
WD-42 Warming Drawer

Operator Manual



PARADISE GRILLS®

WD-42 Warming Drawer Operator Manual April 2023

The content of this manual is the property of Paradise Grills International, Inc. All rights reserved. Any reproduction, in whole or in part, is strictly prohibited without express written consent of Paradise Grills International, Inc.

Paradise Grills International, Inc.
640 Ocoee Business Pkwy, Suite #80
Ocoee, FL 34761

800-604-2023

www.paradisegrills.com
sales@paradisegrills.com

ATTENTION INSTALLER: PLEASE LEAVE THESE INSTRUCTIONS WITH THE CONSUMER.

ATTENTION CONSUMER: PLEASE RETAIN THESE INSTRUCTIONS FOR FUTURE REFERENCE. You are responsible for checking updates and revisions available online at <https://paradisegrillsdirect.com/owners/>.

Serial number _____

(See appliance rating plate for serial number)

Purchase date _____

WARNING

- **Observe all local codes and ordinances when installing this appliance. If no local codes are applicable, wire unit in accordance with the latest National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, CSA C22.1, whichever is applicable.**
- **DO NOT use appliance with a damaged power cord. Electrical shock can occur with exposure to water or another liquid, causing serious bodily injury, death and/or property damage.**
- **Do not store or use gasoline or other flammable liquids or vapors in the vicinity of this or any other appliance.**

Contents

- Safety Considerations** **3**
 - Safety Symbols.....3
 - Operational Warnings.....3

- Warming Drawer Specifications** **5**
 - Description5
 - Appliance Specifications5
 - Outdoor Rated Electric Cord6

- Kitchen Island Preparation** **7**
 - Planning Considerations7
 - Custom Built Island Cut-outs.....7

- Appliance Assembly** **8**
 - Electrical Precautions8
 - Unpack the Box9
 - Island Installation.....9
 - Paradise Kitchen Island9
 - Custom Built Island Cabinet9
 - Cutout Dimensions.....11

- Operating the Appliance** **12**
 - Warnings and Cautions12
 - Normal Operation.....13
 - Temperature Control13
 - Moisture Vent Controls.....13

- Cleaning and Maintenance** **15**
 - Maintain your Appliance.....15
 - Stainless Steel Maintenance15
 - Corrosive Environmental Conditions.....16
 - Appliance Interior16
 - Preventive Maintenance.....17
 - Troubleshooting.....17

- Parts Diagram** **18**
 - PGS-WD42C Parts List.....19


- Limited Manufacturer’s Warranty** **20**

Limited Warranty	20
Warranty Claim Submission	21

Safety Considerations


Safety Symbols

Throughout this manual, important safety information will be highlighted and marked as **CAUTION**, **DANGER**, or **WARNING**.

	A potentially hazardous situation or unsafe practice which, if not avoided, may result in minor or moderate injury, or property damage.
	A potentially hazardous situation which, if not avoided, could result in death or serious injury, or property damage.
	An imminently hazardous situation which, if not avoided, will result in death or serious injury, or property damage.

Operational Warnings

All users must read this entire manual before attempting to operate the appliance. Do not use appliance for other than intended use. This appliance may be used indoors or outdoors. Follow these safety precautions every time the appliance is used:


Do not immerse the WD-42 Warming Drawer in water.
The Warming Drawer is equipped with a three prong grounding plug for your protection against shock hazard, and should be plugged directly into a properly grounded three prong outlet. Do not cut or remove the third prong from this plug.
Observe all local codes and ordinances when installing this appliance. If no local codes are applicable, wire unit in accordance with the latest National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, CSA C22.1, whichever is applicable.

Do not use appliance with a damaged power cord. Electrical shock can occur with exposure to water or other liquids, causing serious bodily injury, death and/or property damage.
If the information in this manual is not followed exactly, a fire or electrocution may result, causing serious property damage, personal injury, and/or loss of life.
Do not touch hot surfaces. Use handles or knobs. Use only dry potholders. Moist or damp potholders may cause a steam burn.
Close supervision is necessary when the appliance is used by or near children.
Extreme caution must be used when moving an appliance containing hot oil or other liquids.



Read the installation, operation, and maintenance instructions thoroughly before operating or servicing this equipment to reduce risk of electrocution, fire, burn hazard, or other injury.
All electrical installations, service, and repairs must be performed by a qualified technician or authorized service agent.
This appliance is for single family/residential use only, and not intended for commercial or indoor use.
The use of accessory attachments not recommended by the appliance manufacturer may cause injuries.
Do not store any flammable or other materials in the drawers, other than manufacturer's recommended accessories, when not in use.
Always place steam racks in desired position while the appliance is cool.

Warming Drawer Specifications

Description

The Paradise Grills International WD-42 Warming Drawer provides three compartments to meet your needs. The warming drawer will keep your foods warm and ready to serve. The unheated storage drawer will hold utensils, or non-heated food, and the LP cylinder storage will hold the LP gas to fuel your Paradise Grills International grill.

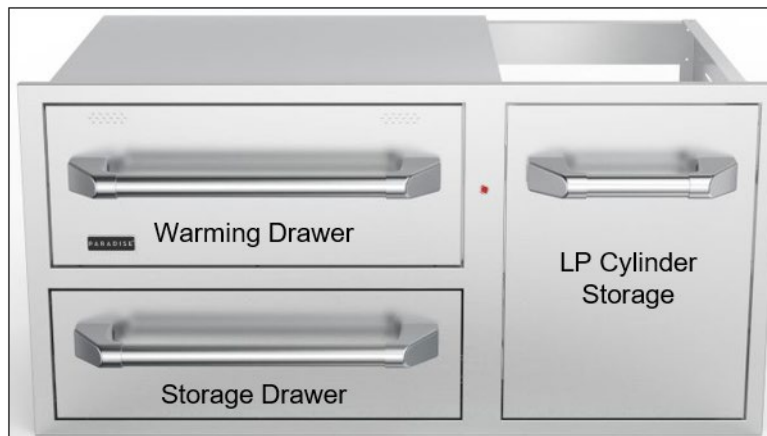


Figure 1 Warming Drawer Compartments

Appliance Specifications

Cut-out Dimensions	40 3/4" W x 25" D x 19 3/4" H
Construction	304 grade stainless steel for looks and durability.
Drawers	One heated, one cool, on rollers for easy opening.
LP Cylinder Cabinet	Slide out tray with tank mount holds your LP cylinder securely.
Electrical Ratings	120V 60Hz 440W 4A
Warranty	<u>Limited 5 Year Warranty</u> to be free from defects and workmanship under normal residential use. See Warranty section on page 20 for further details.

Outdoor Rated Electric Cord

Your Paradise Grills outdoor kitchen is pre-wired with a GFCI electrical box installed. This electrical box has a hanging plug pigtail for connection to an existing GFCI electrical outlet for power supply. The customer must supply an outdoor-rated extension cord long enough to reach your chosen electrical outlet.

Use only a 12-gauge extension cord with a grounded, 3-prong plug. Outdoor extension cords should be used with outdoor products and are surface marked with suffix letter "W" and with a tag stating "Suitable for use with outdoor appliances." The maximum length allowed for the extension cord is 25 feet. Do not use damaged extension cords. Examine extension cord before each use and replace if damaged. Keep cord away from heat and sharp edges.

Kitchen Island Preparation

Planning Considerations


Materials: All kitchen islands must be constructed using only non-combustible materials. If any combustible materials are used, an insulated jacket must be added between the appliance and the island.

Airflow: Proper airflow **MUST** be maintained for the appliance to perform as it was designed. If airflow is blocked, overheating will result.

Building permit: Check with city and fire department for local building codes. A permit may be required for a custom-built kitchen island.

Custom Built Island Cut-outs

Ensure any island cut-out opening is no larger than the outside frame of the appliance being installed. The appliance should rest on the lip of the frame.




The appliance must be installed in a non-combustible enclosure only. The determination of whether a location is combustible or non-combustible construction is made by the local fire marshal, building inspector, or the local safety authority having jurisdiction.
To prevent overheating, do not obstruct the air flow of this appliance.

Here are some other considerations:

- Ensure your appliance is adequately vented during operation. Consult your local licensed professional for adequacy requirements
- Ensure your outdoor kitchen is constructed out of non-combustible materials
- Please allow for a tolerance of +/- 1/8"; we recommend having your appliances in hand to measure before making final cutouts in your custom-built kitchen island

Appliance Assembly

Your WD-42 Appliance comes pre-assembled and requires very little setup. Professional installation of your appliance is required to satisfy your warranty.

 WARNING 
The power cord must not be pinched against a sharp edge. Secure the cord to avoid tripping or snagging. To reduce the risk of fire, electric shock, or personal injury, do not run cord under carpeting, and do not cover cord with throw rugs or runners. Arrange the cord away from traffic areas to avoid tripping hazards.
Do not immerse cord or plugs in water or other liquid.
Ensure the island is free of cracks that would allow water or other liquids to get into the electrical controls.
Keep the warming drawer away from sprinklers.
The warming drawer must be installed by a qualified technician and properly grounded.
Ensure warming drawer vent ducts are unobstructed.

Electrical Precautions

The appliance must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical Code, Part 1, CSA C22.1.

This electrical appliance is equipped with a grounded, 3-pronged plug for protection against shock hazard. Plug this appliance into a properly grounded, 3-prong GFCI protected receptacle on a dedicated 20-amp circuit. **DO NOT** cut or remove the grounding prong from the plug.


Follow these precautions to connect the kitchen island to an electrical supply:

- Use only 12-gauge extension cords with a 3 prong grounding plug, rated for the equipment power, and approved for outdoor use with a W-A marking on the tag
- Keep electrical supply cord and fuel supply hose away from any heated components
- Do not operate the appliance with a damaged cord, plug, or after the appliance malfunctions or has been damaged in any manner; contact Paradise Grills to discuss service options, or call a licensed professional for inspection and repair
- Do not let the cord hang over any sharp edge or touch any hot surfaces

- Do not run the power cord directly below the appliance

Unpack the Box

1. Open the box and remove packing materials
2. Remove the appliance from the box and place on a solid surface
3. Open the drawers and cabinet door and remove all packaging materials
4. Review the rating plate on the right side of the unit to confirm specifications:

Warming Drawer		 <p>CAUTION: TO ENSURE CONTINUED PROTECTION AGAINST RISK OF ELECTRIC SHOCK, CONNECT TO PROPERLY GROUNDED OUTLETS ONLY. THE CONNECTION TO AN EXTENSION CORD SHOULD BE KEPT DRY AND OFF THE GROUND. DO NOT CLEAN THIS PRODUCT WITH A WATER SPRAY OR THE LIKE. DO NOT IMMERSE IN WATER OR OTHER LIQUID.</p> <p>FOR INDOORS AND OUTDOORS USE FOR BUILT-IN INSTALLATION ONLY</p> <p>MADE IN CHINA Distributed by Paradise Grilling System, Inc.</p>
Model	PGS-WD42C	
Rated Voltage	120V, 60Hz	
Rated Amp	4A	
Supply Power	450W	

5. Remove and retain these accessories:
 - Operator Manual
 - Steam pans and lids
 - Steam rack
6. Check the appliance and all components for any damage (see Limited Warranty for more information)

Island Installation

Paradise Kitchen Island

The Paradise Grills delivery and setup crew will install the WD-42 into the island.

Custom Built Island Cabinet

If installing the WD-42 into a custom-built cabinet, create a cutout to hold the WD-42 per the dimensions shown in Figure 2. Install as follows:

1. Provide a 40 3/4" W x 25" D x 19 3/4" H cutout in the front of the island; provide metal stud support beams
2. Plug-in the warming drawer to a weather proof, grounded electrical outlet in the island cabinet
3. Turn on the unit (see Operating the Appliance), ensure the drawer interior warms, then turn unit off
4. Pull out heated drawer and unplug the power plug
5. Remove the both drawers to gain access to the mounting holes at the front of the casing

6. Insert the drawer casing into cutout
7. Apply weather proof 100% Silicone sealant along the edges of the warmer
8. Secure the drawer casing with screws at the inside front, top, and bottom, using the pre-drilled holes and screws appropriate for the cabinet material (Figure 2)
9. Re-insert both drawers into the drawer casings
10. Connect the heated drawer plug to the appliance connector



Figure 2 Installation Screw Holes

Cutout Dimensions

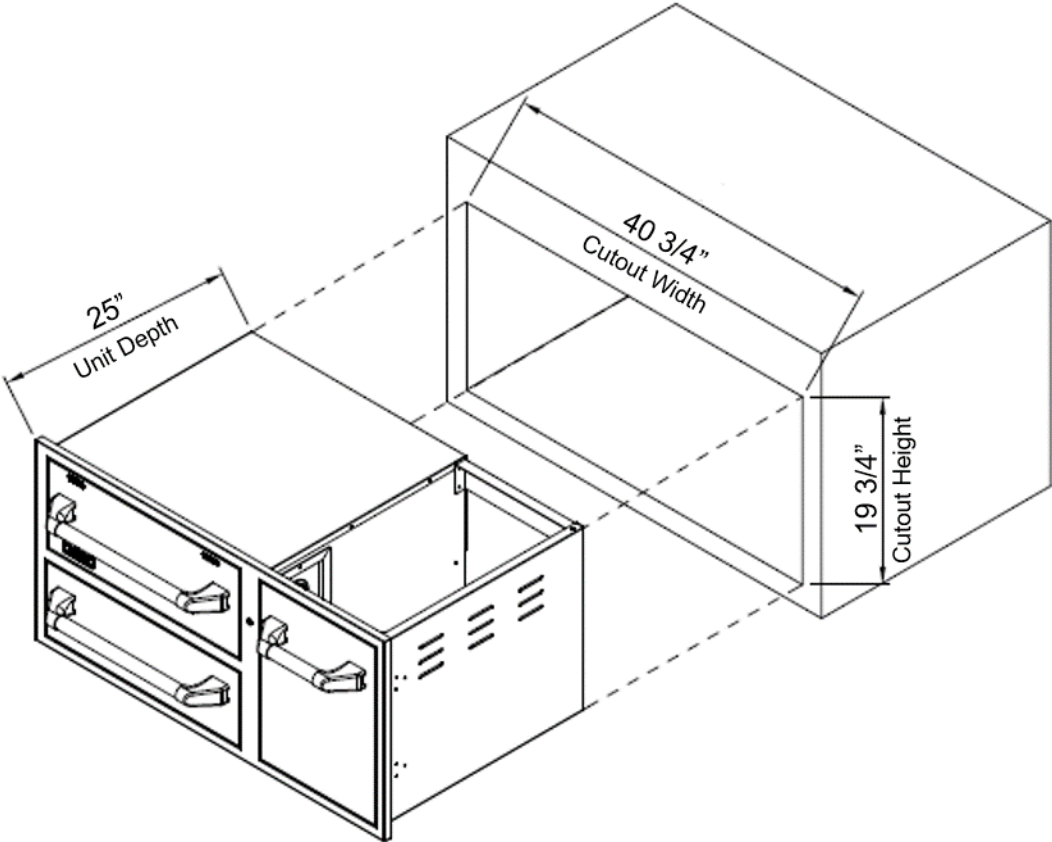


Figure 3 Cutout Dimensions

Operating the Appliance

Warnings and Cautions



All appliance surfaces will get hot during use. Use extreme caution when operating the appliance. Do not touch hot surfaces. Always use the handle to open or close the appliance.



Read all instructions before installing or operating your Warming Drawer to prevent injury and appliance damage.

Do not use aluminum foil to line the drawer. It is an excellent heat insulator and will trap heat beneath it. This may affect the performance of the warming drawer and the interior finish.

Do not leave an operating appliance unattended.

Close supervision is necessary when this or any appliance is used near children. Keep children away from the appliance during operation and until the appliance has cooled off.

Do not operate this appliance with a damaged cord or plug, or after a malfunction. Contact Paradise Grills to discuss service options, or call a licensed professional for inspection and repair.

Always place steam racks into position while the appliance is cool.

Do not use plastic wrap to cover foods or plastic food containers in the drawer for heating. Plastics can melt inside the warming drawer.

Use care when opening the drawer. Let hot air or steam escape before removing or replacing food.

Do not touch the heating elements or interior surface of the drawer while it is in use.

Do not place food in unopened containers in the drawer. Pressure could build up and cause the container to burst.

Normal Operation

Temperature Control

Access the temperature control dial through the LP Cylinder Storage compartment. Rotate the dial to select the desired temperature. Dial settings are from 1 to 10.



Figure 4 Temperature Control Knob

- A setting of 1 provides a temperature around 60°F
- 10 provides a temperature around 220°F
- A good setting to keep most foods warm is 5-6

A red light to the right of the warming drawer illuminates when the knob is turned on, indicating the heating element is on. When the set temperature is reached, the light and heating element will go off. They will then cycle on and off to maintain temperature.

Repeatedly opening the warming drawer allows heat to escape. Open the warming drawer only to add or remove food.

Moisture Vent Controls

A pair of sliding moisture vent controls is located inside the warming drawer at the top. The sliders can be adjusted in any position between “OPEN” and “CLOSED” to maintain the desired degree of moisture.

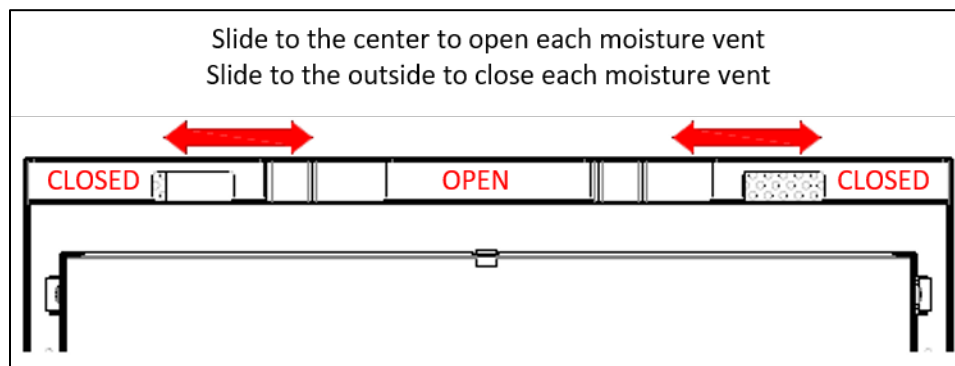


Figure 5 Moisture Vent Controls

For **crispy food**, slide the moisture vent control **inward to open** the vents and allow moisture to escape.

For **moist food**, slide the moisture vent control **outward to close** the vents and seal moisture inside the drawer.

Dry Heat

1. The main function of the warming drawer is to hold hot cooked foods at serving temperature.
2. Place previously prepared foods directly into the empty steam pans (no water) and set the moisture vent control.
3. Set the temperature control dial. Heat-on light will appear until the desired temperature is reached.

Moist Heat

1. The warming drawer seals moisture within the drawer to keep the food moist.
2. Add about 1/2" of water to the large steam pan.
3. Place the steam rack inside the large steam pan.
4. Place the food directly on the rack or use a suitable container that will fit in the steam pans. Do not use plastic containers or utensils.
5. Slide the moisture vent control outward to close the vents and seal the moisture inside the drawer.
6. Set the temperature control dial. Heat-on light will appear until the desired temperature is reached.
7. Check the steam pan water level regularly, and add water when needed.

Cleaning and Maintenance

Maintain your Appliance

PROTECT YOUR INVESTMENT! Stainless steel products are **not self-cleaning**. The #304 stainless steel used in the construction of your appliance is rust and corrosion **resistant**, not rust and corrosion **proof**. Follow the instructions in this manual to properly maintain your product for years of enjoyment.



Stainless Steel Maintenance

STAINLESS STEEL MUST BE CLEANED AND MAINTAINED.

You must regularly clean the appliance's stainless steel to preserve corrosion resistance and aesthetics. A thin layer of chromium oxide protects stainless steel from corrosion. Oxygen from the atmosphere combines with the chromium in the stainless steel to form a protective chromium oxide film. This protection will be reduced by any contamination of the surface by corrosive agents, such as dirt, fertilizers, chlorine, pesticides, high salt content air and or other corrosive substances. Any contamination of the surface by dirt, or other material, hinders this passivation process and traps corrosive agents reducing corrosion protection. Regular cleaning is necessary to preserve the stainless steel's appearance and integrity.

Routinely wipe down the exterior and interior of the appliance to remove grease and splatters. Use a good stainless steel cleaner to clean and polish the exterior surfaces. Doing so on a regular basis minimizes the amount of effort required to maintain the stainless steel. **DO NOT clean the appliance while it is still hot!**

To remove stubborn stains:

- DO NOT use metallic abrasives
- Use a good stainless-steel cleaner and non-abrasive microfiber towel or pad
- Always rub in the direction of the stainless steel's grain
- Read the product's label before using; some household cleaning products are not suitable for use on stainless steel
- Always start with the mildest cleaning solution first, rubbing in the direction of the grain
- Grease specks may gather in stainless steel's grain and bake onto the surface, giving the appearance of rust
- Some areas of the appliance may discolor from the intense heat given off by the heating element, which is normal and cannot be cleaned off. For light and heavy food stains, use the products and processes described above

Corrosive Environmental Conditions

Cover your Paradise Grills product when not in use. The #304 stainless steel materials used in the construction of your appliance are rust and corrosion **resistant**, not rust and corrosion **proof**. If neglected and left on the appliance, corrosive elements (such as chlorine in the air, high salt content air, blowing sand, fertilizers, pesticides, corrosive cleaning solutions, and masonry dust and debris) may cause the stainless steel to develop surface oxidation, rust, corrosion, and pitting. To minimize such issues:

- Regularly wipe down the appliance's stainless steel with a damp cloth or non-abrasive micro-fiber towel
- Allow the surfaces to dry before covering the appliance. Do not cover a damp appliance
- Apply a rust inhibitor which leaves a microscopic protective layer on the stainless steel
- For seasonal storage, use the process and products referred to above, and once the appliance is dry, cover and secure the appliance to minimize the amount of damp air getting to the surfaces

Appliance Interior

If surface corrosion has developed on the stainless steel, it is typically not the stainless steel that is corroding, but corrosive particles that have been deposited on the surface.

Ensure food particles and grease are removed from the drawers. These can attract rodents, which are unsanitary and are likely to cause physical damage by chewing on the wiring, which can cause permanent damage to the electrical components.

Specks of grease on the surface of the stainless steel may get baked-on. These can be removed using a mild abrasive pad with a stainless steel cleaner. Use the mildest cleaner and always scrub in the direction of the grain. **Do not use steel wool to clean any surfaces on the Warming Drawers.**

Preventive Maintenance

Replacement parts are available from Paradise Grills International, Inc. Contact us at 800-604-2023 for assistance.



There are no customer serviceable components in the WD-42 Warming Drawer. Any required repairs must be performed by a licensed electrician.

To ensure safe appliance operation conduct the following inspections at least twice a year:

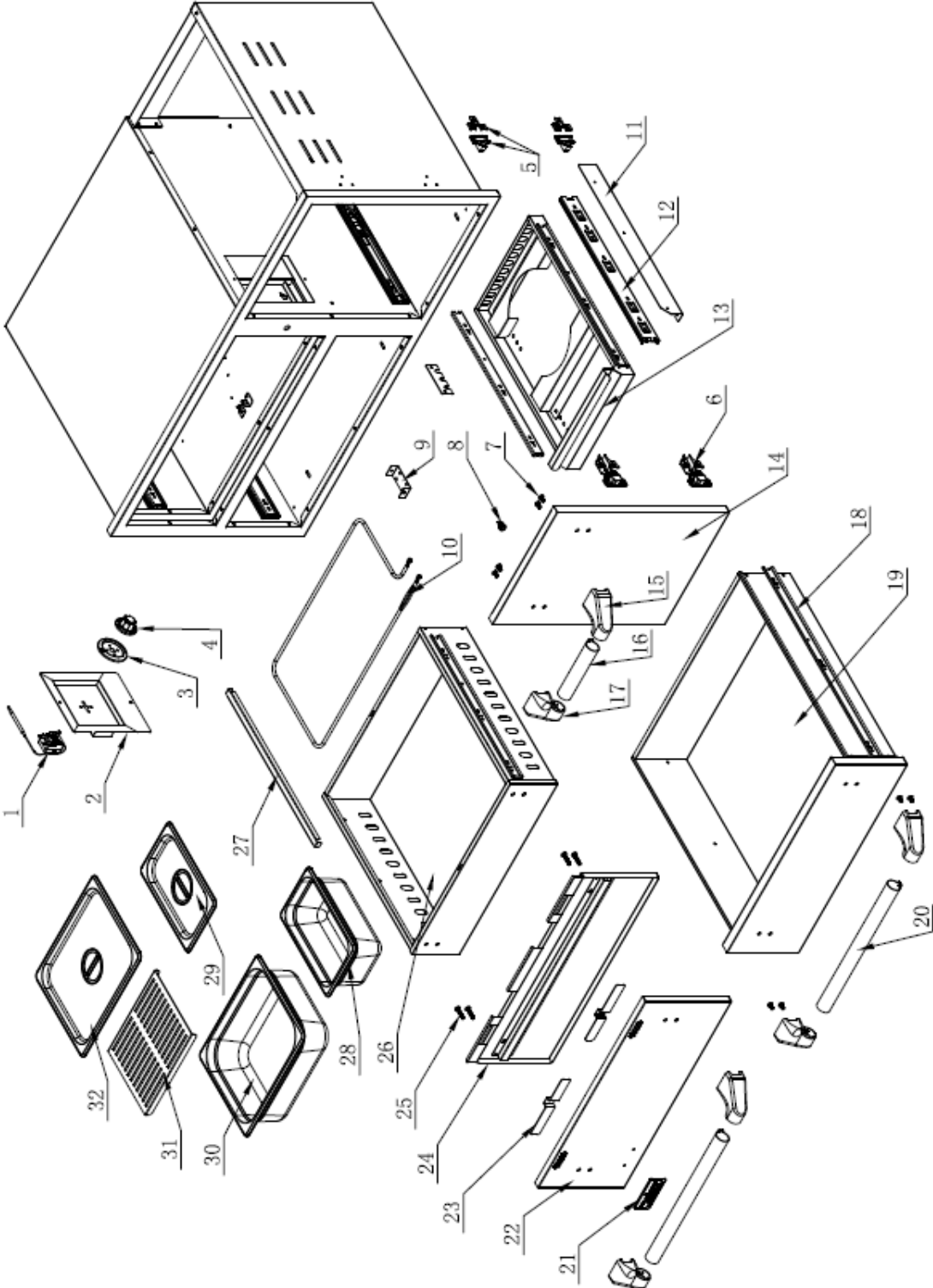
- Ensure appliance area is clear and free from combustible materials, gasoline and other flammable vapors and liquids
- Ensure an unobstructed flow of combustion and ventilation air within the appliance
- Inspect all electrical outlets and extension cords for wear, tear, cuts, or other damage, and replace as needed

Troubleshooting

Do not repair or replace any part of this drawer. All servicing should be done by an authorized service agency.

Problem	What to Do
Heat On light doesn't illuminate:	<ol style="list-style-type: none">1. Ensure unit is plugged into an electrical outlet2. Ensure the temperature control dial is properly set3. Check to see if electrical outlet circuit breaker has tripped
If service is required:	<ol style="list-style-type: none">1. Contact Paradise Grills International at 800-604-20232. Provide the model number and date purchased

Parts Diagram



PGS-WD42C Parts List

ITEM #	DESCRIPTION	QTY
1	THERMOSTAT	1
2	CONTROL PANEL	1
3	CHROME BEZEL	1
4	KNOB	1
5	HINGE LATCH	2
6	HINGE DOOR	2
7	M6X12 SCREWS	8
8	PILOT LIGHT, RED	1
9	HOLDER, BULT	1
10	HEATING ELEMENT	1
11	ANGLED, DRAWER, TANK	1
12	DRAWER SLIDE (450 MM)	4
13	TANK DRAWER	1
14	ACCESS DOOR	1
15	ENDCAP	3
16	TUBE, HANDLE	1
17	ENDCAP	3
18	DRAWER SLIDE (600 MM)	2
19	DRAWER BODY ASSEMBLY	1
20	TUBE, HANDLE	2
21	LOGO PLATE	1
22	DOOR PANEL	1
23	VENT SLIDE	2
24	DOOR LINE	1
25	M6X30 SCREWS	4
26	DRAWER BODY ASSEMBLY	1
27	STEAM RAIL	1
28	SMALL STEAM PAN	2
29	SMALL STEAM PAN LID	2
30	LARGE STEAM PAN	2
31	STEAM RACK	2
32	LARGE STEAM PAN LID	2

Limited Manufacturer's Warranty

Limited Warranty

Your appliance (the “product”) is warranted to the ORIGINAL PURCHASER that it is free of original manufacturing defects from the date of purchase as follows:

- (i) Limited 5 Year Warranty to be free from defects and workmanship under normal residential use

This Limited Warranty is:

- (i) limited to the ORIGINAL PURCHASER at original site of delivery;
- (ii) limited to original manufacturing defects only; and
- (iii) limited to the shipment of replacement parts when covered by warranty

THIS LIMITED WARRANTY EXCLUDES ON-SITE SERVICE CALLS, LABOR, AND LABOR-RELATED COSTS.

This Limited Warranty is void upon the ORIGINAL PURCHASER'S transfer of ownership of the product to any other person or entity.

This Limited Warranty excludes and does not cover:

- (1) oxidation, rust, corrosion, discoloration, staining, or other cosmetic issues; or
- (2) damage, deterioration, or warping related to or resulting from, in whole or in part:
 - (a) improper installation or operation, neglect, failure to maintain, misuse, commercial use, abuse, alteration, infestation, vandalism, accident, extreme environments, grease fires, or exposure to high cooking temperatures.
 - (b) severe weather conditions such as hail, earthquake, hurricane, snow, windstorm, tornado, micro/microburst, or heavy rainfall;
 - (c) corrosive conditions such as chlorine in the air, high salt content air, fertilizers, pesticides, corrosive cleaning solutions, or masonry dust and debris; or

The ORIGINAL PURCHASER is responsible for the safe and proper installation, usage, maintenance, servicing and cleaning of the product in accordance with all instructions in this Operator Manual.

For shipped products, immediately inspect your product upon receipt and inform the delivery company of any visible damage and ensure such damage is noted on the delivery receipt or freight bill and signed by the person making the delivery. File your written claim for damages immediately with the delivery company, regardless of the extent of damage. Paradise Grills International, Inc. and/or Paradise Grills Direct, Inc. (collectively, “Paradise Grills”) shall not be liable for any damage that occurs during shipment. If damages are unnoticed until the product is unpacked, immediately notify the delivery company and file a written concealed damage claim with them. This must be done within (5) days of the delivery date. Be sure to keep the box and shipping materials for inspection. All out-of-box claims must be made prior to installation. Any product installed in a damaged condition shall be conclusively deemed to have been damaged during installation and not covered under warranty.

THIS LIMITED WARRANTY IS THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE WARRANTY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ALL OTHER EXPRESS OR IMPLIED WARRANTIES ARE FULLY DISCLAIMED. THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ON THE FACE OF THIS LIMITED MANUFACTURER'S WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY. NO OTHER EXPRESS OR IMPLIED WARRANTY OR GUARANTY GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON PARADISE GRILLS.

Paradise Grills shall not be liable to the ORIGINAL PURCHASER (or any other person or entity) for any incidental, indirect, special, reliance, general, ordinary, nominal, pain and suffering, lost profits, exemplary, general, punitive, or consequential damages that are in any way based upon, related to, or arising from the product, either in whole or in part, regardless of the legal theory on which the claim is based (including without limitation, claims based on negligence, gross negligence, breach of warranty, statutory liability, regulatory liability, strict liability, contract, third-party liability or any other theory of law), and even if Paradise Grills has been advised of the possibility of such damages. The maximum liability of Paradise Grills to the ORIGINAL PURCHASER (or any other person or entity) in any way based upon, related to, or arising from the product, either in whole or in part, shall not exceed the total amount paid for the product by the ORIGINAL PURCHASER.

No oral or written representation or commitment given by anyone, including but not limited to, an employee, representative, agent or affiliate of Paradise Grills shall in any way create a warranty (express, implied or otherwise) or in any way increase the scope of this express Limited Warranty. If there is any inconsistency between this Limited Warranty and any other agreement or statement included with or relating to the appliance, the terms of this Limited Warranty shall govern and control. If any provision of this Limited Warranty is found invalid or unenforceable by a court of competent jurisdiction, it shall be deemed modified to the minimum extent necessary to make it enforceable and the remainder of the Limited Warranty shall remain valid and enforceable according to its terms.

This Limited Warranty gives you specific legal rights; you may have other rights which vary by state.

Warranty Claim Submission

The ORIGINAL PURCHASER must submit to Paradise Grills International, Inc. a warranty claim within five (5) business days of date such claim is or should have been discovered, or else such claim is forever waived and barred.

To submit a warranty claim, the ORIGINAL PURCHASER must submit a written description and photographs detailing the appliance's damage or defect(s), along with a complete copy of the Final Sales Agreement either:

- (i) via email to Warranty.Claim@paradisegrills.com; or
- (ii) via U.S. mail to Paradise Grills International, Inc., Attn: Warranty Claim, 640 Ocoee Business Parkway, Suite 80, Ocoee, Florida 34761.

For more information, please call Paradise Grills International, Inc. at 800-604-2023.