

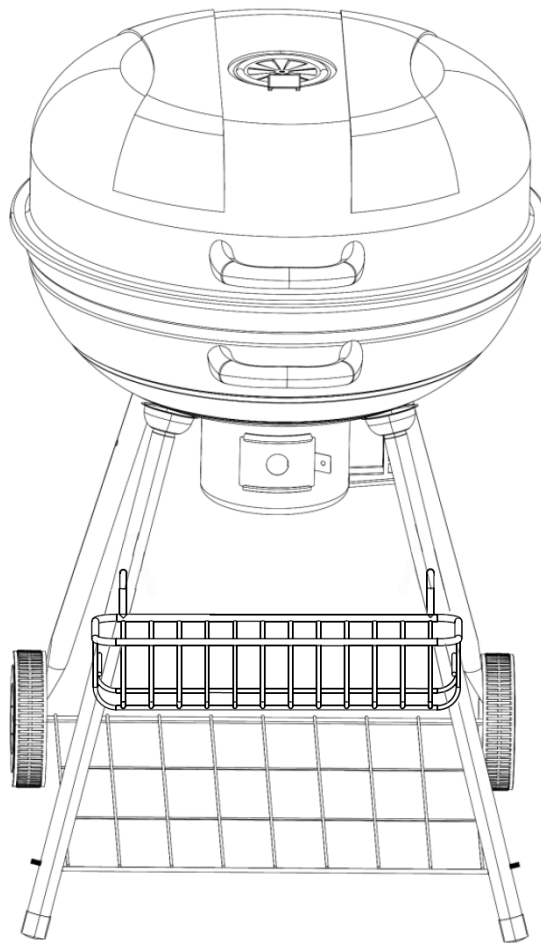


## PIONEER 22.5 INCH CHARCOAL GRILL

Model # OG2001917-RG

Owner's Manual

Assembly and Operating Instructions



**Tools required for assembly (Not Included): Pliers, Philips & Flathead Screwdrivers and Adjustable Wrench.**

- This instruction manual contains important information necessary for the proper assembly and safe use of the appliance.
- Read and follow all warnings and instructions before assembling and using the appliance.
- Follow all warnings and instructions when using the appliance.
- Keep this manual for future reference.

	<h1>WARNING</h1>	
<h2>OUTDOOR USE ONLY!</h2>		
<p><b>Never use grill indoors. Carbon Monoxide poisoning that can lead to death.</b></p>		



# WARNING



- **Only** use this grill on a **hard, level, non-combustible, stable surface** (concrete, ground, etc.) capable of supporting the weight of the grill. Never use on wood or other surfaces that could ignite.
- DO NOT use grill without charcoal grid in place. DO NOT attempt to remove charcoal grid while coals are hot.
- When grill is in use, maintain **clearance of 36"** between the hot grill and any **combustible materials**, such as bushes, trees, wooden decks, wooden fences, buildings, etc. **Do not** place hot grill under **roof overhang** or in any other **enclosed area**.
- **For outdoor use only. Do not operate** grill indoors or **in an enclosed area** because of carbon monoxide poisoning that can lead to death.
- For non-commercial use only. Do not use this grill for other than its intended purpose.
- We recommend the use of a charcoal chimney starter to avoid the dangers associated with charcoal lighting fluid. If you choose to use lighting fluid, **only use lighting fluid approved for lighting charcoal**. Carefully read manufacturer's warnings and instructions on the charcoal lighting fluid and charcoal packaging prior to the use of their product. Store charcoal lighting fluid safely away from grill.
- When using charcoal lighting fluid, allow charcoal to burn with grill lid open until covered with a light ash (approximately 20 minutes). This will allow charcoal lighting fluid to burn off. Failure to do this could trap fumes from charcoal lighting fluid in grill and may result in **a flash fire or explosion** when lid is opened.
- **Do not use gasoline, kerosene or alcohol** for lighting charcoal. Use of any of these or similar products could cause an **explosion** possibly leading to severe bodily injury.
- **Never** add charcoal lighting fluid to hot or even warm coals as flashback may occur causing severe burns.
- **Place grill in an area where children and pets cannot come into contact with unit. Close supervision is necessary when grill is in use.**
- **Do not leave grill unattended** when in use.
- **Do not store or use grill** near gasoline or other flammable liquids, gases or where flammable vapors may be present.
- **Do not store** lighter fluid or other flammable liquids or materials under the grill.
- Use caution when remove cooking grate and / or charcoal grid. **Use oven mitt**. Handle will be hot when in use.
- Never remove charcoal grid when water is smoking as hot water may splash on to coals creating a burst of hot steam and coals.
- DO NOT wear loose clothing or allow hair to come in contact with grill.
- **Grill is hot when in use. To avoid burns:**
  - **DO NOT** attempt to move the grill.
  - **Wear protective gloves or oven mitts.**
  - **DO NOT** touch any hot grill surfaces.



# WARNING



- When grilling, grease from meat may drip into the charcoal and cause a grease fire. If this should happen, close lid to suffocate the flame. **Do not use water to extinguish grease fires.**
- **Use caution when opening the lid**, keeping hands, face and body a safe distance away. **Flash flare ups** may occur when air comes into contact with fire or hot coals.
- **Never** place more than **3.9 pounds (1.8 kg)** of charcoal inside the grill. Always ensure that all parts are securely fastened.
- **Do not** allow charcoal and / or wood to rest on the walls of grill. Doing so will greatly reduce the life if the metal and finish of your grill.
- **Use caution** during assembly and while operating your grill to avoid scrapes or cuts from sharp edges of metal parts. **Use caution** when reaching into or under grill.
- In windy weather, place **grill** in an outdoor area that is **protected from the wind**.
- When opening lid, be sure lid is fully opened and secure to prevent lid from closing unexpectedly.
- **Close lid** to suffocate flame.
- **Never leave** coals and ashes in grill **unattended**. Before grill can be left unattended, remaining coals and ashes must be removed from grill. Use caution to protect yourself and property. Carefully place remaining coals and ashes in a non-combustible metal container and saturate completely with water. Allow coals and water to remain in metal container 24 hours prior to disposal.
- Extinguished coals and ashes should be placed a safe distance from all structure and combustible materials.
- With a garden hose completely wet the surface beneath and around grill to extinguish any ashes, coals or embers which may have fallen during the cooking or cleaning process.
- After each use, **clean the grill thoroughly** and apply a light coat of vegetable oil to prevent rusting. **Cover the grill** to protect it from excessive rusting.
- **Use caution** when lifting or moving grill to prevent strains and back injuries.
- We advise that a **fire extinguisher** be on hand. Refer to your local authority to determine proper size and type of fire extinguisher.
- **Store** the grill **out of reach of children** and in a dry location when not in use.
- **Properly dispose** of all packaging material.
- **Use caution and common sense** when operating your grill.
- **Failure to adhere to safety warning and guidelines in this manual could result in bodily injury or property damage.**
- Save this manual for future reference.



**WARNING:** FUELS USED IN WOOD OR CHARCOAL BURNING APPLIANCES, AND THE PRODUCTS OF COMBUSTION OF SUCH FUELS, CAN EXPOSE YOU TO CHEMICALS INCLUDING CARBON BLACK, WHICH IS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER, AND CARBON MONOXIDE, WHICH IS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. *For more information go to: [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).*

# THANK YOU FOR PURCHASING PIONEER 22.5 INCH CHARCOAL GRILL

Read all safety warnings & assembly instructions carefully before assembling or operating your grill.

## STOP! DO NOT RETURN TO RETAILER.

For assembly assistance, missing or damaged parts, please call RANKAM customer service at 1-888-837-1380, 8:00 am to 5:00 pm, Pacific Standard Time, Monday – Friday (Proof of purchase will be required.)

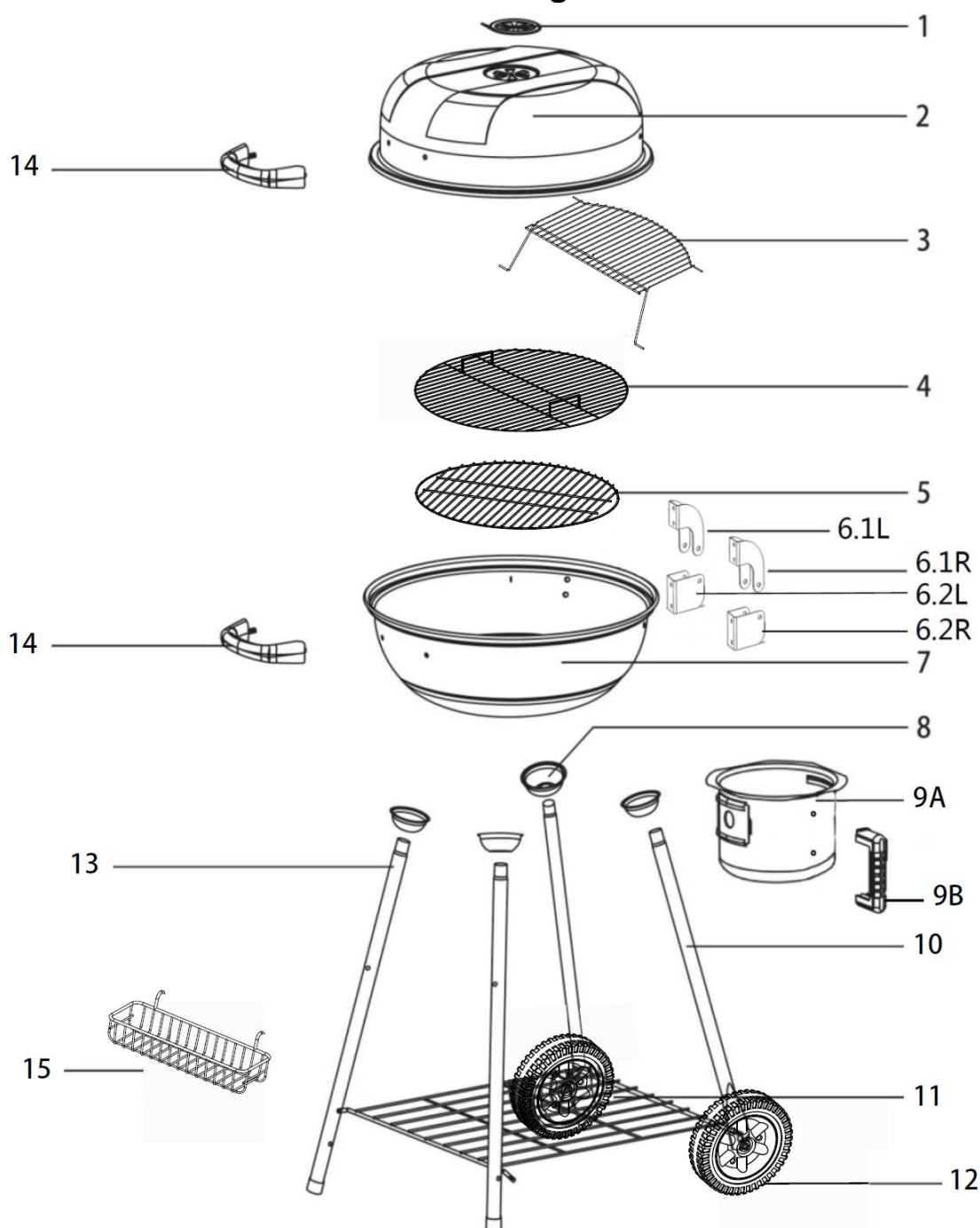
Inspect contents of the box to ensure all parts are included and undamaged.

The following tools are required for assembly and are not included:


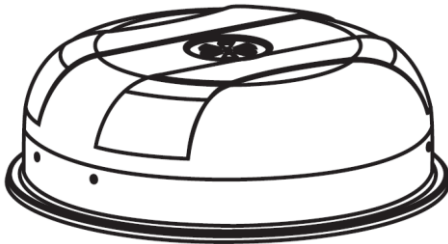
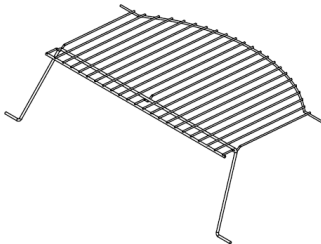
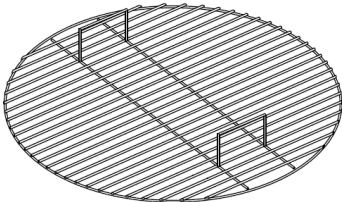
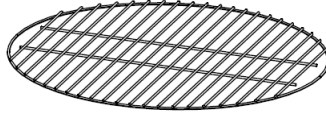




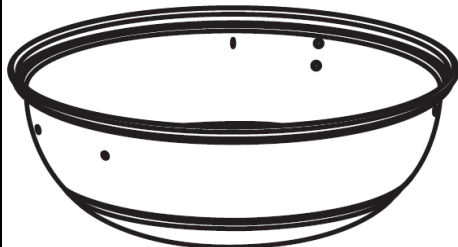








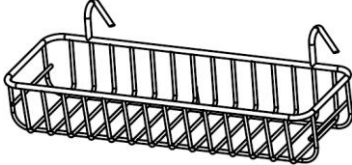
- Pliers
- Philips & Flathead Screwdrivers
- Adjustable Wrench

**Estimated Assembly Time: Less than 45 minutes**

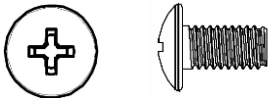
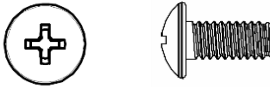
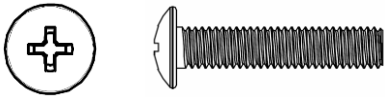


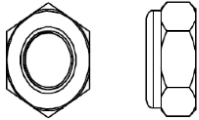


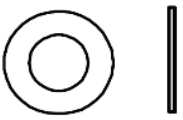


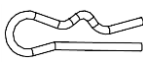
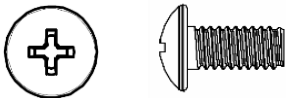
## Product Diagram



## Component List

<div>1. Air Vent</div> <div></div> <div>1pc</div>	<div>2. Lid</div> <div></div> <div>1pc</div>	<div>3. Warming Rack</div> <div></div> <div>1pc</div>	
<div>4. Cooking Grate</div> <div></div> <div>1pc</div>	<div>5. Charcoal Grid</div> <div></div> <div>1pc</div>	<div>6.1L. Left Lid Hinge</div> <div></div> <div>1pc</div>	<div>6.1R. Right Lid Hinge</div> <div></div> <div>1pc</div>
		<div>6.2L. Left Body Hinge</div> <div></div> <div>1pc</div>	<div>6.2R. Right Body Hinge</div> <div></div> <div>1pc</div>
<div>7. Grill Body</div> <div></div> <div>1pc</div>	<div>8. Leg Bowl</div> <div></div> <div>4pcs</div>	<div>9A. Ash Catcher</div> <div></div> <div>1pc</div>	<div>9B. Ash Catcher Handle</div> <div></div> <div>1pc</div>
<div>10. Back Leg</div> <div></div> <div>2pcs</div>	<div>11. Wire Rack</div> <div></div> <div>1pc</div>	<div>12. Wheel</div> <div></div> <div>2pcs</div>	
<div>13. Front Leg</div> <div></div> <div>2pcs</div>	<div>14. Handle</div> <div></div> <div>2pcs</div>	<div>15. Condiment Rack</div> <div></div> <div>1pc</div>	

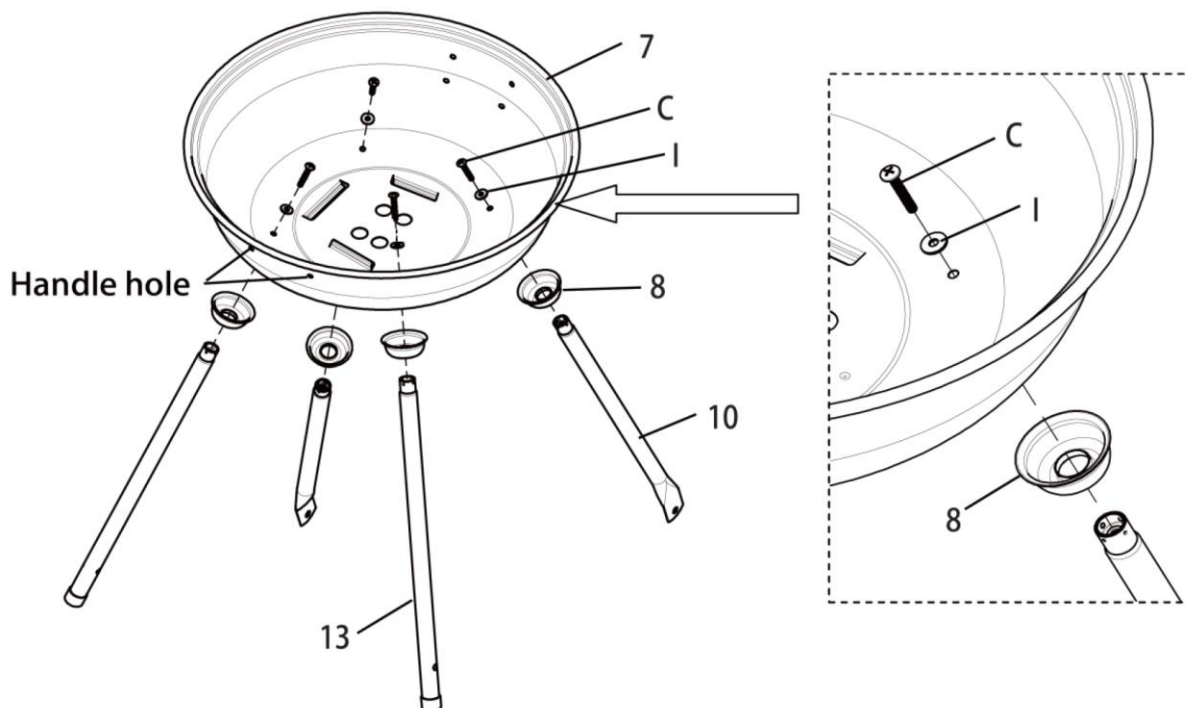
## Hardware List

A		<b>Bolt (M6 x 10)</b> 8pcs
B		<b>Bolt (M5 x 12)</b> 1pc
C	 <b>Attention: This bolt is pre-assembled on each grill leg.</b>	<b>Bolt (M6 x 24)</b> 4pcs
D		<b>Nut (M6)</b> 14pcs
E		<b>Nut (M5)</b> 1pc
F		<b>Nut (M8)</b> 2pcs
G		<b>Washer (M6 x 12mm Dia.)</b> 14pcs
H		<b>Washer (M6 x 19mm Dia.)</b> 4pcs
I	 <b>Attention: This washer is pre-assembled on each grill leg.</b>	<b>Washer (M6 x 25mm Dia.)</b> 4pcs
J		<b>Washer (M8)</b> 2pcs
K		<b>Hinge Pin</b> 2pcs
L		<b>Cotter Pin</b> 2pcs
M		<b>Bolt (M6 x 12)</b> 2pcs

## Assembly Instruction

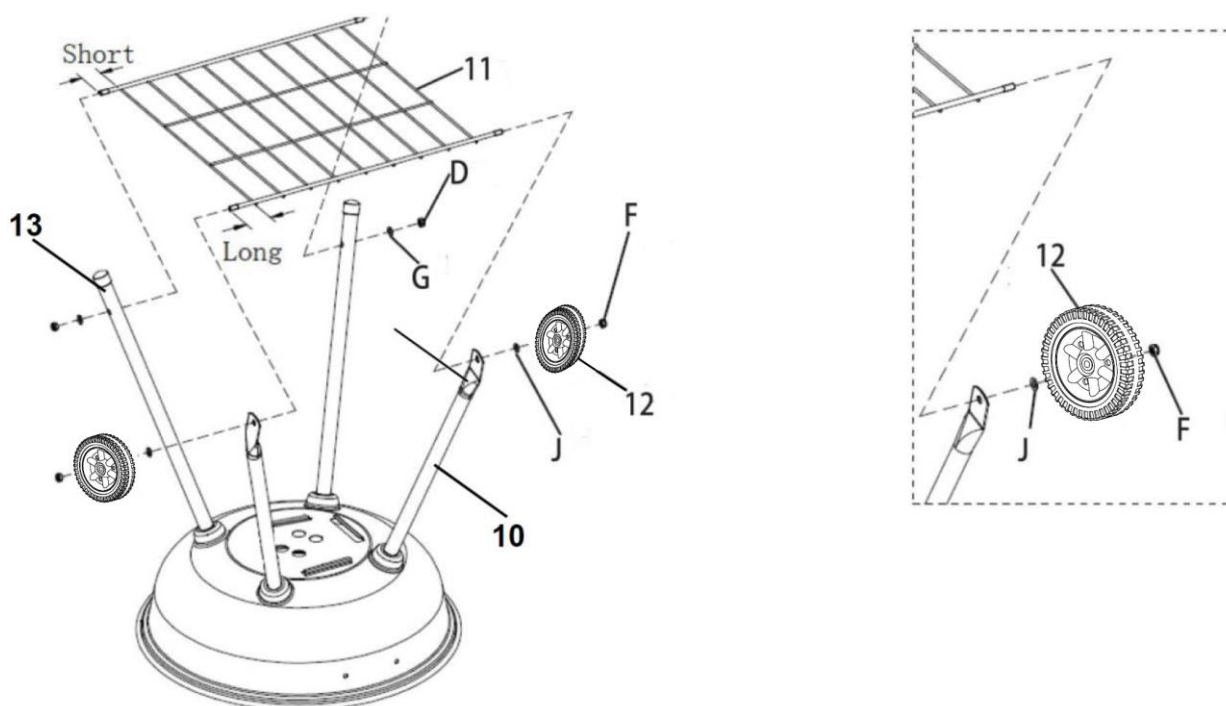
### Step 1:

Assemble Leg Bowl (8), Front Leg (13) and Back Leg (10) to Grill Body (7) by inserting 4pcs bolt (C) and 4pcs washer (I).



### Step 2:

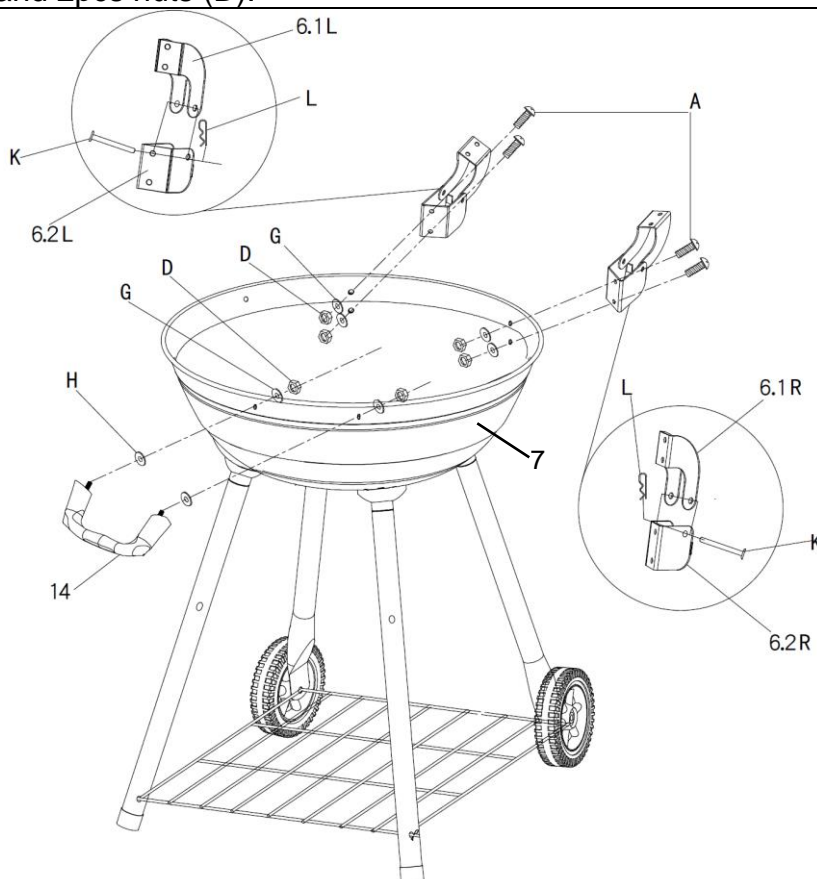
1. Insert the short end of Wire Rack (11) into the hole of Front Leg (13) by using 2pcs washers (G) and 2pcs nuts (D).
2. Insert the long end of Wire Rack (11) into the hole of Back Leg (10), then attach the Wheels (12) to the end by using 2pcs washers (J) and 2pcs lock nuts (F).





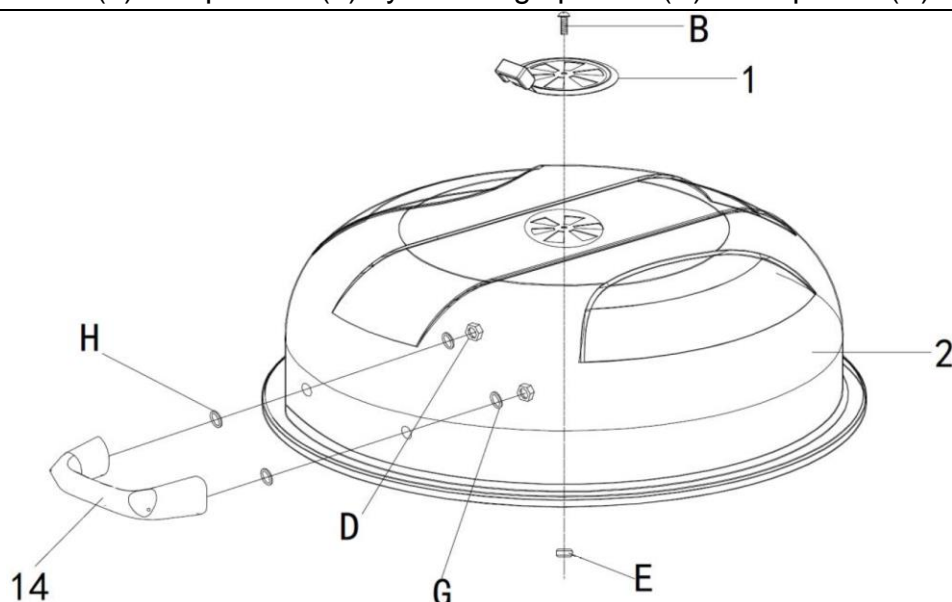
### Step 3:

1. Align holes in Left Lid Hinge (6.1L) with holes in Left Body Hinge (6.2L), insert hinge pin (K) to connect hinges and insert cotter pin (L) in holes of hinge pin. Repeat this step for Right Lid Hinge and Right Body Hinge (6.1R & 6.2R).
2. Assemble the Left and Right Hinge to Grill Body (7) by inserting 4pcs bolts (A), 4pcs washers (G) and 4pcs nuts (D).
3. Attach the Handle (14) to Grill Body (7) by using 2pcs insulating washers (H), 2pcs washers (G) and 2pcs nuts (D).



### Step 4:

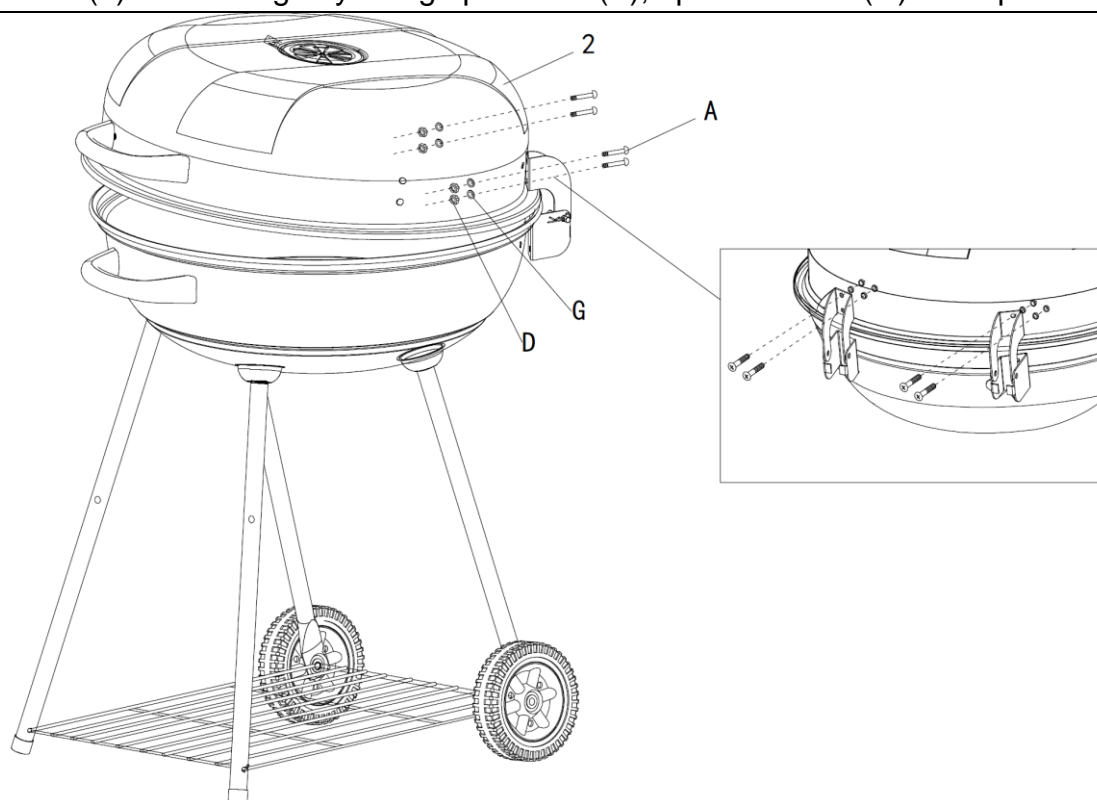
1. Attach Handle (14) to Lid (2) by using 2pcs insulating washers (H), 2pcs washers (G) and 2pcs nuts (D).
2. Attach Air Vent (1) to top of Lid (2) by inserting 1pc bolt (B) and 1pc nut (E).



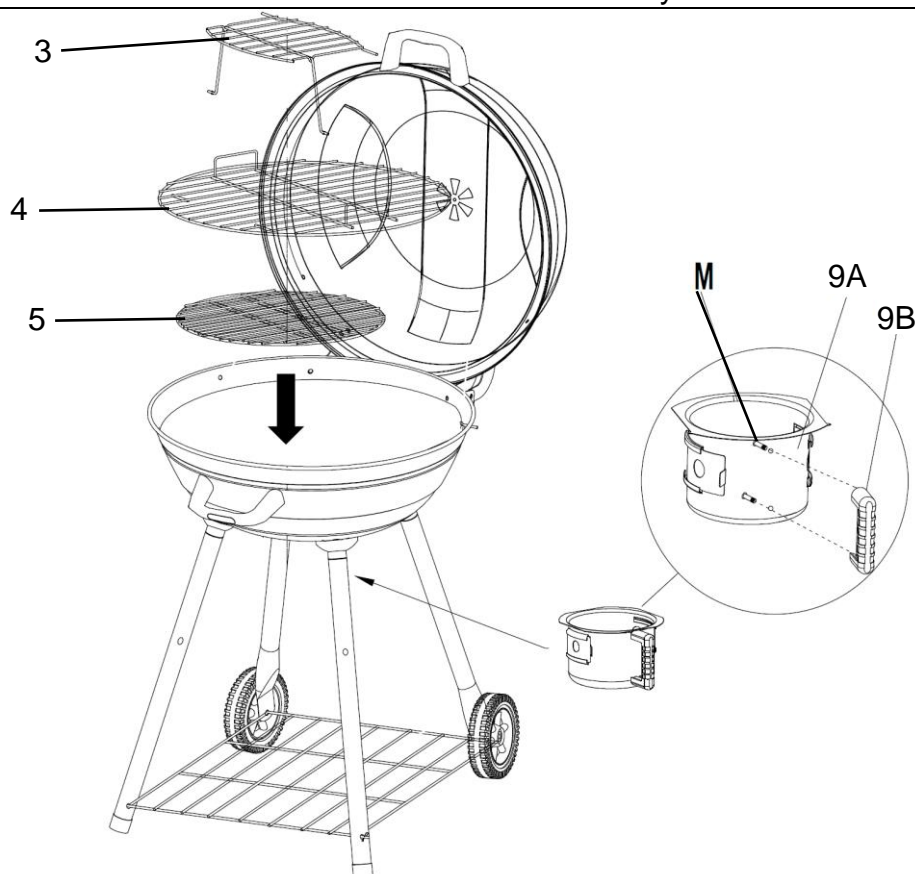


**Step 5:**

Attach the Lid (2) to the Hinge by using 4pcs bolts (A), 4pcs washers (G) and 4pcs nuts (D).

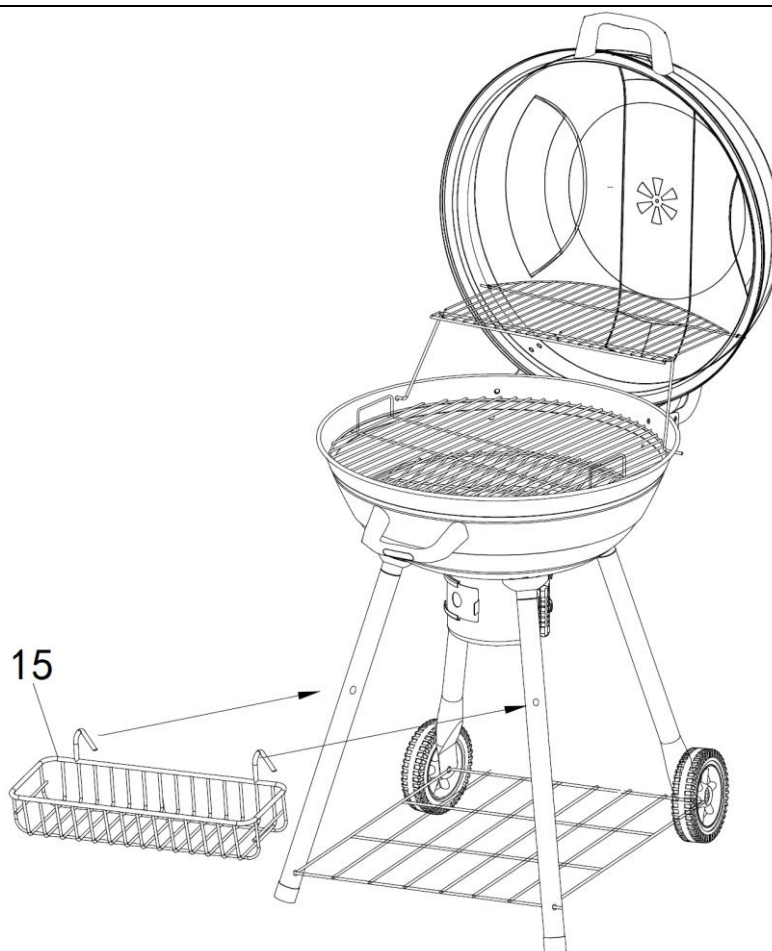
**Step 6:**

1. Place Charcoal Grid (5) and Cooking Grate (4) into the Grill Body.
2. Insert the end of the Warming Rack (3) into holes of the Grill Body and Lid.
3. Attach Ash Catcher Handle (9B) to Ash Catcher (9A) by using 2pcs bolts (M).
4. Place the Ash Catcher Assembled under the Grill Body.

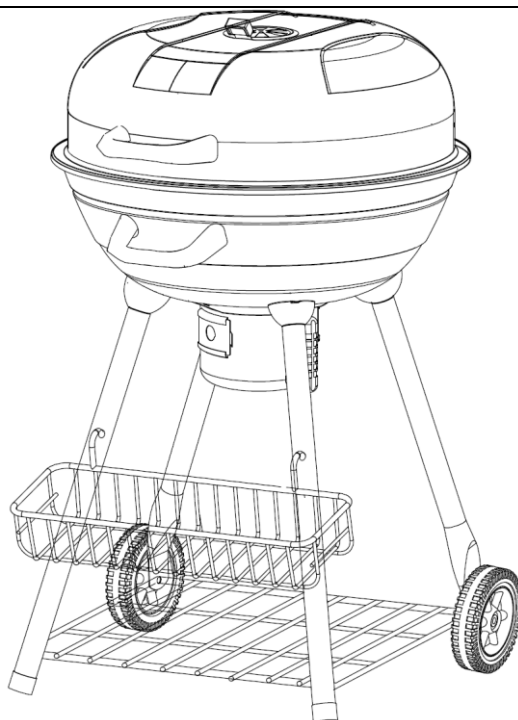


**Step 7:**



1. Attach the Condiment Rack (15) to Front Legs.
2. **Tighten All Hardware.**

**Step 8:**

Finished.





	<h1>WARNING</h1>	
DO NOT use grill without charcoal grid in place. DO NOT attempt to remove charcoal grid while grill contains hot coals.		

	<h1>WARNING</h1>	
Place the grill <b>outdoors</b> on a <b>hard, level, non-combustible surface</b> away from roof overhang or any combustible material. <b>Never use</b> on wood or other surfaces that could burn. Place the grill away from open windows or doors to <b>prevent smoke</b> from entering your house. In windy weather, place the grill in an outdoor area that is protected from the wind.		

	<h1>WARNING</h1>	
<b>Read</b> all safety warnings and instructions carefully before operating your grill.		

## PREPARATION FOR USE & LIGHTING INSTRUCTIONS

	<h1>WARNING</h1>	
<b>OUTDOOR USE ONLY!</b> Never use grill indoors. Carbon Monoxide poisoning that can lead to death.		

### Curing your grill

Prior to your first use of the Grill, follow the instructions below carefully to cure your grill. Curing your grill will minimize damage to the interior finish as well as rid the grill of paint odor that can impart unnatural flavors to the first meal prepared on the grill.

**IMPORTANT:** To protect your grill from excessive rust, the unit must be properly cured and covered at all times when not in use.

#### Step 1

Lightly coat all interior surfaces of the grill with vegetable oil or vegetable oil spray. **Do not** coat charcoal grid.

#### Step 2

**Follow the instructions** below carefully to build a fire. You may use charcoal and / or wood as fuel in the grill (see “Adding Charcoal / Wood During Cooking” section of this manual).

If using a Charcoal Chimney Starter, follow all manufacturer’s warnings and instructions regarding the use of their product. Place charcoal on top of grate in chimney starter until full. Underneath grate place balled up paper and light with match or lighter thru holes in bottom of chimney sides. Once paper lights, fire will spread up thru charcoal until entire column is glowing red in the bottom with ash formation on top. Pick up by handle and pour lit charcoal on to charcoal grid. Start with 3.9 pounds (1.8 kg) of charcoal. This should be enough charcoal to cook with, once the curing process has been completed.

**NOTE:** To extend the life of your grill, make sure that hot coals and wood do not touch the walls of grill.

**IF USING CHARCOAL CHIMNEY STARTER, PROCEED TO STEP 5.**

If you choose to use charcoal lighting fluid, **ONLY use charcoal lighting fluid** approved for lighting charcoal. **Do not use gasoline, kerosene, alcohol** or other flammable materials for lighting charcoal. Follow all manufacturer's warnings and instructions regarding the use of their product. Start with 3.9 pounds (1.8 kg) of charcoal. This should be enough charcoal to cook with, once the curing process has been completed. Place the charcoal in the center of the charcoal grid.

**Step 3**

Saturate charcoal with lighting fluid. With lid open, wait 2 to 3 minutes to allow lighting fluid to soak into charcoal.

**Store lighting fluid a safe distance from the grill.**

**Step 4**

With grill lid open, stand back and carefully light charcoal. Allow to burn until covered with a light ash (approximately 20 minutes).

**Step 5**

With coals burning strong, close the lid. Allow charcoal to burn for 2 hours. Your grill is now cured.

	<h1>WARNING</h1>	
<p>Charcoal lighting fluid must be allowed to completely burn off prior to closing grill lid (approximately 20 minutes). Failure to do this could trap fumes from charcoal lighting fluid in grill and may result in a <b>flash-fire or explosion when lid is opened</b>.</p>		

**NOTE:** It is important that the exterior of the grill is not scraped or rubbed during the curing process.

**IMPORTANT:** To protect your grill from excessive rust, the unit must be cured periodically and covered at all times when not in use.

## OPERATING INSTRUCTIONS

**Step 1**

Lightly coat all interior surfaces of the grill including cooking grate with vegetable oil or vegetable oil spray. **Do not** coat charcoal grid.

**Step 2**

**Follow the instructions** below carefully to build a fire. You may use charcoal and / or wood as fuel in the grill (see "Adding Charcoal / Wood During Cooking" section of this manual).

If using a Charcoal Chimney Starter, follow all manufacturer's warnings and instructions regarding the use of their product. Place charcoal on top of grate in chimney starter until full. Underneath grate place balled up paper and light with match or lighter thru holes in bottom of chimney sides. Once paper lights, fire will spread up thru charcoal until entire column is glowing red in the bottom with ash formation on top. Pick up by handle and pour lit charcoal on to charcoal grid. Start with 3.9 pounds (1.8 kg) of charcoal.



## WARNING



DO NOT use grill without charcoal grid in place. DO NOT attempt to remove charcoal grid while grill contains hot coals.

**NOTE:** To extend the life of your grill, make sure that hot coals and wood do not touch the walls of grill.

**IF USING CHARCOAL CHIMNEY STARTER, PROCEED TO STEP 5.**

If you choose to use charcoal lighting fluid, **ONLY use charcoal lighting fluid** approved for lighting charcoal. **Do not use gasoline, kerosene, alcohol** or other flammable materials for lighting charcoal. Follow all manufacturer's warnings and instructions regarding the use of their product. Start with 3.9 pounds (1.8 kg) of charcoal. Place the charcoal in the center of the charcoal grid.

### Step 3

Saturate charcoal with lighting fluid. With lid open, wait 2 to 3 minutes to allow lighting fluid to soak into charcoal. **Store lighting fluid a safe distance from the grill.**

### Step 4

With grill lid open, stand back and carefully light charcoal. Allow to burn until covered with a light ash (approximately 20 minutes).



## WARNING



Charcoal lighting fluid must be followed to completely burn off prior to closing grill lid (approximately 20 minutes). Failure to do this could trap fumes from charcoal lighting fluid in grill and may result in **a flash-fire or explosion when lid is opened.**

### Step 5

Place cooking grate on grill body.



## WARNING



**Always wear oven mitts / gloves**, use lifter (not included) when remove cooking grate and / or charcoal grid to protect your hands from burns.

### Step 6

Place food on cooking grate and close grill lid. **Always use a meat thermometer** to ensure food is fully cooked before removing from grill.

### Step 7

**Allow grill to cool completely**, and then follow instructions in the "After-Use Safety" and "Proper Care & Maintenance" sections of this manual.

## Flavoring Wood

To obtain your favorite smoke flavor, experiment by using chunks, sticks or chips of flavor producing wood such as hickory, pecan, apple, cherry, or mesquite. Most fruit or nut tree wood may be used for smoke flavoring. Do not use resinous wood such as **pine** as it will produce an unpleasant taste.

Wood chunks or sticks 3" to 4" (7 to 10 cm) long and 1" to 2" (2 to 4 cm) thick work best. Unless the wood is still green, **soak the wood in water** for 30 minutes or wrap each piece in foil and tear several small holes in the foil to produce more smoke and prevent the wood from burning too quickly. Only a few pieces of wood are required to obtain a good smoke flavor. A recommended amount for the grill is 5 to 6 wood chunks or sticks. Experiment by using more wood for stronger smoke flavor or less wood for milder smoke flavor.

Additional flavoring wood should not have to be added during the cooking process. However, it may be necessary when cooking very large pieces of food. Follow instructions and cautions in the "Adding Charcoal / Wood During Cooking" section of this manual to **avoid injury while adding wood**.

## Regulating Heat

To increase heat, more wood and / or charcoal may be needed. Follow instructions in "Adding Charcoal / Wood During Cooking" section of this manual.

To maintain the temperature, more wood and / or charcoal may need to be added during the cooking cycle.

**NOTE:** Dry wood burns hotter than charcoal, so you may want to increase the ratio of wood to charcoal to increase the cooking temperature. Hardwood such as oak, hickory, mesquite, fruit and nut wood are an excellent fuel because of their slow burning rate. When using wood as fuel, make sure the wood is seasoned and dry. **DO NOT use** resinous wood such as **pine** as it will produce an unpleasant taste.

## Adding Charcoal / Wood During Cooking

Additional charcoal and / or wood may be required to maintain or increase cooking temperature.

### Step 1

Stand back and carefully open grill lid. Use caution since **flames can flare-up** when fresh air suddenly comes in contact with fire.

### Step 2

**Wearing oven mitts / gloves**, use lifter (not included) to lift up the cooking grate and **place it on a clean and non-combustible surface**. **DO NOT** touch the grate by hand.

### Step 3



Stand back a safe distance and **use long cooking tongs** to lightly brush aside ashes on hot coals. Use cooking tongs to add charcoal and / or wood to charcoal grid, being careful not to stir-up ashes and sparks. If necessary, use your Charcoal Chimney Starter to light additional charcoal and / or wood and add to existing fire.

	<h1>WARNING</h1>	
<p><b>Never add charcoal lighting fluid to hot or even warm coals as flashback may occur causing severe burns.</b></p>		

#### Step 4

When charcoal is burning strong again, **wear oven mitts / gloves** and carefully return charcoal grid to grill body with lifter. Extinguish any hot ashes, coals or embers which may have fallen from the grill or beneath and around grill.

## AFTER-USE SAFETY

	<h1>WARNING</h1>	
<ul style="list-style-type: none"><li>● <b>Always</b> allow grill and all components to <b>cool completely</b> before handling.</li><li>● <b>Never leave</b> coals and ashes in grill <b>unattended</b>. Make sure coals and ashes are <b>completely extinguished before removing</b>.</li><li>● <b>Before grill can be left unattended</b>, remaining coals and ashes must be removed from grill. Use caution to protect yourself and property. Place remaining coals and ashes in a non-combustible metal container and completely <b>saturate with water</b>. Allow coals and water to remain in metal container 24 hours prior to disposing.</li><li>● Extinguished <b>coals and ashes</b> should be placed <b>a safe distance from all structures and combustible materials</b>.</li><li>● With a garden hose, <b>completely wet surface beneath and around the grill</b> to extinguish any ashes, coals or embers which may have fallen during the cooking or cleaning process.</li><li>● <b>Cover and store</b> grill in a protected area away from children and pets.</li></ul>		

## Proper Care & Maintenance

- Cure your grill periodically throughout the year to protect against excessive rust.
- To protect your grill from excessive rust, the unit must be properly cured and covered at all times when not in use.
- Wash cooking grate and charcoal grid with hot, soapy water, rinse well and dry. Lightly coat grill with vegetable oil or vegetable oil spray.
- Clean inside and outside of grill by wiping off with a damp cloth. Apply a light coat of vegetable oil or vegetable oil spray to the interior surface to prevent rusting. Do not coat charcoal grid.
- If rust appears on the exterior surface of your grill, clean and buff the affected area with steel wool or fine grit emery cloth. Touch-up with a good quality high-temperature resistant paint.
- Never apply paint to the interior surface. Rust spots on the interior surface can be buffed, cleaned, and then lightly coated with vegetable oil or vegetable oil spray to minimize rusting.



## **LIMITED WARRANTY**

1. Manufacturer warrants this Product to be free from defects in workmanship and materials for a period of Ninety (90) days from the date of purchase, PROVIDED claims are submitted, in writing, with proof of purchase.
2. If any part of this item fails because of a manufacturing defect within the Limited Warranty Period, Manufacturer offers to replace such part(s) provide that such parts have not been improperly repaired, altered, or tampered with or subject to misuse, abuse or exposed to corrosive conditions. This Limited Warranty is, however, subject to certain limitations, exclusions, time limits and exceptions (Hereinafter "Conditions") as listed below. Read these Conditions carefully.
3. This Limited Warranty shall be limited to the replacement or repair of any part(s) which Manufacturer determines, after reasonable examination, to have been defective at the time of manufacturing and manufacturer's obligation(s) shall be limited to replacement, if any, of defective part(s) which shall be shipped at Original Purchaser's expense to Original Purchaser's designated shipping address.
4. This Limited Warranty is given to and covers the **ORIGINAL PURCHASER ONLY** and such coverage terminates Ninety (90) days from the date of purchase.
5. **DAMAGE LIMITATION WARNING:** IN NO EVENT SHALL MANUFACTURER BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING (BUT NOT LIMITED TO) LOSS OF USE OF THE PRODUCT, LOSS OF TIME, INCONVENIENCE, EXPENSES FOR TRAVEL, TRANSPORTATION LODGING EXPENSES, LOSS BY DAMAGE TO PERSONAL PROPERTY OR LOSS OF INCOME, PROFITS OR REVENUE.
6. **MANUFACTURER'S OBLIGATION:** Manufacturer's liability shall be limited to the delivery of a good, merchantable Product and, if necessary, the repair or replacement, at manufacturer's option, of any defective part or unit.
7. **TRANSFER LIMITATIONS:** This Limited Warranty is not assignable or transferable. It covers only the original purchaser.
8. **RESERVED RIGHT TO CHANGE:** Manufacturer reserves the right to make changes or improvements to products it produces in the future without imposing on itself any obligations to install the same improvements in the products it has previously manufactured.
9. This Limited Warranty gives the Original Purchaser specific legal rights but there may be other rights which vary by jurisdiction.
10. This warranty does not cover the following items:
  - A. Chips or scratches on porcelain or painted surfaces.
  - B. Rust or corrosion is not deemed a manufacturing or materials defect.
  - C. Discoloration or loss of paint due to handling during assembly, heat or cleaning products. Paint may require touch up.
  - D. Stainless steel discoloration or corrosion.
  - E. Consumables such as batteries.

### **IF CUSTOMER SERVICE BECOME NECESSARY:**

1. The Original Purchaser is responsible for shipping and handling charges of the returned item(s) and replacement parts, if any.
2. All parts to be replaced will need to be shipped before replacement items will be sent.
3. Follow the Customer Service Representative's instructions exactly. If a return is necessary, it must be packed carefully and shipped prepaid.

Should you encounter any problems,

**CALL US FIRST,**

**DO NOT return product to the store!**

For assistance, please contact customer service toll free at **1 – 888 – 837 – 1380**

or e-mail us at **[customerservice@rankam.com](mailto:customerservice@rankam.com)**

**8:00am to 5:00pm, Pacific Standard Time, Monday to Friday**

**RANKAM (CHINA) MANUFACTURING COMPANY LIMITED**

**18/F., New Lee Wah Centre,**

**88 Tokwawan Road, Kowloon, Hong Kong**

**Customer Service:**

**1 – 888 – 837 – 1380**

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