



For Users in Canada and Europe

Important points from signing the sales contract to opening a restaurant.

Thank you for purchasing grills. Please read the following carefully as it will help you open your restaurant(s) on schedule. Then please take the time to fully understand the document, sign it, and return it to Smokeless Grill Corp (SGC).

Email: inquiry@smokeless-grill.com

**For electric grill users, please disregard gas pipe connecting.*

■Customs

1. Customers shall find a local customs brokerage company on their own. Customers should inform SGC in advance of the time they need to receive the required documents for customs procedures; SGC will provide them.
2. After shipping, SGC will follow up on the arrival time at a port designated by the customer. However, SGC will not be liable for handling customs procedures and unloading at overseas ports.
3. SGC will start preparations for visiting an installation site after receiving photographs from customer of the following: duct construction status for each table, main duct, fans purchased by the customer, opening dimensions of tabletops, power supply outlets and photographs that indicate the dimensions of relevant areas. Since airplane tickets must be issued seven days in advance at the latest, we would like our customers to provide these photographs 10 business days prior to the installation date.

■Preparing for Installation

1. Some customers wish to book airplane tickets and accommodation on behalf of SGC; however, such arrangements are not practical due to SGC's need to dispatch its personnel. Although we are grateful for such consideration, SGC will undertake these tasks, with the safety of SGC staff a priority.
2. SGC shall send one technician to the installation site. When there are numerous units (more than 50 units) to install and two technicians are required, the customer will be billed for travel and accommodation expenses for two staff members.
3. Grill installation will be the final step of the basic interior work. Therefore, grill installation cannot start until the interior work is completed. If a grill is damaged due to an object falling onto the grill, SGC is not liable for the damage. Grills must be brought into the site after all interior work is finished and the area has been cleaned.
4. Gas and electricity must be available by the installation date and the ignition test date. If utilities are not available, it is impossible to do ignition and air flow testing. Please make sure that gas and electricity are connected and ready for use.
5. Please follow the installation guide to install grills as provided by SGC. When grill performance is not achieved because the assembly is modified by an on-site contractor, SGC shall not be liable. The company performing the installation work shall bear liability.
6. Please purchase exhaust fans that follow specifications provided by SGC. When grill performance cannot be achieved due to insufficient fan capacity of exhaust fans, SGC shall not be liable.
7. SGC will provide screws to use for wooden floors. However, customers must purchase screws on their own for tile flooring.

■Installation and Ignition Checks

1. Customer shall designate in advance a contractor that can perform repairs and maintenance for the grills. It is desirable that technicians from that company attend the installation and ignition test. This will help them make quick and accurate repairs when problems occur. Since the grill's mechanism is not complicated, if technicians understand the grill design and how to make adjustments, maintenance and repairs are easy. Many SGC grill users are doing this, and some customers train their own employees to properly maintain the equipment.



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- 2. Unpack the grills in accordance with instructions from SGC staff and confirm the contents together with SGC staff.
- 3. For the installation of grills, SGC personnel will give instructions to local workmen since the construction and installation done by SGC staff is restricted by local law. Therefore, please have one or two workmen to be at the site on the installation date.

The law requires that connecting the grills with gas piping shall be done by a local gas company or a qualified professional. SGC staff will perform the ignition test.

- 4. Upon successful completion of the ignition test, the customer’s representative (for example, president, construction manager, or site manager) must sign a form acknowledging the completion of the ignition test. If the signature cannot be obtained because the representative must go to other sites or must leave the site on an errand, SGC will not be liable for any malfunction of grills (including weak flame and failure to ignite) that takes place thereafter. We would like the understanding of customers that SGC cannot handle issues immediately, such as an urgent problem with a grill or ignition failure before business hours.
- 5. If instructions for installation by SGC staff cannot be performed or are delayed due to incomplete preparations for the installation work at the site, additional instruction will be billed (\$700.00 per day) and travel expenses (air tickets, accommodations, and other costs) will be borne by the customer. In that case, the customer must remit the amount to SGC. After confirming the receipt of the expenses, SGC will prepare to dispatch personnel (including booking air tickets) for a second installation and ignition test.

■Breakdowns and Malfunction

When a breakdown or malfunction takes place, SGC will give solutions and instructions through emails and by phone. Providing photographs and videos that show the conditions will be appreciated and will accelerate the solution of any problem.

■Warranty Period and Coverage Options

When a grill fails to perform or is defective according to specifications within one year after from the receipt of the product (Warranty Period) SGC will send the relevant component(s) free of charge for any defective Goods. However, SGC will not dispatch personnel for repair work. After expiration of the Warranty Period (i.e., after one year from the date upon the signed receipt of the shipment), all services to handle malfunctions and failures shall be borne by the customer.

I understand and agree to the above Notification. _____dd/____mm/_____yyyy

Printed Name of Customer Representative_____

Signature of Customer Representative_____