
IMPORTANT NOTICE

Regarding Warranty Coverage of Induction Products

Warranty/Service Policy

Garland Commercial Ranges Limited warranty obligations exclude the repair or replacement of parts required because of misuse, improper installation, care, storage, negligence, alteration, accident, use of incompatible supplies or lack of specified maintenance. In the event of a unit failure for any of these reasons, Garland warranty is void. This supersedes all other warranties for this product.

For more information, or to find a Garland Factory Authorized Service Agency near you, visit <http://www.garland-group.com>

Proper Use and Care of Induction Units and Pans

A Garland induction unit is a cooking instrument that has many and varied applications that make it an ideal addition to the kitchen. Cooking convenience, instant heat, energy efficiency are critical elements of the value-added benefits associated with owning Garland induction units. However to optimize these benefits, the units must be used according to operational guidelines, as they have many vital electronic components that are sensitive to misuse.

Some key items that can cause premature failure and void your warranty or incur high service costs:

- 1) A key cause of failure in an induction unit is the use of pans that are not suited for induction cooking, or damaged pans with layer separation (outward and inward bubbles). These pans will overheat the sensors below and eventually will damage them. Warranty will not cover sensor replacements that have been damaged by defective pans. If non-induction pans are used on a regular basis, the operator exposes himself or herself to a risk that the unit or pan will be permanently damaged.
- 2) When the pan is left on the induction unit for an extended period of time with no product in the vessel, a built in safety device will be activated. The fail-safe system will shut the unit down, as it detects that there is no product in the pan. However repeated examples of this practice will accomplish two things:
 - A) **Pan Bubbles:** Repeated over heat of the induction pans, will result in the separation of the internal layers. The interior aluminum core is raised to a level with this type of constant abuse to the point that it melts and begins to bubble in between the sandwiched layers of stainless steel. Pans with bubbles cannot be used on induction units, as this will eventually result in the failure of the temperature sensors. Sensor replacements caused by pan overheating are not covered by warranty.
 - B) **Over heating of the induction unit:** if pans are consistently left on the unit without product in them, the fail-safe protection built into the unit will cause the internal controls of the induction unit to fail, rendering the unit inoperable. In the case of continued fail-safe violations, the induction units are not covered under warranty and will not be replaced or serviced free of charge by the manufacturer or Garland.

DO NOT LEAVE PANS THAT DO NOT CONTAIN PRODUCT ON THE UNIT WHILE THE UNIT IS ON.

- 3) Pan for flat hob units must have a minimal diameter of 12cm/ 5in. Otherwise the cooker will not sense the pan properly.

DO NOT USE PANS WITH A DIAMETER OF LESS THAN 12CM/5IN FOR FLAT HOB UNITS.

- 4) It is critical to clean the intake air filter once a week. Failing to do so will block air from entering the unit and risks overheating the electronic system.

We recommend that the operators use safe operating practices and always use a quality pan for any cooking applications on Garland induction units.
