

# Toastmaster®

## Gas Griddle

### Owner's Manual

#### Models

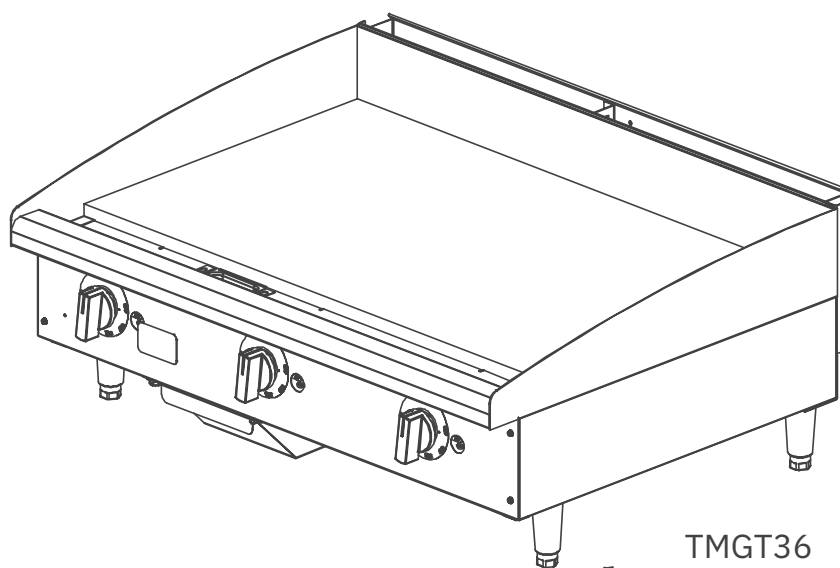
TMGM24, TMGM36, TMGM48

TMGT24, TMGT36, TMGT48

This manual includes material related to installation, use, cleaning, and care. Exploded view[s], as well as any available parts list[s] and wiring diagram[s] pertaining to the unit[s] covered by this manual are also included.

This manual must be read and understood by all persons using or installing this appliance. Contact your Star dealer if you have any questions concerning installation, use, or maintenance of this equipment.

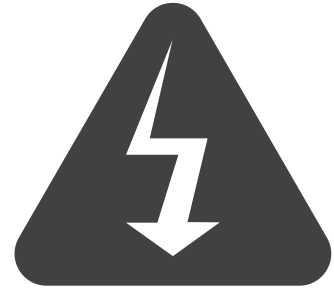
**DO NOT DISCARD THIS MANUAL.**



TMGT36

**SAFETY SYMBOLS**

These symbols are intended to alert the user to the presence of important operating and maintenance instructions in the manual accompanying the appliance.



**THOROUGHLY INSPECT YOUR UNIT ON ARRIVAL**

This unit has been tested for proper operation before leaving our plant to ensure delivery of your unit in perfect condition. However, there are instances in which the unit may be damaged in transit. In the event you discover any type of damage to your product upon receipt, you must immediately contact the transportation company who delivered the item to you and initiate your claim with that company. If this procedure is not followed, it may affect the warranty status of the unit. If damage or loss is not apparent until after equipment is unpacked, a request for inspection of concealed damage must be made with carrier within 15 days. Please record the model number, serial number, voltage, and purchase date in the area below at the time of receipt.

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

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

Voltage \_\_\_\_\_

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

**MAINTENANCE AND REPAIRS**

Contact your local authorized service agent for service or required maintenance. Please have the information in the above fields ready when you call to ensure a faster service.

Using any part other than genuine Toastmaster factory supplied parts relieves the manufacturer of all liability.

Due to periodic changes in designs, methods, procedures, policies, and regulations, the specifications contained in this document are subject to change without notice. Toastmaster reserves the right to change product specifications and design without notice. Such revisions do not entitle the buyer to corresponding changes, improvements, additions or replacements for previously purchased equipment. While Toastmaster exercises good faith efforts to provide information that is accurate,

we are not responsible for errors or omissions in information provided or conclusions reached as a result of using the specifications. By using the information provided, the user assumes all risks in connection with such use.

**PLEASE REFER TO THE WARRANTY PAGE FOR SPECIFIC WARRANTY INFORMATION. AUTHORIZED SERVICE AGENT LISTING**

Reference the listing provided with the unit or for an updated listing go to the website or call customer service to find an agent.

Business hours: 8:00 a.m. to 4:30 p.m. Central Standard Time

Telephone: (800)-264-7827

Fax: 314-781-2714

Email: customerservice@star-mfg.com

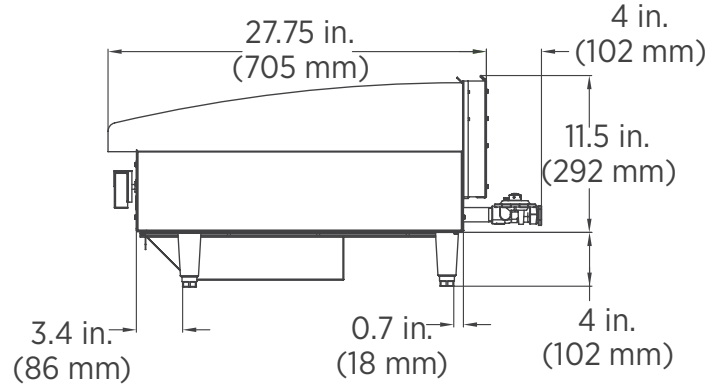
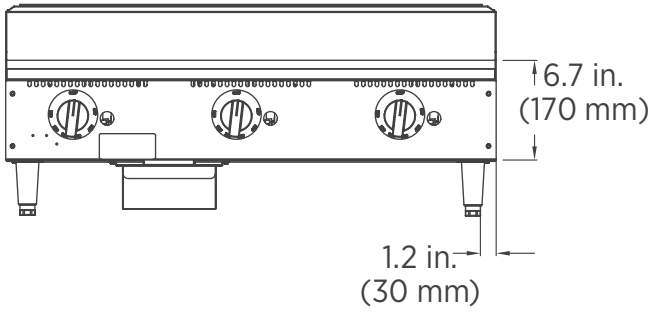
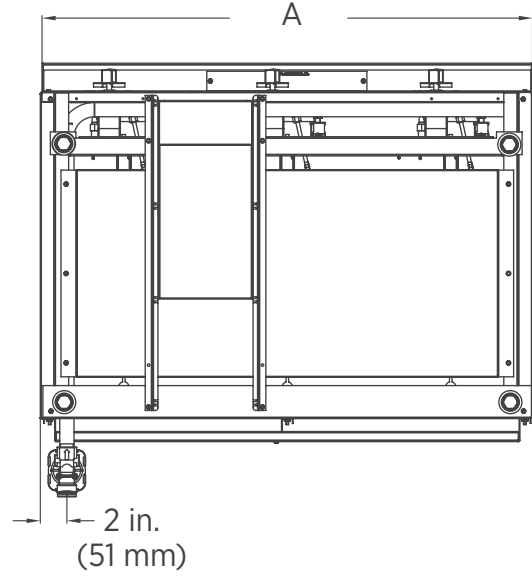
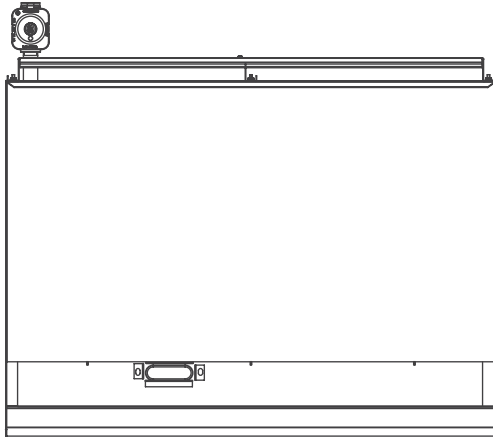
Website: www.star-mfg.com

Please visit [www.starwebconnect.com/manuals.aspx](http://www.starwebconnect.com/manuals.aspx) for digital versions of any documents associated with this unit.

# SPECIFICATIONS: Gas Griddle

MODEL: TMGM24, TMGM36, TMGM48, TMGT24, TMGT36, TMGT48

TMGT36 shown



2M-Z12966: Toastmaster TMGT Series Gas Griddles

MODEL	HEIGHT	WIDTH [A]	DEPTH	BTU	APPROX. SHIP WEIGHT	APPROX. WEIGHT INSTALLED
TMGM24/ TMGT24	15.5 in. (394 mm)	24 in. (610 mm)	31.75 in. (806 mm)	40,000	162 lb . (73.5 kg)	140 lb . (63.5 kg)
TMGM36/ TMGT36	15.5 in. (394 mm)	36 in. (914 mm)	31.75 in. (806 mm)	60,000	232 lb . (105.2 kg)	197 lb . (89.4 kg)
TMGM48/ TMGT48	15.5 in. (394 mm)	48 in. (1.22 m)	31.75 in. (806 mm)	80,000	315 lb . (142.9 kg)	266 lb . (120.7 kg)

## GENERAL INSTALLATION DATA



### CAUTION

This equipment is designed and sold for commercial use only by personnel trained and experienced in its operation and is not sold for consumer use in and around the home nor for use directly by the general public in food service locations.

The Toastmaster model griddles are equipped for use with the types of gas specified on the nameplate.

All units are shipped from the factory for use with natural gas. The unit can easily be converted for use on propane gas: See propane gas.

### -IMPORTANT-

**The installation of the Appliance should conform to the NATIONAL FUEL GAS CODE "ANSI Z223.1 - LATEST EDITION" AND ALL LOCAL GAS COMPANY RULES AND REGULATIONS.**

**IN CANADA INSTALLATION SHALL BE IN ACCORDANCE WITH THE CURRENT CAN/CGA-B149.1 NATURAL GAS INSTALLATION CODE OR CAN/CGA-B149.2 PROPANE INSTALLATION CODE AND LOCAL CODES WHERE APPLICABLE.**



### CAUTION

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 the equipment.



### CAUTION

For your safety, do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. Keep the appliance area clear and free from combustibles.

This appliance, its pressure regulator and its individual shutoff valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 PSIG (3.45KPA).

This appliance and its pressure regulator must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 PSIG (3.45KPA). For your protection, we recommend a qualified installing agency install this appliance. They should be familiar with gas installations and your local gas requirements. In any case, your gas company should be called to approve the final installation. In addition, there should be posted, in a prominent location, detailed instructions to be followed in the event the operator smells gas. Obtain the instructions from the local gas supplier.



### CAUTION

**For your safety, if you smell gas -**

- 1. Do not touch electrical switches.**
- 2. Extinguish any open flame.**
- 3. Immediately call your gas company.**

**KEEP THE APPLIANCE AREA FREE AND CLEAR FROM COMBUSTIBLES.**

### CLEARANCE

**For use on non-combustible countertops only.**

Combustible and non-combustible material must be at least 48" (120cm) from the top of the appliance and 6" (150mm) from the sides and back. Adequate clearance should also be provided for proper operation and servicing.

### AIR SUPPLY

Make certain not to obstruct the flow of combustion and ventilation air. Provisions for adequate air supply must be furnished. The legs supplied with the unit must be installed. Make certain that air intake openings in the bottom of the appliance are not obstructed. They are essential for proper combustion and operation of the appliance.

## EXHAUST CANOPY

It is essential that facilities be provided over the griddle to carry off fumes and gases. However, the unit should not be directly connected to a flue or stack.

## LEVELING UNIT

This griddle is supplied with (4) feet which must be screwed into the legs attached to the body. Level unit by adjusting the (4) feet which have an adjustment of 1-3/4" (43.75mm) for accurate and perfect lineup with other units. After the griddle is in its final position, adjust the legs to create 1/8 inch slant from back to front on the griddle plate. This will allow grease to run into the grease gutter and provide the proper combustion air for the burners.



**CAUTION**

**DO NOT INSTALL WITHOUT ATTACHING FEET - DO NOT REMOVE FEET.**

## GAS PIPING

Gas piping shall be of such size and so installed as to provide a supply of gas sufficient to meet the full gas input of the appliance. If the appliance is to be connected to existing piping, it shall be checked to determine if it has adequate capacity. Joint compound shall be used sparingly and only on the male threads of the pipe joints. Such compounds shall be resistant to the action of LP gases. **WARNING:** Any loose dirt or metal particles which are allowed to enter the gas lines on this appliance will damage the valve and affect its operation. When installing this appliance, all pipe and fittings must be free from loose dirt.

## GAS PRESSURE REGULATOR

A convertible pressure regulator is provided with each griddle. It should be connected to the inlet pipe at the rear of the unit. The gas supply line is then connected to it. It is shipped set for 6" (15.24cm) water column manifold pressure for use with natural gas.

## MANUAL SHUT-OFF VALVE

A manual shut-off valve should be installed upstream from the union and within 6 feet (1.829m) of this appliance.

## LP [PROPANE] GAS CONVERSION

This griddle is equipped with fixed orifice hoods and is shipped from the factory for use on natural gas. **Note: TMGM & TMGT units use a #47 drill orifice for natural gas and a #55 drill orifice for propane.** To convert to propane gas, install the burner orifice hoods, located in the grease drawer, as follows:

1. Remove front panel by removing screws located on the front and the bottom.
2. Remove the burner(s) from the orifice hood(s). This is accomplished by removing the burner mounting screw(s) and sliding the burner(s) off the hood(s).
3. Remove natural gas orifice hood(s) and install the propane hood(s) furnished.
4. Reinstall burner(s).
5. Reinstall front panel.
6. Remove the slotted, or hex-threaded, plug from the pressure regulator. Invert the plug and re-install. The letters "LP" should now be visible on the plug. The regulator is now set for 10" (25.4cm) water column.
7. Set manifold pressure to 10" (25.4cm) water column. A 1/8" pipe plug on the supply pipe can be removed for attaching a pressure gauge.

## CONNECTING GAS SUPPLY LINE

The gas inlet of the griddle is sealed at the factory to prevent entry of dirt. Do not remove this seal until the actual connection is made to the gas supply line.

## CHECKING FOR GAS LEAKS

Soap and water solution or other material acceptable for the purpose shall be used in locating gas leakage. Matches, candle flame, or other sources of ignition shall not be used for this purpose. Check entire piping system for leaks.

## LIGHTING INSTRUCTIONS

When griddle is first lit, it will smoke until the preservation oils and impurities are burned off.

1. Turn off main valve to unit and wait 5 minutes to clear gas.
2. Turn off all knobs and pilot valves.
3. Turn on main valve and light all pilots.
4. Turn burner knobs to desired setting.
5. To turn burners off, turn knobs off.

**NOTE: The griddles are equipped with standing pilots and should be lit immediately after the gas is turned on.**

Pilot flames can be lit and observed through the front panel view ports. However, best access for lighting the pilot is from the bottom of the unit just behind the center wall.

## PILOT LIGHT REGULATION

Adjust pilot light flames as small as possible, but high enough to light burner immediately when burner valve is turned on high.

## BURNER ADJUSTMENT (MODELS TMGM)

1. Remove the front panel.
2. Turn burner valve knob to "HI" position.
3. Close the air shutter on the front of the burner to give a soft blue flame having luminous tips and open to a point where the yellow tips disappear and a hard blue flame is obtained. Repeat for all burners.

## BURNER ADJUSTMENT (MODELS TMGT)

1. Remove the front panel.
2. Push dial in and set thermostat of one burner to 450°F (229.9°C).
3. Close the air shutter on the front of the burner to give a soft blue flame having luminous tips and open to a point where the yellow tips disappear and a hard blue flame is obtained. Repeat for all burners.

## BURNER OPERATION (MODELS TMGM)

To ignite burners, turn burner valve knob to "HI" position. Each burner is controlled by an individual high-low, on-off valve. An infinite number of temperatures may be obtained by turning the burner valve knob to any position between high and low. For overnight shutdown, turn the valves to the "OFF" position.

## SEASONING THE GRIDDLE SURFACE (NON-CHROMIUM SURFACES)

Clean the griddle surface thoroughly. After the griddle has been thoroughly cleaned, it should be seasoned to prevent food from sticking. Before using, and after each thorough scouring, season the griddle heating surface in the following manner:

1. Turn the temperature control dial to 350°F (174.9°C).
2. Using a clean cloth, not a spatula, spread a thin film of cooking oil over the griddle cooking surface. This film should remain on the hot griddle surface 1/2 hour.
3. Remove excess oil and wipe clean.
4. Apply another film of cooking oil over the hot cooking area for another 1/2 hour and again remove excess oil and wipe clean. The griddle surface should now be ready for use.

**Even with careful seasoning food may, to some extent, stick to the griddle cooking surface until griddle plate is "broken in."**

**COOKING (MODELS TD)**

Set the thermostat dial knob to the temperature desired. After a short preheating period, the thermostat will automatically maintain the selected temperature.

**GREASE PAN**

A grease pan is located at the front and can be removed for cleaning from the front. This pan should be checked and emptied on a regular basis.

**CAUTION**

**EXERCISE EXTREME CARE IN HANDLING THE GREASE PAN CONTAINING HOT GREASE.**

**GRIDDLE CARE (NON-CHROMIUM AREAS)**

It takes very little time and effort to keep the griddle attractive and performing at top efficiency.

If grease is permitted to accumulate, it will form a gummy cake and then carbonize into a hard substance which is extremely difficult to remove. To prevent this condition, the following suggestions for cleanliness should be followed:

1. After each use, scrape the griddle with a scraper or flexible spatula to remove excess grease and food. A waste drawer is provided for the scrapings. If there is an accumulation of burned on grease and food, the griddle should be thoroughly scoured and reseasoned. Use pumice or griddle stone while the griddle is warm. Do not use steel wool because of the danger of steel slivers getting into the food.
2. Daily-use a clean cloth and good non-abrasive cleaner to clean the stainless steel body of the griddle. Wipe the polished front with a soft cloth.
3. At least once a day remove the waste drawer and wash in the same way as an ordinary cooking utensil. The drawer is removed by pulling forward, up and out.

**TEMPERATURE CONTROL**

**TMGT:** The temperature controls are combination “ON/OFF” switches and thermostats. Turning the dial knob automatically maintains the selected heat range. There is one thermostat for every twelve [12] inch (305 mm) wide section that operate independently.

**TMGM:** To ignite burners, turn burner valve knob to highest temperature position. Each burner is controlled by an individual high–low, on/off valve. Any temperature in the operable range may be obtained by turning the burner valve knob to any position between high and low and adjusting for time and application. For over- night shutdown, turn the valves to the “OFF” position.

**COOKING**

**TMGT:** Set the thermostat dial knob at the desired temperature. After a short pre-heating period, the thermostat will automatically maintain the selected temperature.

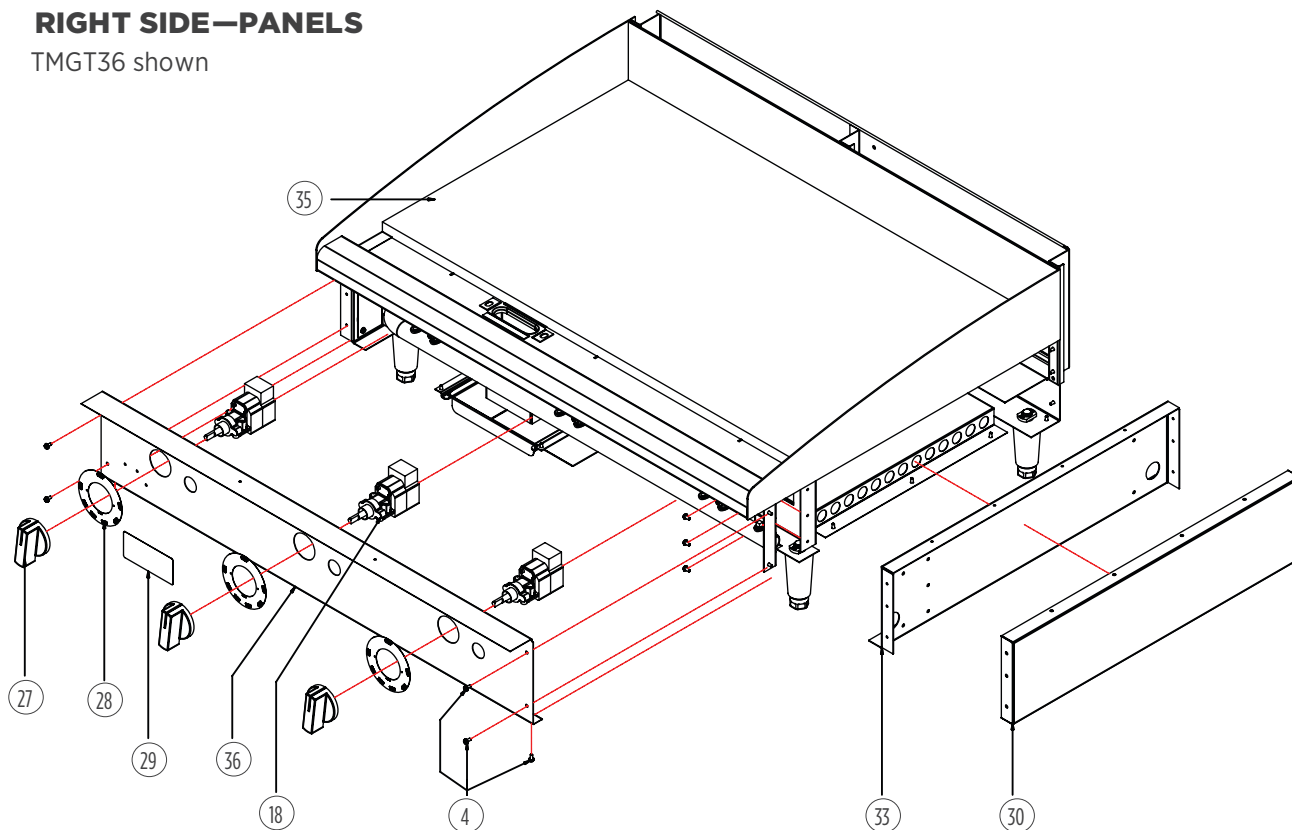
**TMGM:** Adjust the knob to the desired area in the heat range. Once the desired heat is reached make adjustments over time to maintain target heat.

**IDLING:** During idle periods, to save on operating costs, lower the temperature setting of the thermostat to about 250°F (121°C) on thermostatic models and to a low heat setting on manual models. It is not necessary to maintain cooking temperature during idle periods, as the griddle can quickly be reheated to the desired temperature.

**SIGNAL LIGHTS:** On thermostatic models, each thermostat has its own signal light which indicates when the unit’s control knob is not in the off position.

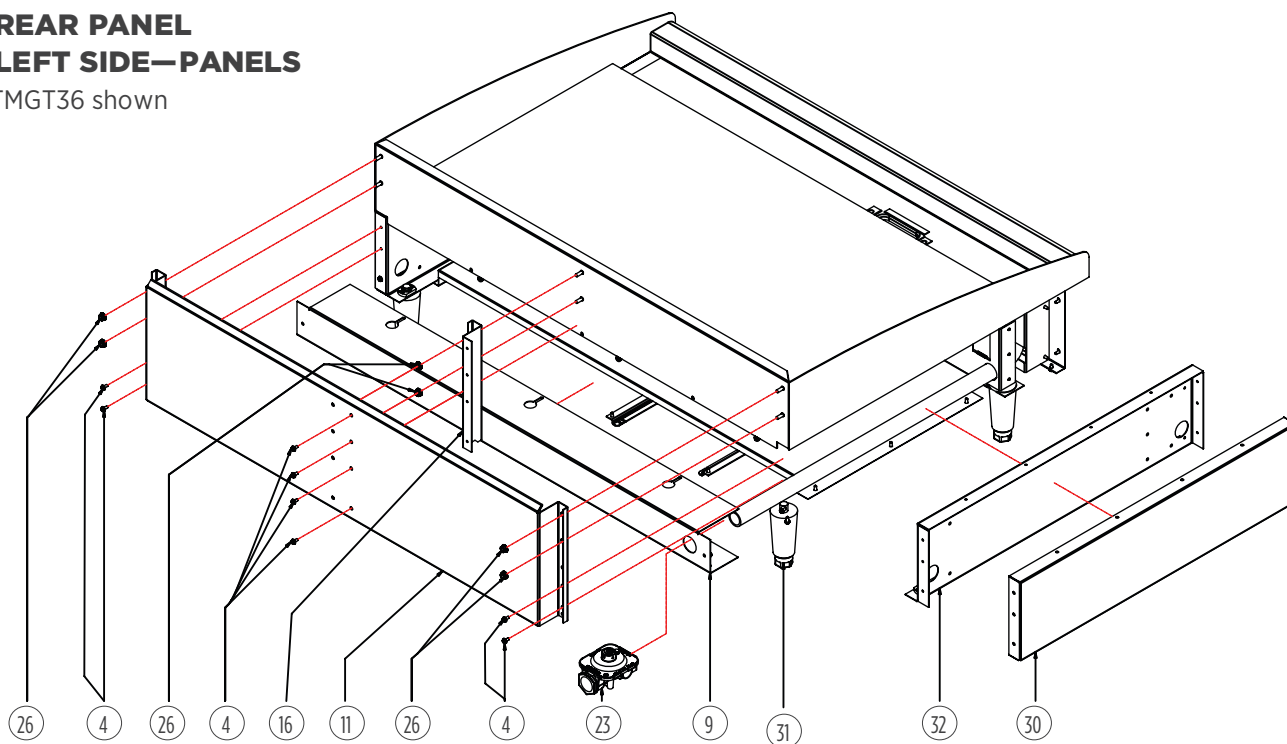
## FRONT-PANEL AND CONTROLS RIGHT SIDE-PANELS

TMGT36 shown



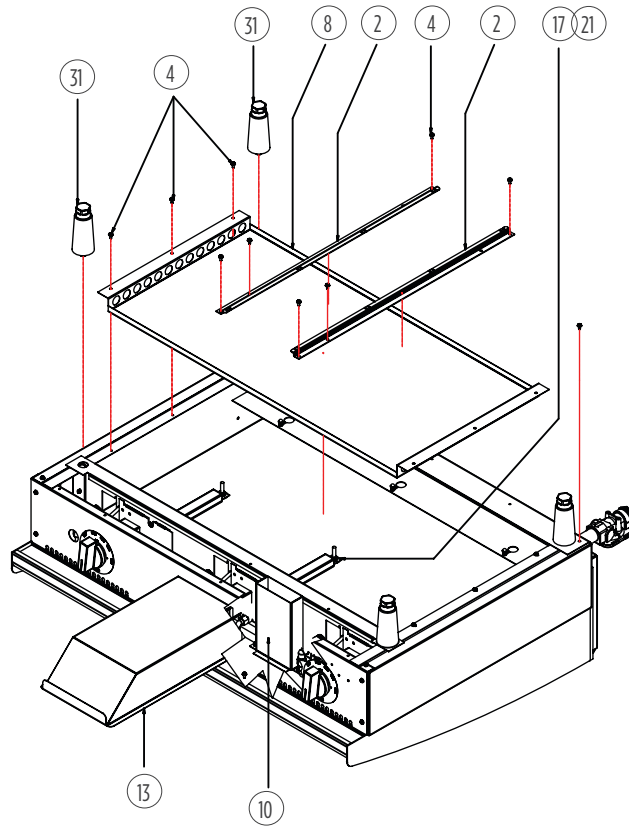
## REAR PANEL LEFT SIDE-PANELS

TMGT36 shown



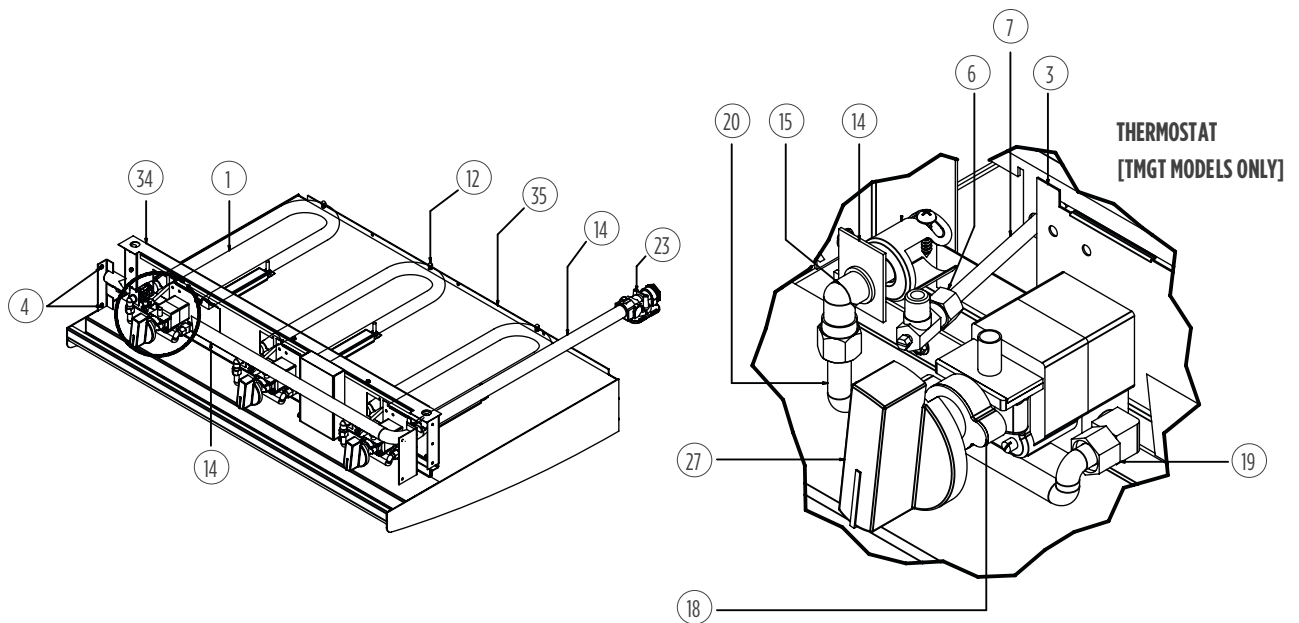
## BOTTOM

TMGT36 shown



## THERMOSTAT [TMGT ONLY] AND BURNERS

TMGT36 shown



# PARTS LIST

Side references are from the operator's point-of-view—from the front of the unit.

Items labeled "NS" are non-serviceable. Items labeled "NP" are not pictured.

REF NO	MODELO	PART NUMBER	TY	DESCRIPTION	PAGE NO
1	TMGM24	2F-25949	2	u-burner	7
	TMGM36		3		
	TMGM48		4		
	TMGT24		2		
	TMGT36		3		
	TMGT48		4		
2A	LL	63-Z6036	2	drawer slide	7
3	TMGM24	63-Z5946	2	cover, gas	7
	TMGM36		3		
	TMGM48		4		
	TMGT24		2		
	TMGT36		3		
	TMGT48		4		
4	TMGM24	2C-88236	46	screw, #8 x 0.375-inch	,7
	TMGM36		59		
	TMGM48		58		
	TMGT24		46		
	TMGT36		55		
	TMGT48		58		
5A	LL	2P-1453N	1	manifold plug	P
6	TMGM24	2V-66717	2	valve, pilot	
	TMGM36		3		
	TMGM48		4		
	TMGT24		2		
	TMGT36		3		
	TMGT48		4		
7	TMGM24	2V-Z6647	2	burner, pilot	7
	TMGM36		3		
	TMGM48		4		
	TMGT24		2		
	TMGT36		3		
	TMGT48		4		
8	TMGT24/TMGM24	G3-Z5919	1	panel, bottom 24-inch	7
	TMGT36/TMGM36G	3-Z5929p		anel, bottom 36-inch	
	TMGT48/TMGM48G	3-Z5939		panel, bottom 48-inch	
9	TMGM24/TMGT24G	3-Z5953	1	panel, rear 24-inch	6
	TMGM36/TMGT36G	3-Z5955p		anel, rear 36-inch	
	TMGM48/TMGT48G	3-Z5957p		anel, rear 48-inch	

2M-Z12966: Toastmaster TMGT Series Gas Griddles

**IMPORTANT: WHEN ORDERING, SPECIFY VOLTAGE OR TYPE GAS DESIRED  
INCLUDE MODEL AND SERIAL NUMBER**

PAGE 1  
OF 4

Some items are included for illustrative purposes only and in certain instances may not be available.

# PARTS LIST

10	ALL1	G3-6243047		grease chute	
11	TMGM24/TMGT24	G5-Z4812	1	flue, 24-inch	6
	TMGM36/TMGT36G	5-Z4813fl		ue, 36-inch	
	TMGM48/TMGT48G	5-Z4814		flue, 48-inch	
12	TMGM24	2C-2555	2	nut, #8-32 acorn	NP
	TMGM36		3		
	TMGM48		4		
	TMGT24		2		
	TMGT36		3		
	TMGT48		4		
13	ALL1	G3-Y7046		grease drawer	7
14	TMGM24	G3-624306	1	manifold, 24-inch without thermostat [ manual control ]	7
	TMGM36	G3-636306		manifold, 36-inch without thermostat [ manual control ]	
	TMGM48	G3-648306		manifold, 48-inch without thermostat [ manual control ]	
	TMGT24	G3-624307		manifold, 24-inch with thermosta t	
	TMGT36	G3-636307		manifold, 36-inch with thermosta t	
	TMGT48	G3-648307		manifold, 48-inch with thermosta t	
15	TMGM24	2A-9369	2	fitting, orifice	7
	TMGM36		3		
	TMGM48		4		
	TMGT24		2		
	TMGT36		3		
	TMGT48		4		
16	TMGM36	G5-Z4817	1	flue divider	6
	TMGM48				
	TMGT36				
	TMGT48				
17	TMGM24	G3-GD0036N	2	probe tube assembl y	P
	TMGM36		3		
	TMGM48		4		
	TMGT24		2		
	TMGT36		3		
	TMGT48		4		
18	TMGT24	2T-Z4293	2	thermostat	6
	TMGT36		3		
	TMGT48		4		
19	TMGT24	2K-Y7111	2	assembled fitting, 90°	7
	TMGT36		3		
	TMGT48		4		

2M-Z12966: Toastmaster TMGT Series Gas Griddles

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OF 4

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# PARTS LIST

20	TMGM24	2K-Z4921	2	corrugated burner tube	7
	TMGM36		3		
	TMGM48		4		
	TMGT24		2		
	TMGT36		3		
	TMGT48		4		
21	TMGT24	G3-Z4398	2	bulb cap	NP
	TMGT36		3		
	TMGT48		4		
22	TMGT24	2C-6517N	6	nut, 1/4-20	P
	TMGT36		9		
	TMGT48		12		
23	ALL1	2J-Z0792		pressure regulator	6, 7
24	TMGT24	G3-Y9531	2	insulator	NP
	TMGT36		3		
	TMGT48		4		
25	TMGM24	G4-Z12942-07	1	nameplate	NP
	TMGM36	G4-Z12942-08			
	TMGM48	G4-Z12942-09			
	TMGT24	G4-Z12942-10			
	TMGT36	G4-Z12942-11			
	TMGT48	G4-Z12942-12			
26	TMGM24	2C-Z2893	6	nut, #10-24	6
	TMGM36		8		
	TMGM48		8		
	TMGT24		6		
	TMGT36		8		
	TMGT48		8		
27	TMGM24	2R-Z13014	2	knob, manual gas	6
	TMGM36		3		
	TMGM48		4		
	TMGT24	2R-Z13015	2	knob, t-stat	
	TMGT36		3		
	TMGT48		4		
28	TMGM24	2M-Z21075	2	knob label, without thermostat [ manual control ]	6
	TMGM36		3		
	TMGM48		4		
	TMGT24	2M-Z210743	2	knob label, with thermostat	
	TMGT36				
	TMGT48		4		

2M-Z12966: Toastmaster TMGT Series Gas Griddles

**IMPORTANT: WHEN ORDERING, SPECIFY VOLTAGE OR TYPE GAS DESIRED  
INCLUDE MODEL AND SERIAL NUMBER**

PAGE 3  
OF 4

Some items are included for illustrative purposes only and in certain instances may not be available.

# PARTS LIST

29	ALL1	2M-Z209706		badge, Toastmaster	
30	ALL	<a href="#">G3-Z5945</a>	2	side panel	6
31	ALL4	<a href="#">2A-Z5942</a>		leg	6, 7
32	ALL2	G3-6243026		liner assembly, left	
33	ALL	G3-6243036	1	liner assembly, right	
34	TMGM24/TMGT24	G3-Z5915	1	center wall, 24-inch	7
	TMGM36/TMGT36G	3-Z5925c		center wall, 36-inch	
	TMGM48/TMGT48			center wall, 48-inch	
35	TMGM24	G4-TC0096	1	top weldment, 24-inch without thermostat [manual control]	6, 7
	TMGM36	<a href="#">G4-TC0102</a>		top weldment, 36-inch without thermostat [manual control]	
	TMGM48	G4-TC0105		top weldment, 48-inch without thermostat [manual control]	
	TMGT24	G4-TC0097		top weldment, 24-inch with thermostat	
	TMGT36	G4-TC0103		top weldment, 36-inch with thermostat	
	TMGT48	G4-TC0106		top weldment, 48-inch with thermostat	
36	TMGM24	<a href="#">G3-Z15799</a>	1	panel, front 24-inch without thermostat [manual control]	6
	TMGM36	<a href="#">G3-Z15807</a>		panel, front 36-inch without thermostat [manual control]	
	TMGM48	<a href="#">G3-Z15809</a>		panel, front 48-inch without thermostat [manual control]	
	TMGT24	<a href="#">G3-Z15806</a>		panel, front 24-inch with thermostat	
	TMGT36	<a href="#">G3-Z15808</a>		panel, front 36-inch with thermostat	
	TMGT48	<a href="#">G3-Z15810</a>		panel, front 48-inch with thermostat	
37	ALL2	<a href="#">2C-Z6035</a>		bolt, 1/2-13 x 3-inch	NP
38	TMGT24	<a href="#">2T-Y7590</a>	2	stem, thermostat	NP
	TMGT36		3		
	TMGT48		4		
39	TMGM24	<a href="#">2V-Y8832</a>	2	manual gas control valve	NP
	TMGM36		3		
	TMGM48		4		

2M-Z12966: Toastmaster TMGT Series Gas Griddles

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PAGE 4  
OF 4

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**LIMITED EQUIPMENT WARRANTY**

Star Manufacturing [as well as its subsidiaries] warrants to the original purchaser of new Star products to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by Star and upon proper installation and start-up in accordance with the instructions supplied with each Star unit. Star’s obligation under this warranty is limited to a period of one [1] year from the date of original installation, or eighteen [18] months from original invoice date, whichever occurs first. Defects that occur as a result of normal use, within the time period and limitations defined in this warranty, will at Star’s discretion have the parts replaced or repaired by Star or a Star-authorized service agency.

**THIS WARRANTY IS SUBJECT TO ALL LISTED CONDITIONS**

Repairs performed under this warranty are to be performed by a Star authorized service agency. Star will not be responsible for charges incurred or service performed by non-authorized repair agencies. In all cases, the nearest Star-authorized service agency must be used. Star will be responsible for normal labor charges incurred in the repair or replacement of a warrantied product within 50 miles (80.5 km) of an authorized service agency. Time and expense charges for anything beyond that distance will be the responsibility of the owner. All labor will need to be performed during regular service hours. Any overtime premium will be charged to the owner. For all shipments outside the U.S.A. and Canada, please see the International Warranty for specific details. It is the responsibility of the owner to inspect and report any shipping damage claims, hidden or otherwise, promptly following delivery. No mileage or travel charges will be honored on any equipment that is deemed portable. In general, equipment with a cord and plug weighing less than 50 lb. (22.7 kg) is considered portable and should be taken or shipped to the closest authorized service agency, transportation prepaid.

**CONTACT**

Should you require any assistance regarding the operation or maintenance of any Star Manufacturing; phone, email or fax our service department. In all correspondence provide the model number and serial number of the unit needing service; include the voltage or gas type.

Normal Business Hours: 8:00 a.m. to 4:30 p.m. Central

Telephone: 800-264-7827 Tech Service Option 2

Email: [TechService@partstown.com](mailto:TechService@partstown.com)

[www.Star-Mfg.com](http://www.Star-Mfg.com)

**WARRANTY EXCLUSIONS**

**THE FOLLOWING WILL NOT BE COVERED UNDER WARRANTY.**

Star’s sole obligation under this warranty is limited to either repair or replacement parts, subject to the additional limitations detailed below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

- Any product which has not been used, maintained, or installed in accordance with the directions published in the appropriate installation sheet and/or owner’s manual, including incorrect gas or electrical connection. Star is not liable for any unit which has been mishandled, abused, misapplied, subjected to harsh chemicals, modified by unauthorized personnel, damaged by flood, fire, or other acts of nature [or God], or which have an altered or missing serial number.
- Installation, labor, and job checkouts, calibration of heat controls, air and gas burner/bypass/pilot adjustments, gas or electrical system checks, voltage and phase conversions, cleaning of equipment, or seasoning of griddle surface.
- Replacement of fuses or resetting of circuit breakers, safety controls, or reset buttons.
- Replacement of broken or damaged glass components, quartz heating elements, and light bulbs.
- Labor charges for all removable and consumable parts in gas charbroilers and hotplates, including but not limited to burners, grates, and radiants.
- Any labor charges incurred by delays, waiting time, or operating restrictions that hinder a service technician’s ability to perform service.
- Replacement of parts that fail or are damaged due to normal wear or labor for replacement of parts that can be replaced during a daily cleaning routine, such as but not limited to silicone belts, PTFE non-stick sheets, control labels, knobs, bulbs, fuses, quartz heating elements, baskets, racks, and grease drawers.
- Any economic loss of business or profits.
- Non-OEM parts. Use of non-OEM parts without Star’s approval will void the warranty.
- Units exceeding one [1] year from original installation date, or more than eighteen [18] months from original purchase date, whichever comes first.

**ADDITIONAL WARRANTIES**

- Specific/chain-specific equipment may have additional and/or extended warranties.

PRODUCTS	PARTS	LABOR
Star Ultra Max ® fryers, griddles, charbroilers and hotplates	2 years	2 years
Star Max ® fryers, griddles, charbroilers and hotplates	2 years	2 years
Staltek™ roller grill coatings	5 years	
Cast iron grates, burners and burner shields	1 year	
Original Star, Toastmaster or Holman parts sold to repair equipment	90 days	

The foregoing warranty is in lieu of any, and all other warranties expressed or implied and constitutes the entire warranty.



