDCO. Returned goods must be shipped prepaid to the factory.**

**⚠ WARNING: Improper installation and use of this product could result in personal or property injury.**



EmberGlo A Division of Midco International - 4140 West Victoria Street - Chicago, Illinois 60646  
toll free: 866 705 0515 - tel: 773.604.8700 - fax: 866.580.8700 - web: [www.emberglo.com](http://www.emberglo.com) - e-mail: [sales@emberglo.com](mailto:sales@emberglo.com)



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## Warranty

Midco® International Inc Limited Warranty Policy  
Exclusions Terms, Customer Requirements and Instructions

All claims should be filed through Warranty Central. Call factory for information (866 705 0514)  
Fill out form and fax to 866 580 8700 or copy and mail to: *EmberGlo Div of Midco International Inc*  
4140 West Victoria Street  
Chicago, Illinois 60646



Date of Purchase \_\_\_\_\_

End User Name \_\_\_\_\_

Company Name \_\_\_\_\_

Street & Apt. No. \_\_\_\_\_

City, State, Zip \_\_\_\_\_

E-mail Address \_\_\_\_\_

Web Address \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Steamer  Gas Broiler  Electric Broiler

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Installation Date \_\_\_\_\_

Purchased from - Name: \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_



FOLD LINE

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PLACE  
STAMP  
HERE

**EmberGlo** *Div of Midco International Inc.*  
Attn: Warranty Department  
4140 West Victoria Street  
Chicago, Illinois 60646

FOLD LINE

