

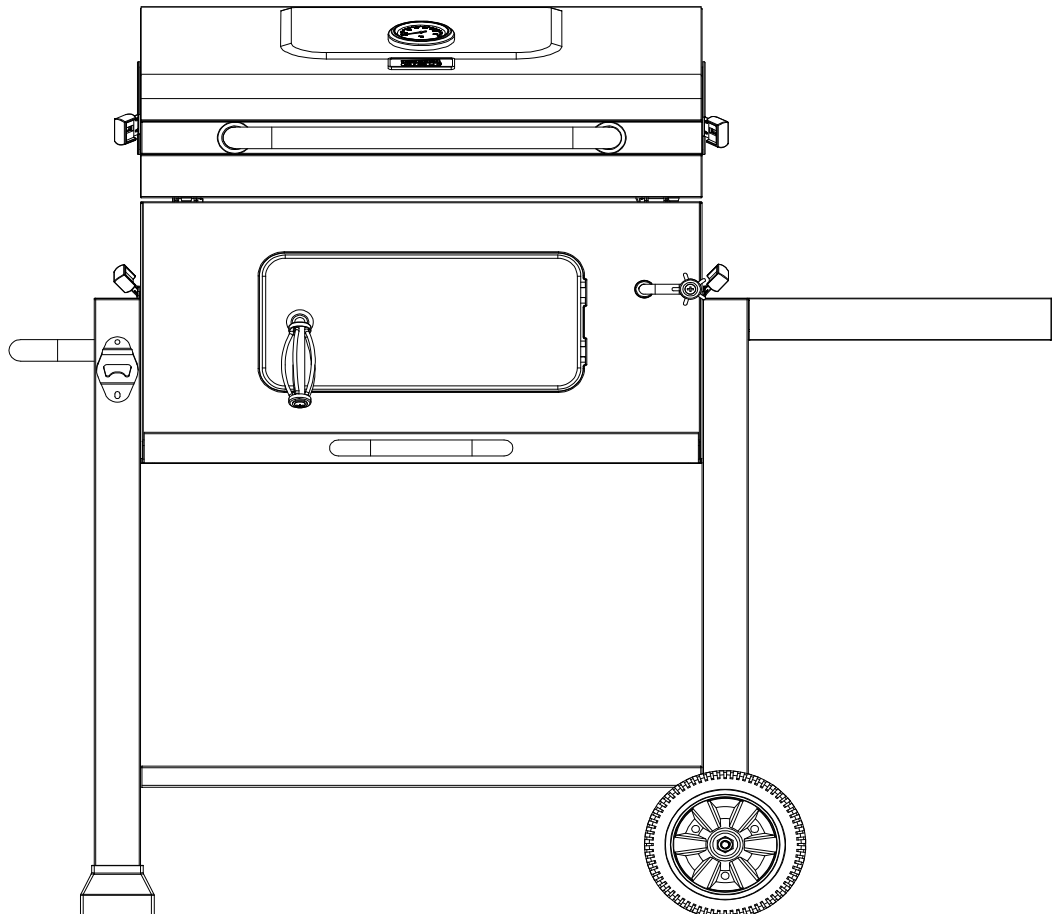


Vendor Stock NO.: XG1709603411

Model NO.: BC288

24INCH CHARCOAL GRILL

INSTRUCTION MANUAL



FOR OUTDOOR USE ONLY.

**PLEASE READ INSTRUCTIONS CAREFULLY BEFORE ASSEMBLY
RETAIN THIS MANUA FOR FUTURE REFERENCE.**

**If you have any questions or problems, you can call our customer service
department at 1-855-CHANT-US (1-855-242-6887) from 8:00am to 5:00pm Eastern
time, Monday through Friday for assistance.**

DO NOT RETURN TO THE PLACE OF PURCHASE.

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SAFETY WARNINGS – READ CAREFULLY

Before assembling or using your new charcoal grill -- carefully read the instruction manual and all safety warnings!

Use caution and common sense when operating grill to protect persons and property. Failure to follow safety warnings could result in bodily injury or property damage.

If you have any questions regarding the product, please call our customer service at 1-855-CHANT-US (1-855-242-6887) from 8:00am to 5:00pm Eastern time, Monday through Friday for assistance.



CALIFORNIA PROPOSITION 65

- Combustion by-products produced when using this product contain chemicals known to State of California to cause cancer, birth defects and other reproductive harm.
- This Product contains chemicals, including lead and lead compounds, known to the State of California to cause cancer, birth defects or other reproductive.

Wash your hands after handling this product.

ASSEMBLY

- Use caution during assembly or operation of grill. Use caution when reaching into or under grill.
- Properly dispose of packaging materials.
- When moving or lifting grill, use caution to avoid back strains or injuries.

PLACEMENT

- **Outdoor use only.** Do not use grill indoors or in an enclosed or non-ventilated area.
- **Household use only.** Do not operate this grill for other than its intended use.
- Never use grill on a wooden surface or other flammable surfaces. Use grill only on a hard, stable surface that can support the grill's weight.
- Keep 10 feet of clearance between grill and any combustible materials when grill is in use (including, but not limited to bushes, shrubs, trees, leaves, grass, wooden decks or fences, buildings, etc.).
- Keep grill away from gasoline and/or other flammable liquids, flammable gases, flammable vapors, or areas where these may be present. Do not store or use grill in these areas.
- In windy conditions, place in an outdoor area that is sheltered from wind.
- Keep out of reach of children and pets.
- When moving or lifting grill, use caution to avoid back strains or injuries.
- Do not try to move or reposition grill while it is in use.
- Store out of reach of children when not in use.
- Don't place goods over 10kgs/22lbs on side shelf.

LIGHTING A FIRE

- Do not use gasoline, kerosene, or alcohol to light charcoal. Using any of these products (or similar products) could cause a flare up, flash fire, or explosion. Severe bodily injury could be result.
- If using lighter fluid to start fire, leave the hood open until briquettes are ashed over and lighter fluid has burned off. Closing hood too soon could cause fumes from the lighter fluid to accumulate inside the grill. This could cause a flare up or explosion when the hood is opened.
- Do not open the hood **while** the charcoal door is opened. This could cause a flare up or explosion
- Do not add lighter fluid to warm or hot coals. A flash fire may result in bodily injury or property damage.
- Do not add instant light charcoal briquettes to an existing fire. A flash fire may result in bodily injury or property damage.
- Do not light grill without the slide out ash pan in place.

GRILL USAGE AND OPERATION

- It is always recommended to pre burn your grill prior to your first use. By lighting a small charcoal fire to simulate the cooking process, you will burn off any residues or oils created during the manufacturing process.
- Grill is hot when in use – do not touch grill surfaces.
- Always wear insulated mitts when grill is in use.
- Do not wear loose clothing when using grill or allow hair to come in contact with grill.
- When in use, never leave grill unattended.
- Do not operate grill without the slide out ash pan in place.
- Use caution when opening the charcoal pan access door. Charcoal pan access door handle may be hot – use insulated mitts. Follow additional instructions in the “ADDING ADDITIONAL CHARCOAL” section.
- Use caution when adjusting the charcoal pan -- do not allow adjustable charcoal pan to fall uncontrolled to its lowest position. Adjustable charcoal pan handle may be hot – use insulated mitts.
- Use caution when opening the hood – push back to its fully opened position. If the hood is left partially open, it may drop suddenly, causing bodily injury.
- Hood’s handle may be hot – use insulated mitts.
- Use caution when adjusting the butterfly dampers. The butterfly damper handles may be hot – use insulated mitts.
- Do not lean on or place more than 10kgs/22lbs on the side shelf.
- Keep a fire extinguisher on hand – in the event the fire gets out of control.
- When fresh air comes in contact with flame, a flare up can result. Use caution when opening hood or charcoal pan access door. Maintain a safe distance from hot steam and flame.
- Close hood and butterfly dampers to extinguish flames.

- To prolong grill finish and metal life, do not exceed a grill temperature of 400°F and do not let burning charcoal or wood come in contact with the walls of the grill.
- After normal operation, if the crank handle does not rotate smoothly, add some lubricating oils into the crank handle.
- Clean the cooking grid and slightly **coat** with vegetable oil after use.
- If there is naked flame or temperature is over 325°F, please do not close the hood.

ASH DISPOSAL AND CLEAN UP

- It is imperative that you clean out the ashes from your grill after both grill and ashes have completely cooled – and before moisture can combine with the ash. Ash and moisture can create lye, which is very acidic, and can cause rusting. FYI -- lye soap was made from the lye leached out of ashes by pouring water through them.
- Do not leave hot grill or hot coals and ashes unattended.
- Do not remove or empty slide out ash pan until coals and ashes have completely cooled.
- Using insulated mitts – after coals and ashes have completely cooled – remove slide out ash pan and empty ashes into a metal container. Douse with water before disposal. Keep container a safe distance from combustible materials.
- Wet the surfaces beneath and around the grill to extinguish any ashes or coals that may have fallen out of grill.
- To prevent excessive rust: clean grill after each use, cover and store in a dry place.
- Add lubricant to the end of crank handle after using the grill every 2~3 times to make sure the handle is lifting the charcoal tray smoothly.

USE AND CARE

USE OF COOKING GRATE

First Time Use

Before using a cast iron grate, wash it thoroughly with a mild dishwashing liquid to remove the protective wax coating applied for shipping. Rinse with hot water and dry completely with a soft cloth or paper towel. NEVER ALLOW TO DRAIN DRY OR WASH IN A DISHWASHER. Now season the grates to prevent rust and sticking.

Seasoning

A solid vegetable shortening is recommended for the initial seasoning. Spread a thin coating of solid vegetable shortening over the entire surface, including all corners, with a paper towel. Do not use salted fats such as butter or margarine. Preheat grill for 15 minutes; carefully place grates in the grill. Allow the grill to heat grates for 1 to 1 ½ hours. Allow the fire to burn out on its own, and leave cooking grates in grill until they are cool. Your cast iron cooking grates are now ready to use.

To Prevent Rusting

Re-season your grates frequently, particularly when new. If rust occurs, it is an indication that the grates have not been seasoned enough or the seasoning has been burned off. Clean with a heavy brush, re-apply vegetable shortening and heat as indicated above to re-season the grates.

Maintenance

It is much easier to keep the cast iron cooking grates clean if they are brushed just after cooking, while the coals are still hot – instead of allowing excess residue to harden after it cools. After brushing, allow the grates (as well as the grill itself) to cool. For more thorough cleaning, use a wet, soapy, fine steel wool pad with only slight pressure. Rinse thoroughly and dry.

GRILL TOUCH-UP

After time, surface rust can be removed with a wire brush and touched up with high temperature black 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.

LIGHTING THE FIRE


Always light the fire with the grill lid open. Before lighting the fire, open the hood of your CHARCOAL GRILL, as well as all of the butterfly dampers and remove the cooking grates.

Do not build too large a fire. We recommend starting a fire with no more than 2 pounds of charcoal (approximately 30 briquettes) and adding more as needed during cooking. After allowing the fire to burn down, place the cooking grate on the unit. Lower the adjustable charcoal pan to its lowest setting.

If using charcoal lighter fluid to start the fire, saturate the charcoal briquettes with lighter fluid and let it soak in for approximately 5 minutes. After allowing the lighter fluid to properly soak in, light the pile of briquettes in several locations to ensure an even burn. Chimney starters, electric starters, or other types of fire starters may be used instead of lighter fluid to light the fire – but only

according to those manufacturers' instructions. Never use instant light charcoal or charcoal lighter fluid with any of these other starting methods.

Allow the charcoal enough time to completely ash over before beginning to cook, so that the lighter fluid has enough time to burn off. Starting to cook too soon can leave your food tasting like lighter fluid. After ash over is complete, use long-handled tongs to spread the charcoal into a single layer on the pan.

 **WARNING:** Failure to read and follow instructions for lighting charcoal may result in serious personal injury and/or property damage.

CONTROLLING THE FIRE

Allow enough time for properly building the fire and getting the grill up to desired temperature before attempting to cook. You simply cannot cook properly in a cold grill, nor can you nurse a fire to life while busy with the food. Both deserve your best! Once a fire is burning happily, it is easy to keep it going with just a little attention. You will be pleased at how long your CHARCOAL GRILL will burn on a little charcoal.

Rising heat will move up and out of the grill, pulling in cooler air behind it, which provides oxygen for the fire. Your CHARCOAL GRILL has four butterfly dampers that control airflow, which lets you fine tune the temperature. NOTE: Dampers will become very hot after lighting the charcoal - be sure to wear insulated grill mitt during adjustment.

After the fire is established and the grill reaches the desired cooking temperature, the butterfly dampers can be left completely open, providing maximum airflow for a higher temperature or closed as needed to decrease airflow for a lower temperature. Use the temperature gauge to monitor the grill temperature.

Fully opening the upper damper on one side and fully opening the opposite lower damper (closing the remaining dampers) will create a convection effect inside the grill when the hood is closed. This will allow for extended cooking times when barbecuing.

The adjustable charcoal grate can also be used to control the temperature. Raise it to its highest setting for quick searing and lower it to its lowest setting for slow cooking.

ADDING ADDITIONAL CHARCOAL

To achieve the extended cooking times needed for barbecuing or slow smoking (or if you're using your CHARCOAL GRILL to make enough hot dogs and hamburgers to feed an army), additional charcoal can be added through the charcoal pan access door. Lower the adjustable charcoal pan to its lowest setting. Open the charcoal pan access door using an insulated grill mitt – as the handle can be hot. Using long-handled tongs, stoke the coals enough to allow excess ash to fall through the charcoal pan into the slide out ash pan below. Again using insulated mitts and long-handled tongs, add charcoal to the pan as needed and close the access door. Raise the adjustable charcoal pan to the desired level.

Do not use lighter fluid or instant light charcoal when adding additional charcoal to an existing fire. This can be dangerous, and will leave a lighter fluid aftertaste on your food.

Do not attempt to empty the ash pan of burning charcoal pieces or hot ash. Wait until the ashes and grill have completely cooled before emptying the grill.

See the “Cooking Methods” section for more information on barbecuing and slow smoking.

COOKING METHODS

You can use your GRILL to cook three different ways – depending on the type of food, and how you want to prepare it.

GRILLING

Grilling is cooking directly over the fire, using direct heat. This method is the quickest and works well for foods that are tender before you cook them – including steaks, beef or pork tenderloin, burgers, hot dogs, sausages, chicken, seafood, etc. Vegetables are also wonderful when grilled.

Grilling uses very high temperatures that are over 325°F. When cooking at these temperatures, it is important to carefully watch your food to keep it from burning. Also, close the lid to put out any grease flare-up that may occur when flipping burgers or steaks.

BARBECUING

Barbecuing is cooking using indirect heat and smoke. This method takes a little longer, but can be used for nearly any kind of food you want to cook (including those above). As barbecuing uses lower temperatures and longer cooking times – this method works best for cuts of meat that need time to tenderize – such as ribs, brisket, pork shoulder, wild game, etc.

Barbecuing uses temperatures from 225°F to 325°F. Try to maintain 275°F for optimal results. Use your imagination when barbecuing, as the possibilities are endless!

SLOW SMOKING

Slow smoking uses much lower temperatures and much longer cooking times. Slow smoking is actually a way to cure meats rather than cook them. Slow smoking is ideal for turkeys, chickens, beef briskets, cheese and sausage.

Slow smoking uses temperatures that range from 140°F to 225°F. Most slow smoking recipes call for the use of saline brine that helps preserve the meat and avoid bacterial contamination during the cooking process. The temperature gauge on the outside of the hood provides an accurate reading of the cooking temperature inside the grill firebox.

USING CHARCOAL AND WOOD

CHARCOAL

Your charcoal grill is made to burn either charcoal briquettes or natural wood lump charcoal – both of which have different cooking attributes. Briquettes typically provide longer burn times than lump charcoal – but lump charcoal burns hotter than briquettes. Using the charcoal pan access door to add more charcoal makes both briquettes and lump easy and convenient for extended cooking times.

SMOKING WOODS

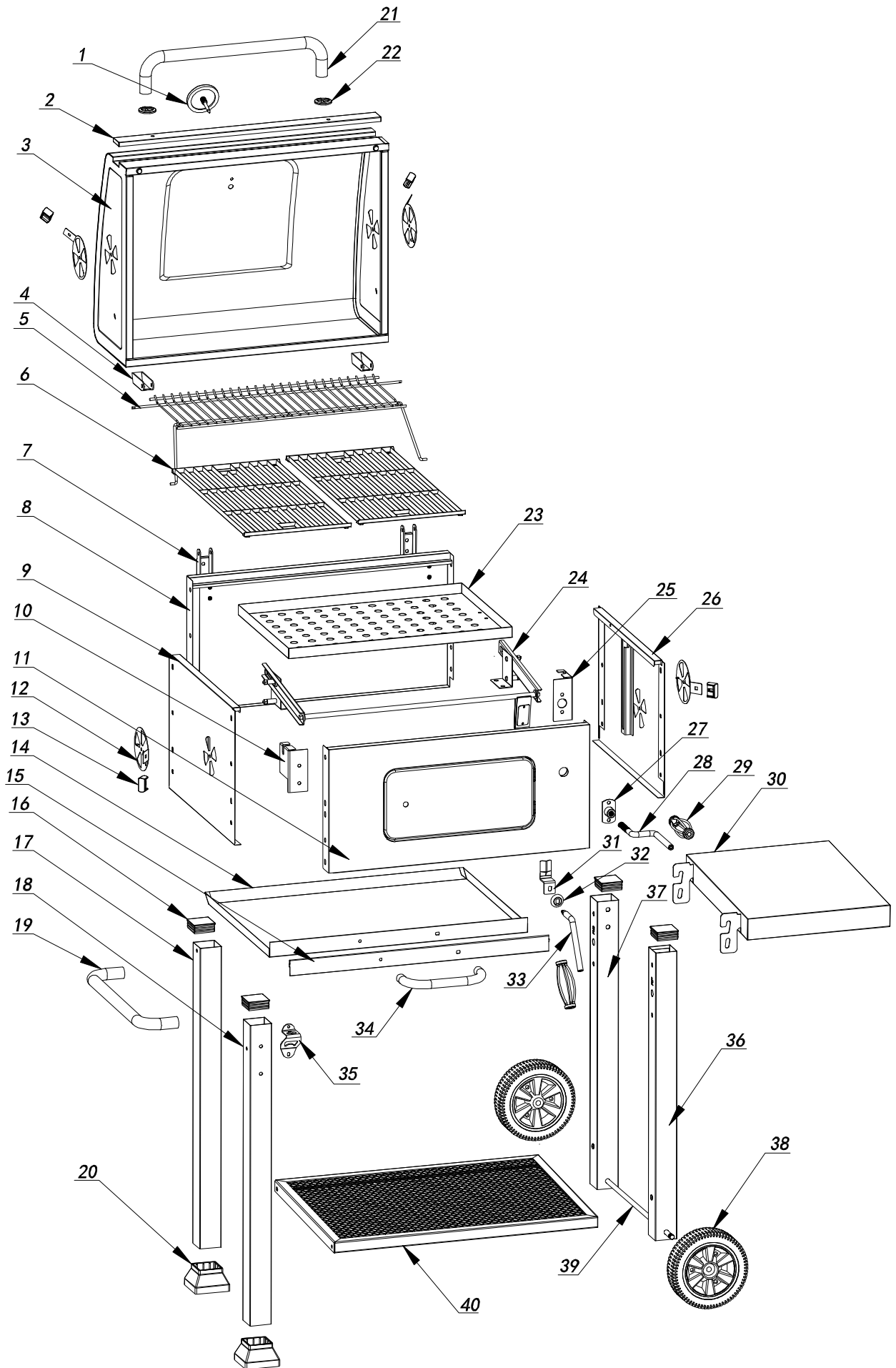
Adding smoking woods to your charcoal grill is an easy and effective way to create wonderful flavor combinations for all types of grilled, barbecued, or slow smoked foods. Wood chips are typically used for shorter cooking times, where chunks are better for longer cooking times.

When choosing smoking woods, the rule of thumb is to use a fruited hardwood – from a tree that bears a nut, fruit, or berry. The most popular and widely available smoking woods are hickory and mesquite. Hickory imparts a milder flavor, where mesquite is more intense. Other common wood varieties are oak, apple, pecan, cherry, etc.


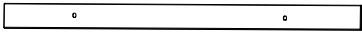
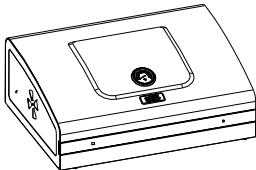
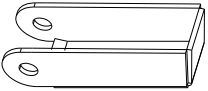
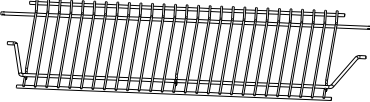
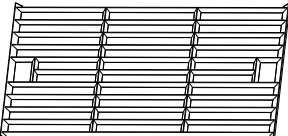
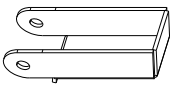
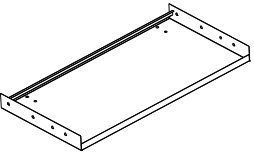
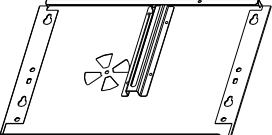
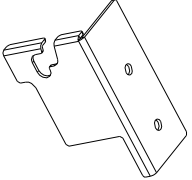
It is important to never use pine, cedar, or kiln dried wood – and any smoking woods should be well cured. Green wood still contains all the sap and moisture needed to keep the tree alive, and will impart a super strong-tasting smoke that will turn your foods black. Also, when you try burning green wood, it is hard to reach a good temperature, because all the moisture inside the wood almost puts the fire out while it's burning. Well-cured wood lights easily, maintains cooking temperature, and produces a great tasting smoke flavor that isn't too strong.

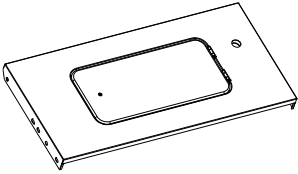
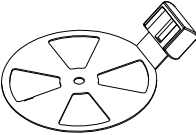

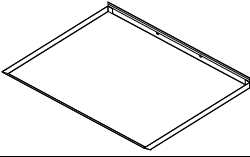
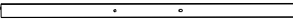
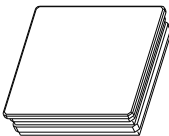
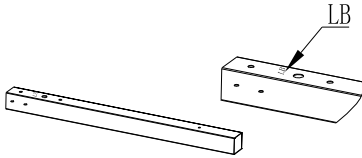
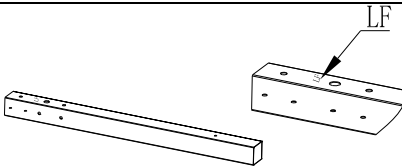

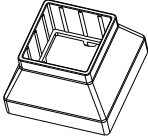
The amount of smoke flavor imparted to your food can be controlled by not just the type of wood you use (whether a mild wood or more intense), but also by the length of time the meat is smoked. Barbecuing typically adds more smoke flavor to food than grilling, due to the longer cooking times. You can also control the amount of smoke flavor by wrapping meats in aluminum foil for part of the cooking process. Cook meat for $\frac{1}{2}$ to $\frac{2}{3}$ of the total cooking time, or until it looks to be the perfect color. Then wrap the meat in foil and finish cooking the meat until done.

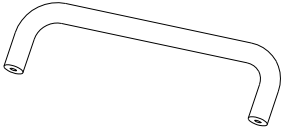

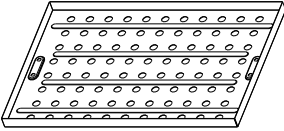
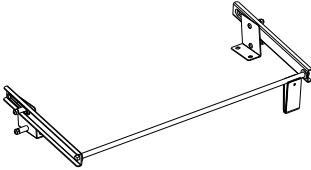
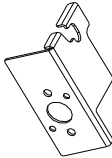
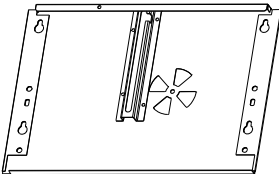
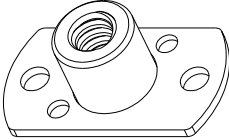
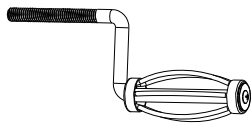

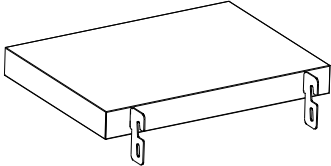
EXPLODED VIEW

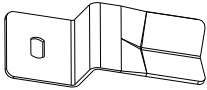
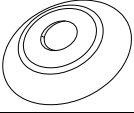
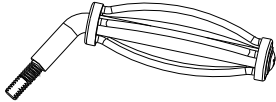

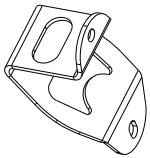
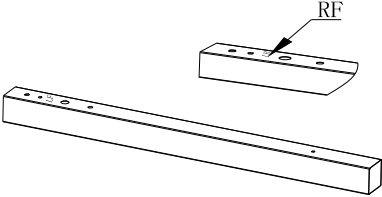
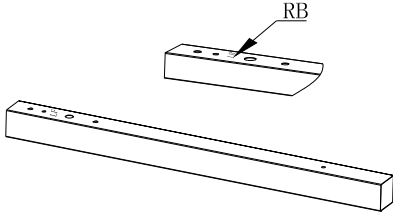

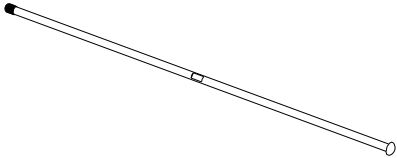
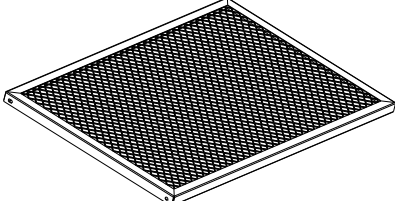


Parts List with graphic

No.	Description	Part Image	QTY	Part#
1	※Temperature Gauge		1pc	2411016
2	※Lid Decorative Plate		1pc	5210427
3	Hood Assembly		1pc	5210426
4	Upper Hood Hinge		2pcs	2411442
5	Warming Rack		1pc	2307595
6	Cooking Grid		2pcs	2409732
7	Lower Hood Hinge		2pcs	2411443
8	Fire Box Back Panel		1pc	5210430
9	Fire Box Left Panel		1pc	5210431
10	Left Shaft Support Bracket		1 pc	5210587





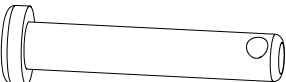

No.	Description	Part Image	QTY	Part#
11	Fire Box Front Panel with charcoal door (pre-assembled)		1pc	5210429
12	Butterfly Damper		4pcs	5210428
13	※Butterfly Damper Handle		4pcs	2100065
14	Ash Pan		1pc	5210433
15	※Ash Pan Decorative Plate		1pc	5014825
16	※Large Pipe Plug		4pcs	2100478
17	Left Back Leg		1pc	5210593
18	Left Front Leg		1pc	5210594
19	Cart Handle		1pc	5201623
20	Leg End Cap		2pcs	2404950

No.	Description	Part Image	QTY	Part#
21	Hood Handle		1pc	5201623
22	Spacers		2pcs	5201176
23	Charcoal Tray		1pc	5210590
24	Shaft Assembly		1pc	5210588
25	Right Shaft Support Bracket		1pc	5210586
26	Fire Box Right Panel		1pc	5210432
27	※Handle Locking Bracket		1pc	2307014
28	Crank Handle		1pc	2404949
29	※Handle Grip		2pcs	5210589
30	Side Shelf		1pc	5210437

No.	Description	Part Image	QTY	Part#
31	Door Locking Lever		1pc	5210435
32	Trim		1pc	5207050
33	Charcoal Door Handle		1pc	2409446
34	Ash Pan Handle		1pc	5201620
35	Bottle Opener		1pc	5014838
36	Right Front Leg		1pc	5210592
37	Right Back Leg		1pc	5210591
38	Wheel		2pcs	2100530
39	Axle		1pc	2307601
40	Bottom Shelf		1pc	5014837

※ : NO ASSEMBLY REQUIRED

HARDWARE KIT

No.	Description	Part Image	QTY
A	M6x12 mm Screw		22pcs
B	M6x35 mm Screw		8pcs
C	M6 Shoulder Screw		4pcs
D	M10 Nut		1pc
E	Hinge Pin		2pcs
F	Cotter Pin		2pcs

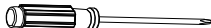
ASSEMBLY PREPARATION

Before beginning assembly of product, make sure all parts are present. Inspect contents of box to make sure all parts are included and not damaged. If any part is missing or damaged, do not attempt to assemble the product.


NOTE: Some parts come with screws pre-installed. Loosen and tighten for final assembly.

Estimated Assembly Time: 1 hour by two people

Tools required for assembly:

* Phillips Head Screwdriver 1pc (not included);  1 PC

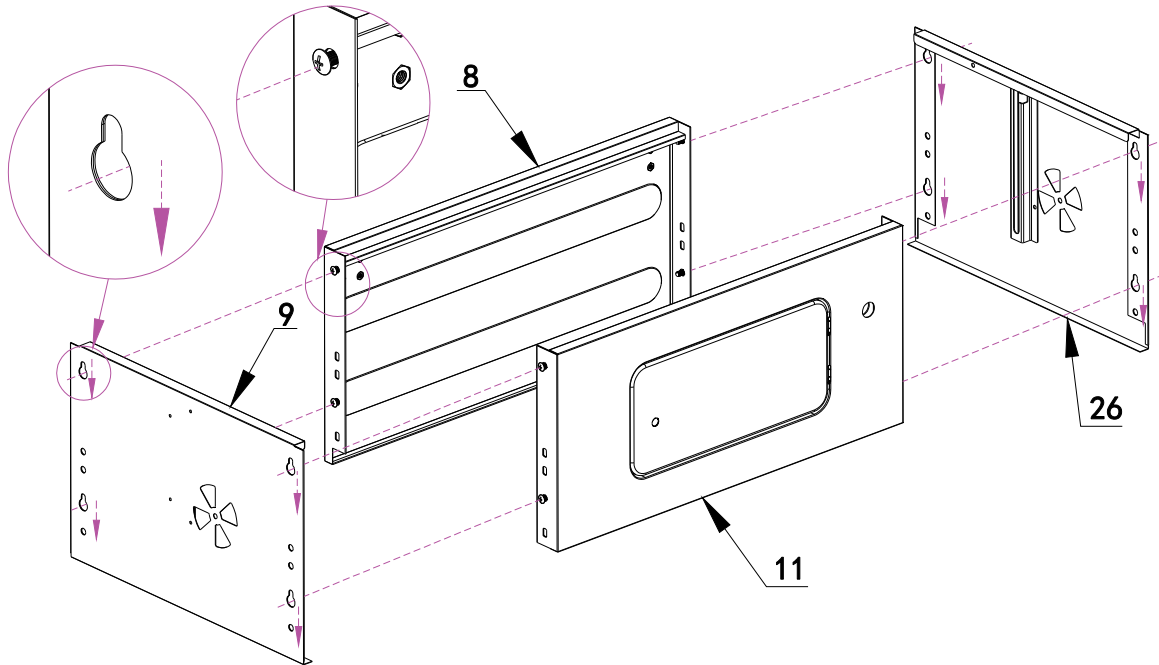
* Wrench 1pc (not included)  1 PC

* Plier 1pc (not included)  1 PC

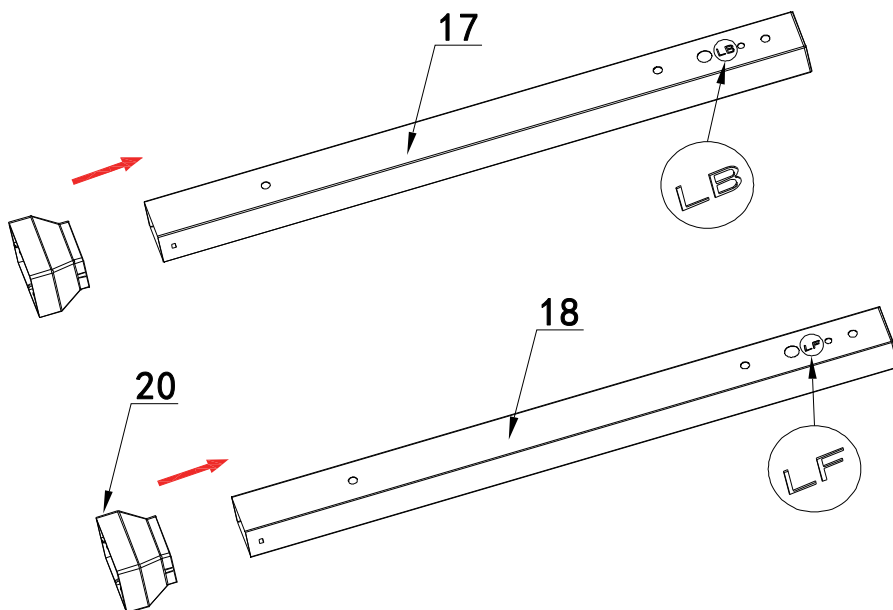
ASSEMBLY INSTRUCTIONS

IMPORTANT: ASSEMBLE ON FLAT AND SOFT SURFACE TO AVOID SCRATCHING.

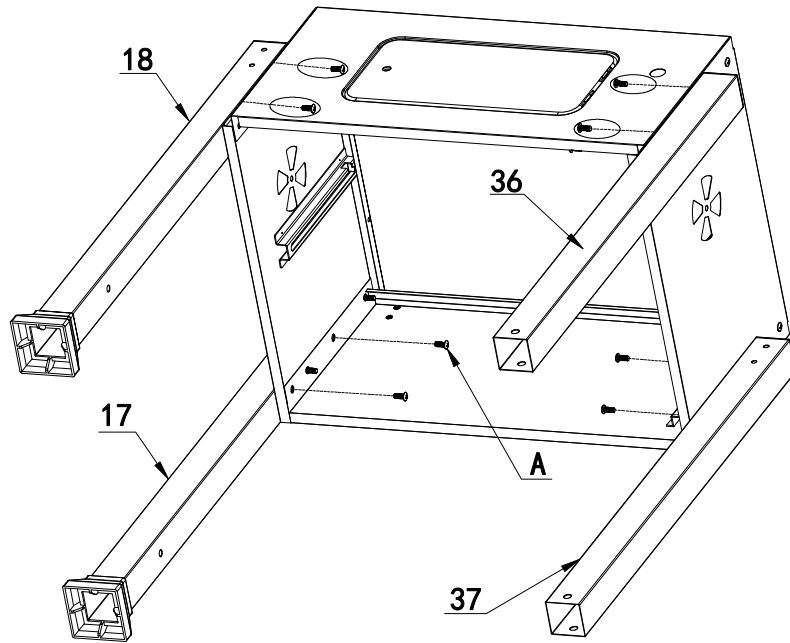
1. Loosen pre-assembled Screws and leave the screw heads protruding approximately 1/5 inch. Hang the side panels onto the screws and tighten them as shown.



2. Put Leg End Cap (20) into Left Back Leg (17) and Left Front Leg (18). Make sure the Leg End Cap is locked into the square hole on the legs.

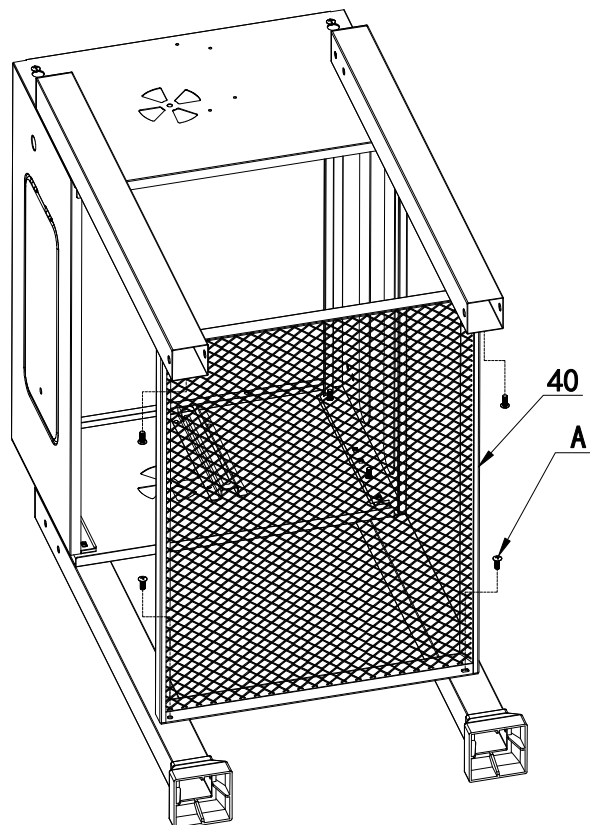


3. Use 8pcs A screws to attach legs to each corner of the Firebox as shown.



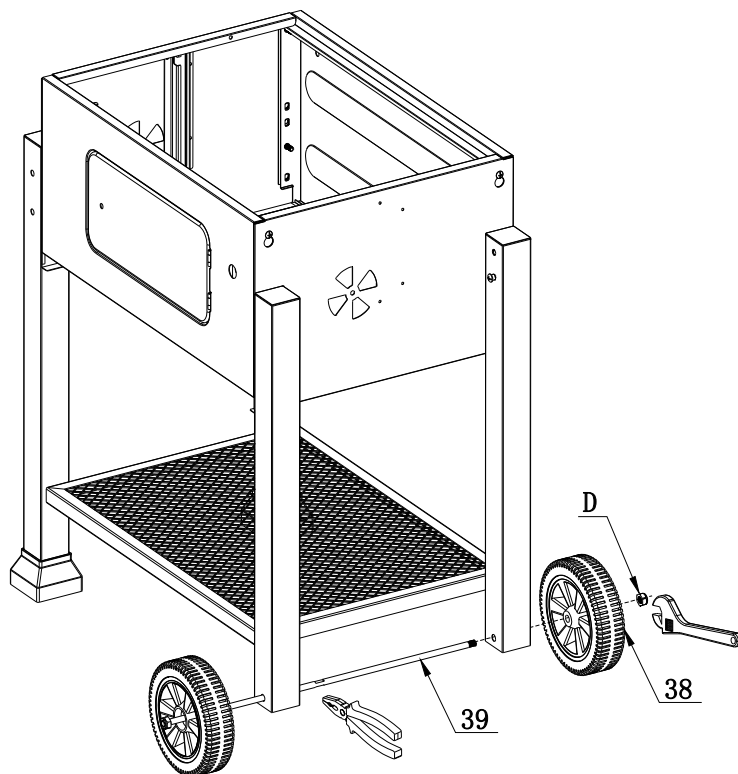
A M6X12 mm Screw  **X 8**

4. Use 4pcs A Screws to attach the Bottom Shelf (40) to the 4 Legs.



A M6X12 mm Screw  **X 4**

- Thread Axle (39) through the Wheels (38), Right Left Leg and Right Back Leg, and then fasten D Nut as shown.



D M10 NUT

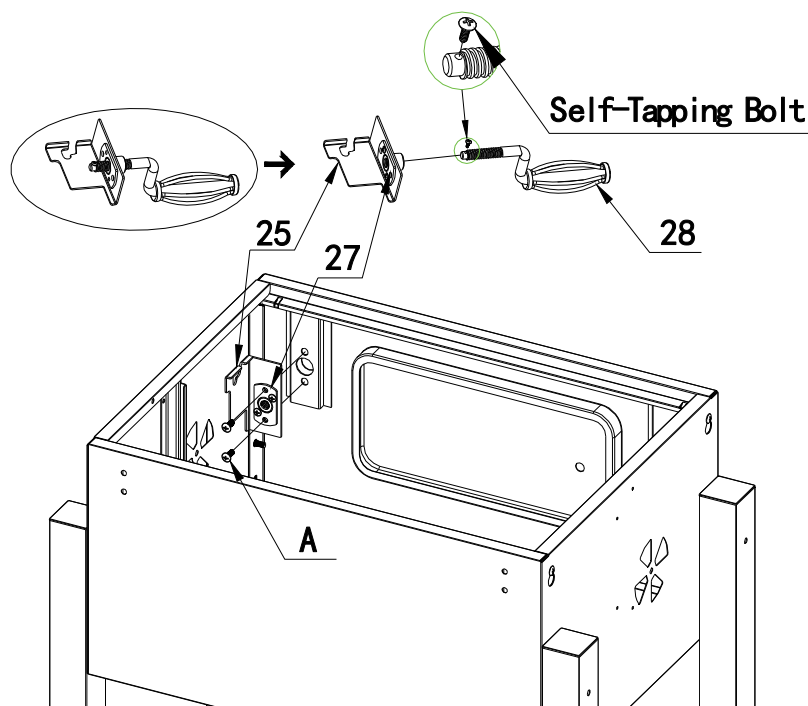


X 1

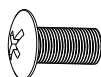
- Remove the pre-assembled Self-Tapping Bolt from the tip of Crank Handle and loosen the handle from the bracket.

Use 2pcs A Screws to attach the Right Shaft Support Bracket (25) together with Handle Locking Bracket (27) from inside of Firebox front panel.

Note: Retain the removed Self-Tapping Bolt for use in next step.



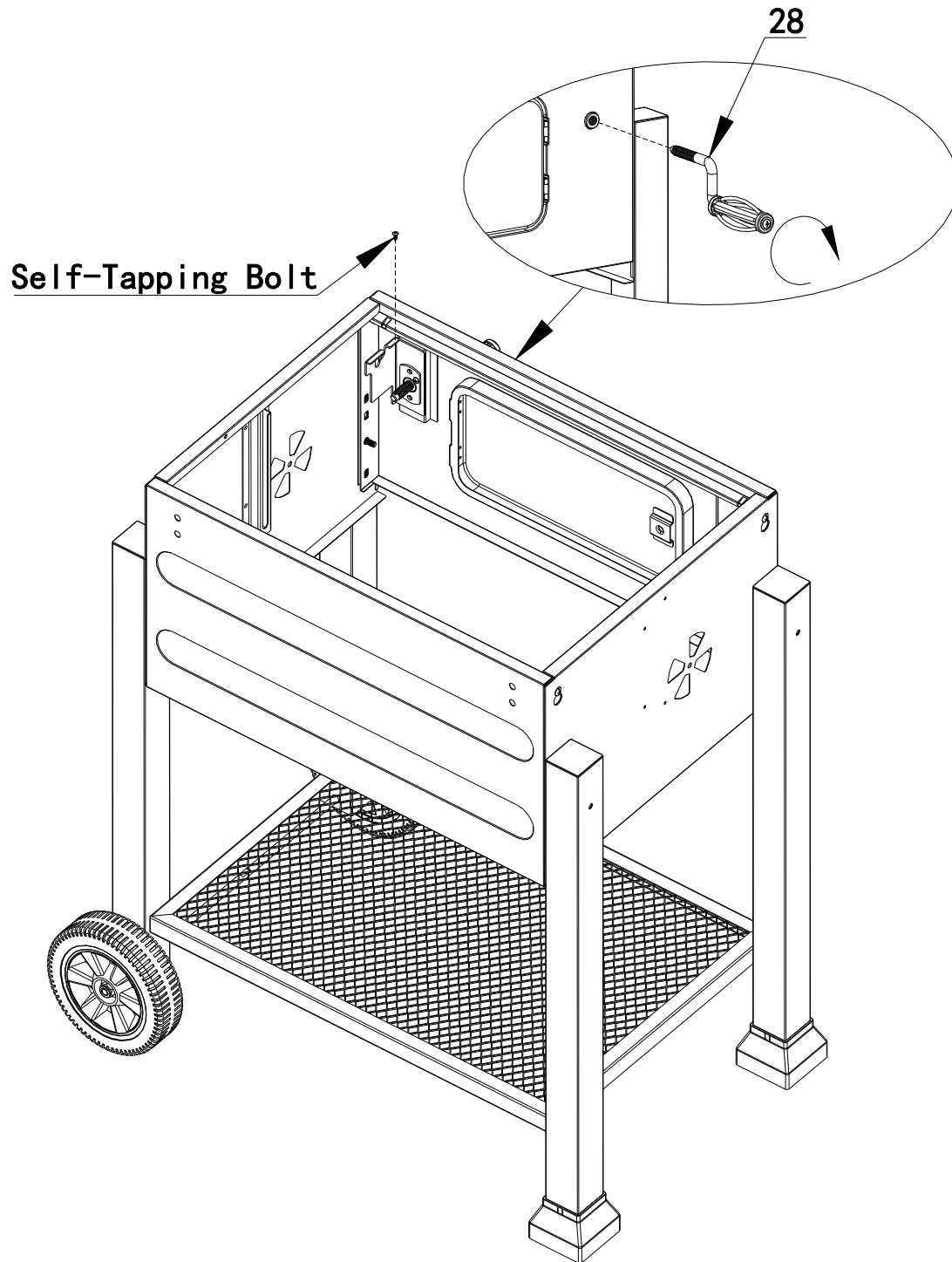
A M6X12 mm Screw



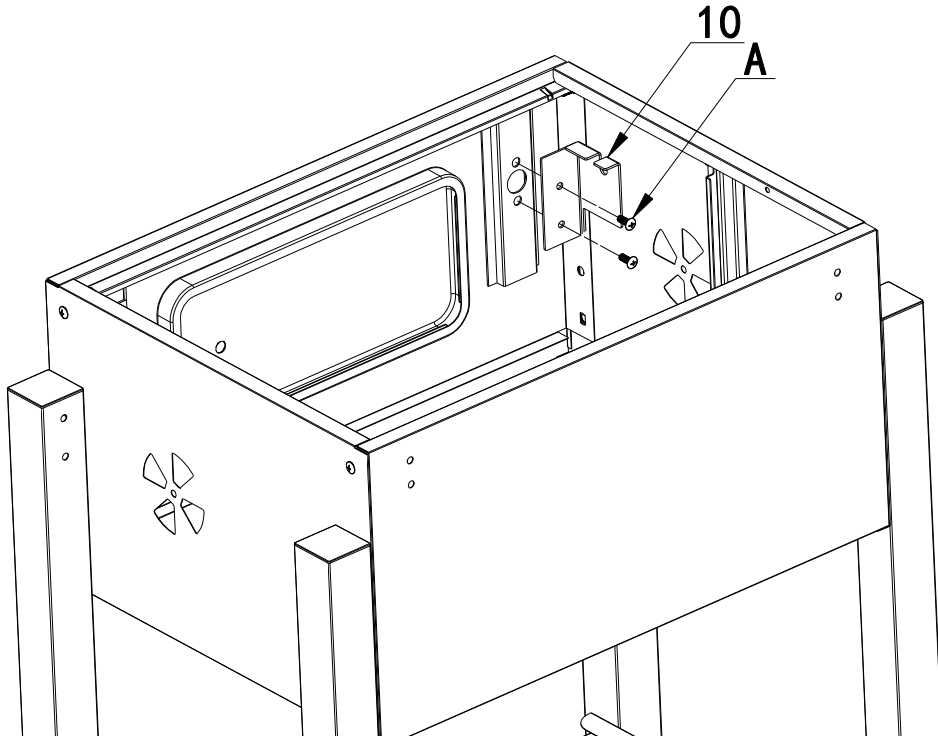
X 2

7. Rotate the Crank Handle (28) into the hole of the front panel and then fasten the Self-Tapping Bolt to the end of the Crank Handle (28).

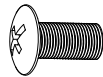
Note: Make sure to rotate the crank handle counterclockwise completely to the end.



8. Use 2pcs A screws to attach the Left Shaft Support Bracket (10) to the Firebox.

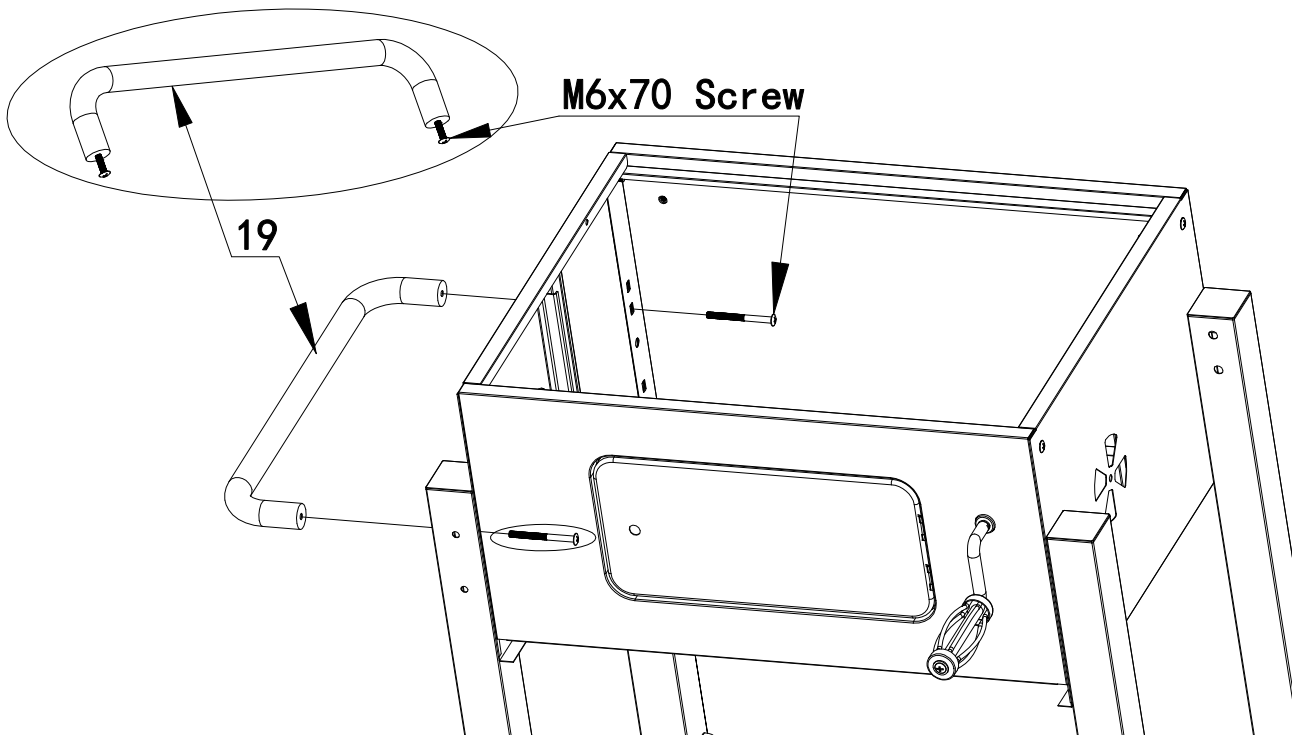


A M6X12 mm Screw

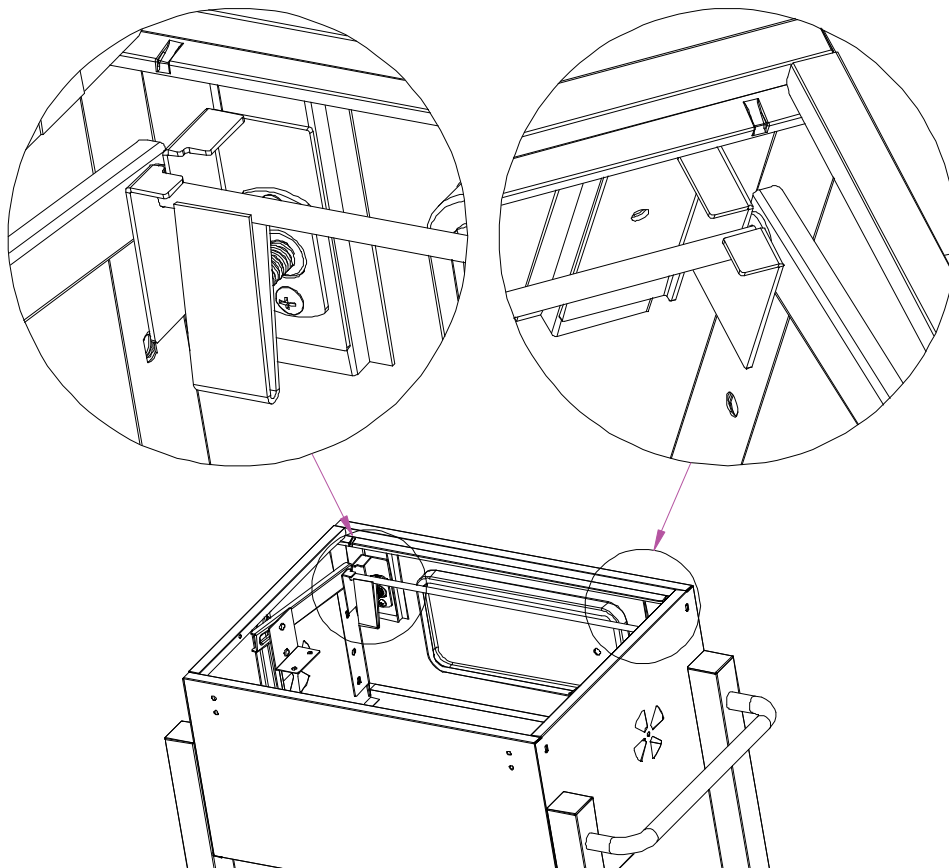
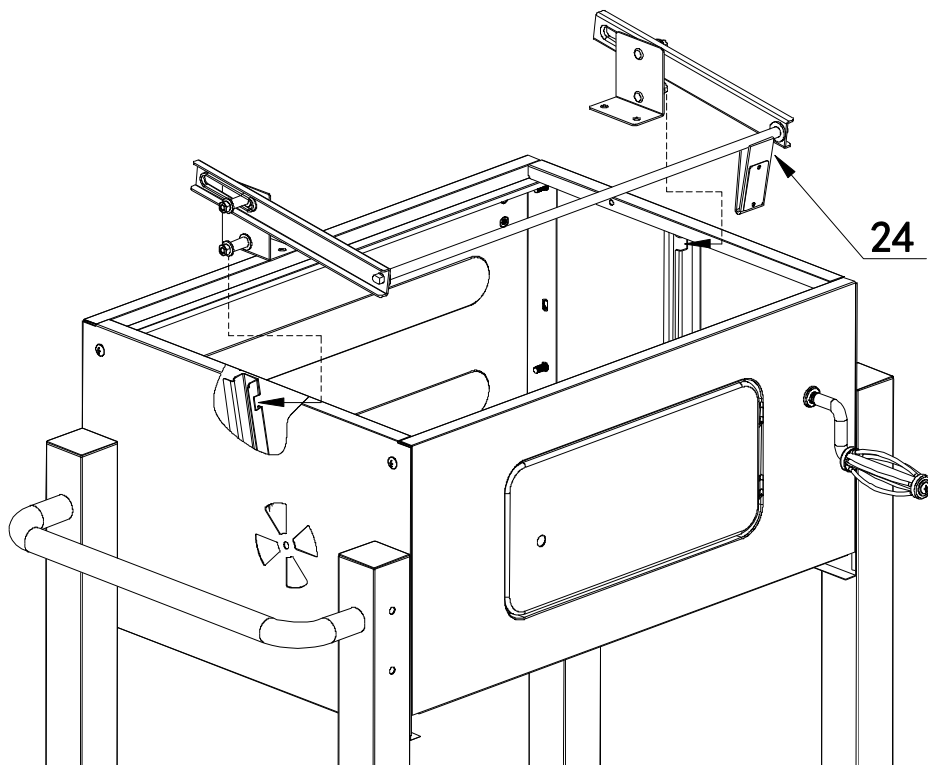


X 2

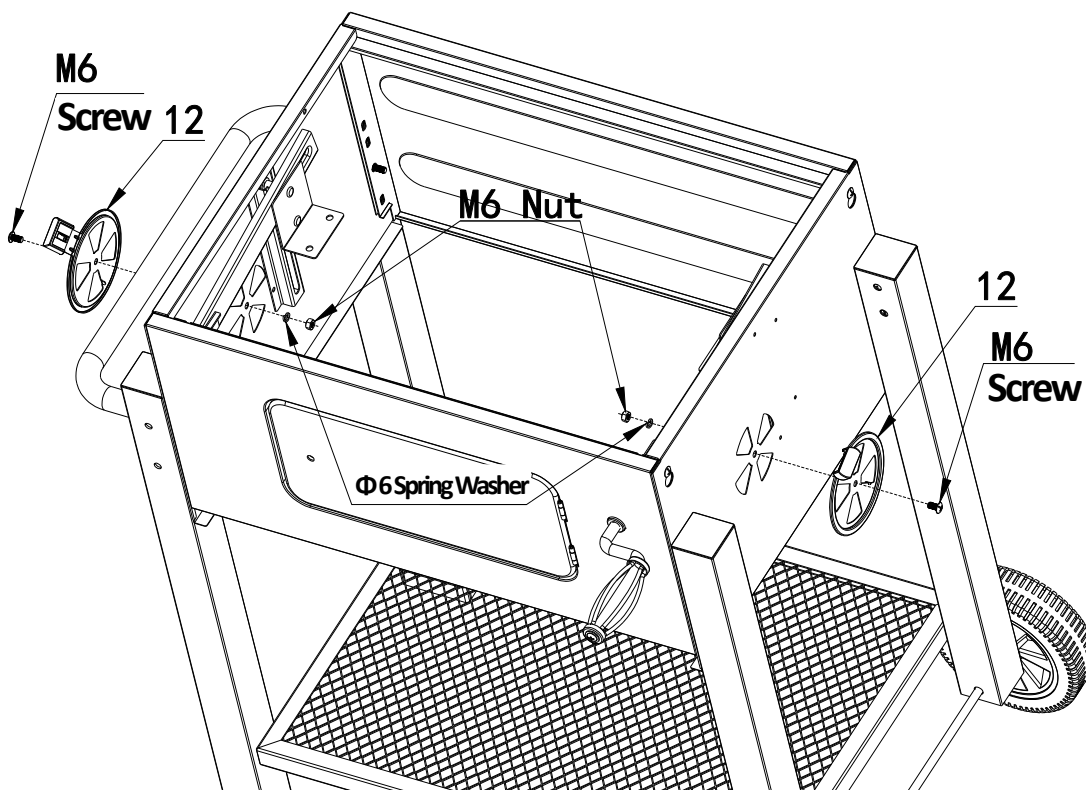
9. Loosen the pre-assembled M6x70 screws from Cart Handle (19), and then assemble the handle to the Left side of the Cart according to the diagram as shown.



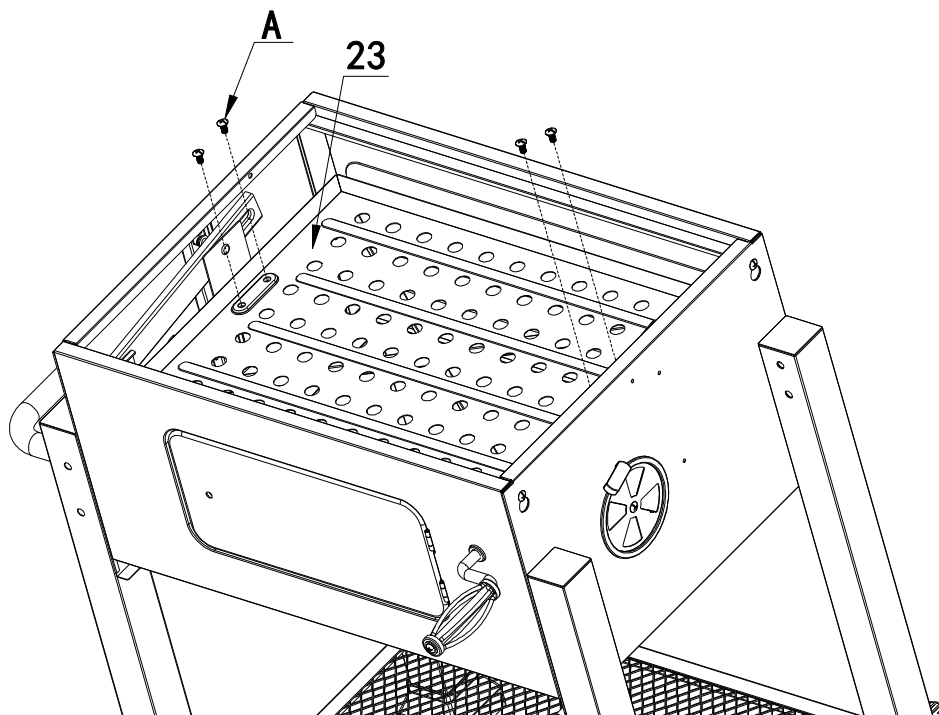
10. Put the Bolts of the Shaft Assembly (24) into the slot of the Left & Right Fire box side panel. Fit the shaft onto the slot of the bracket of the fire box front panel.



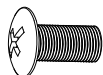
11. Loosen the pre-assembled M6 screws, $\Phi 6$ Spring Washers and M6 Nuts from Butterfly Dampers (12), and then assemble the Butterfly Dampers to the side of Fire Box according to the diagram as shown.



12. Align the holes of the charcoal pan (23) with the holes on Shaft Assembly brackets, and install the charcoal pan (23) onto the brackets by tightening 4pcs A crews as shown.

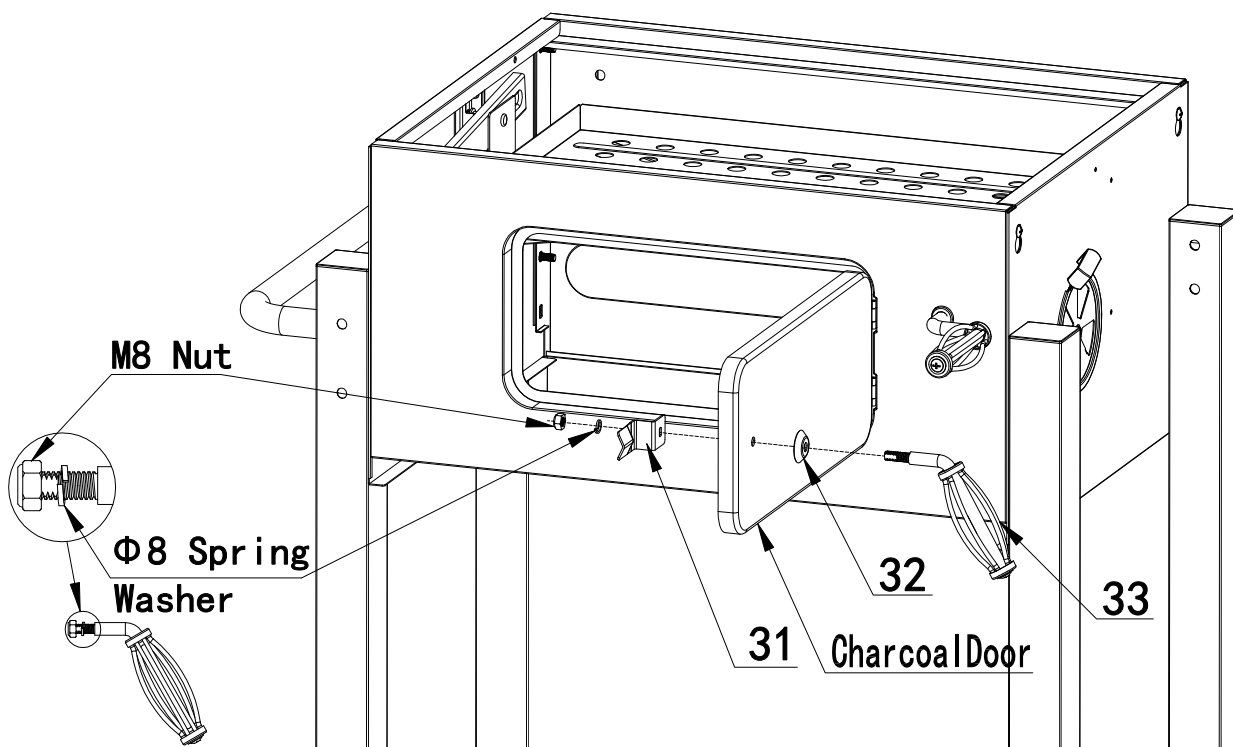


A M6X12 mm Screw

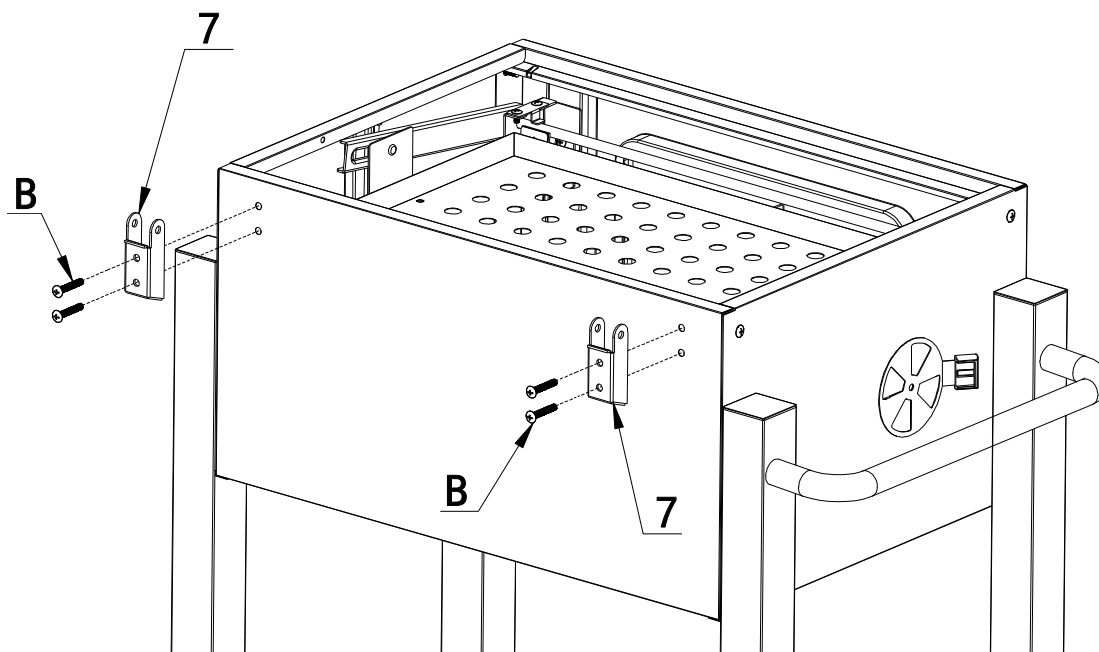


X 4

13. Loosen the pre-assembled M8 Nut and spring washer from the handle (33), and then assemble the handle to Charcoal Door according to the diagram as shown.

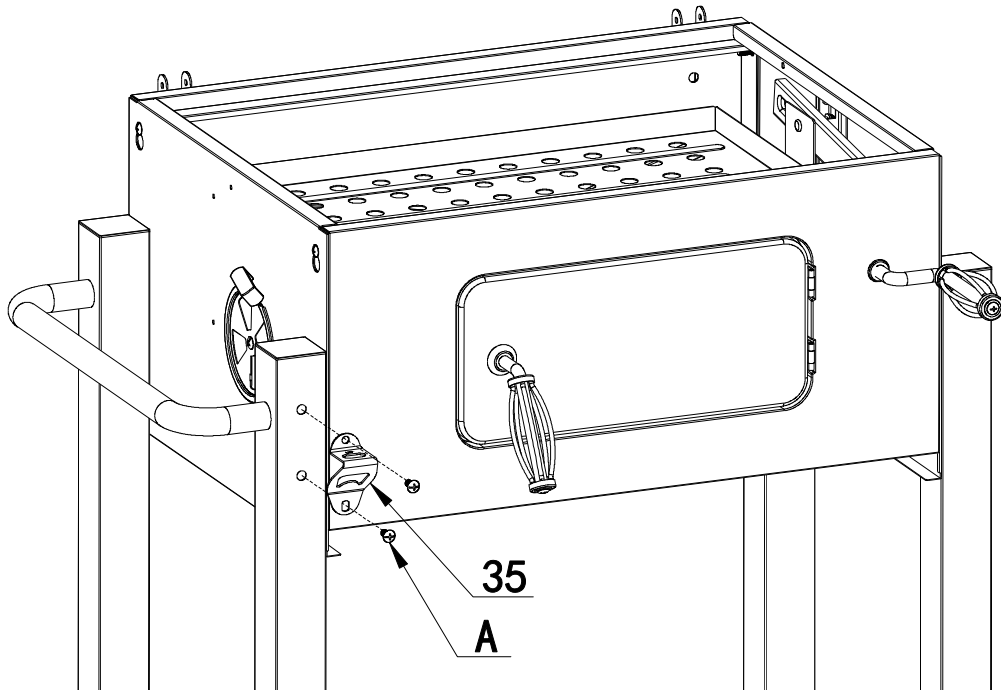


14. Use 4pcs B screws to attach Lower Hood Hinges (7) to the firebox back panel.



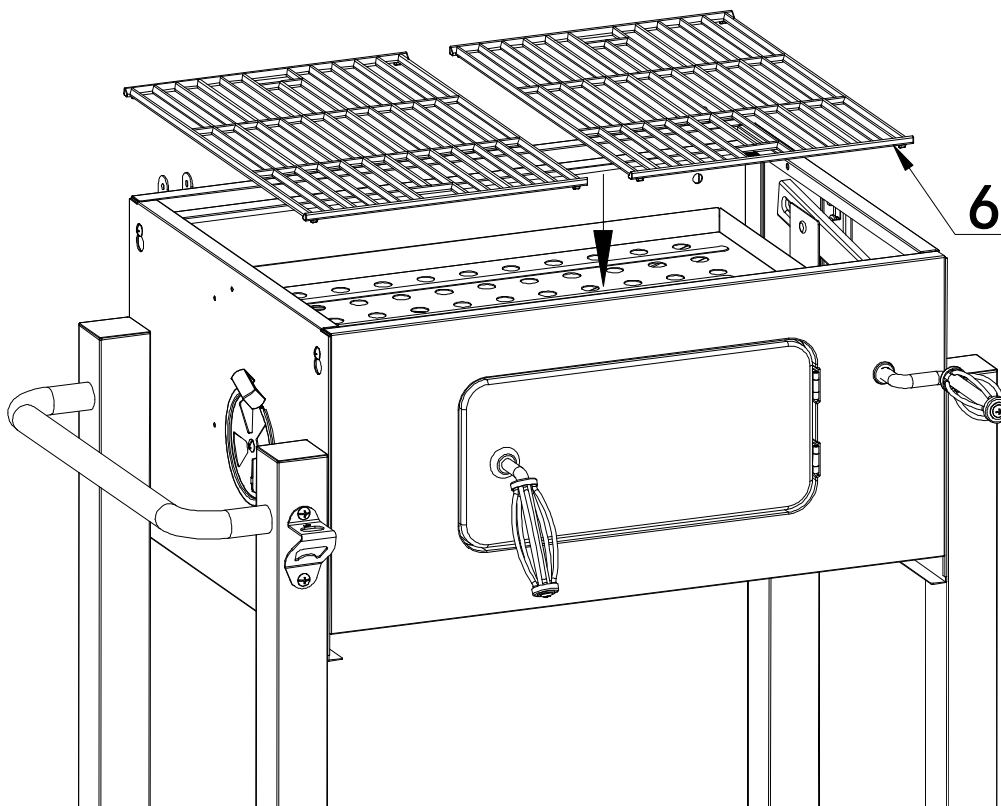
B M6X35 mm Screw  **X 4**

15. Use 2pcs A screws to attach Bottle Opener (35) to Left Front Leg.

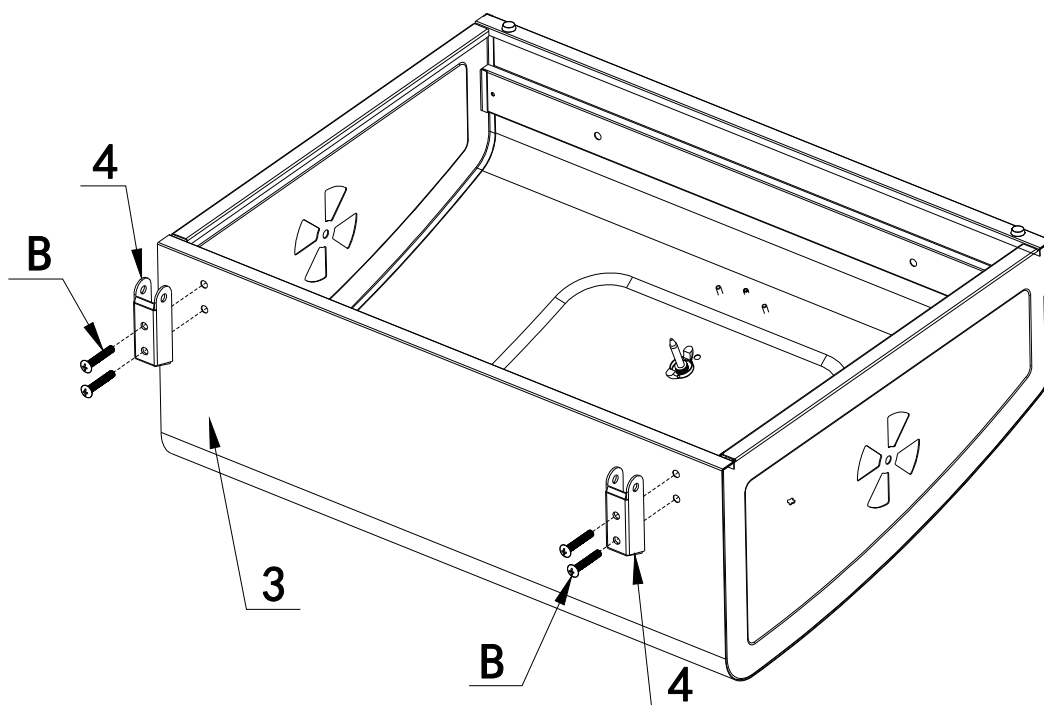


A M6X12 mm Screw  **X 2**

16. Place the Cooking Grates (6) inside the firebox as shown.

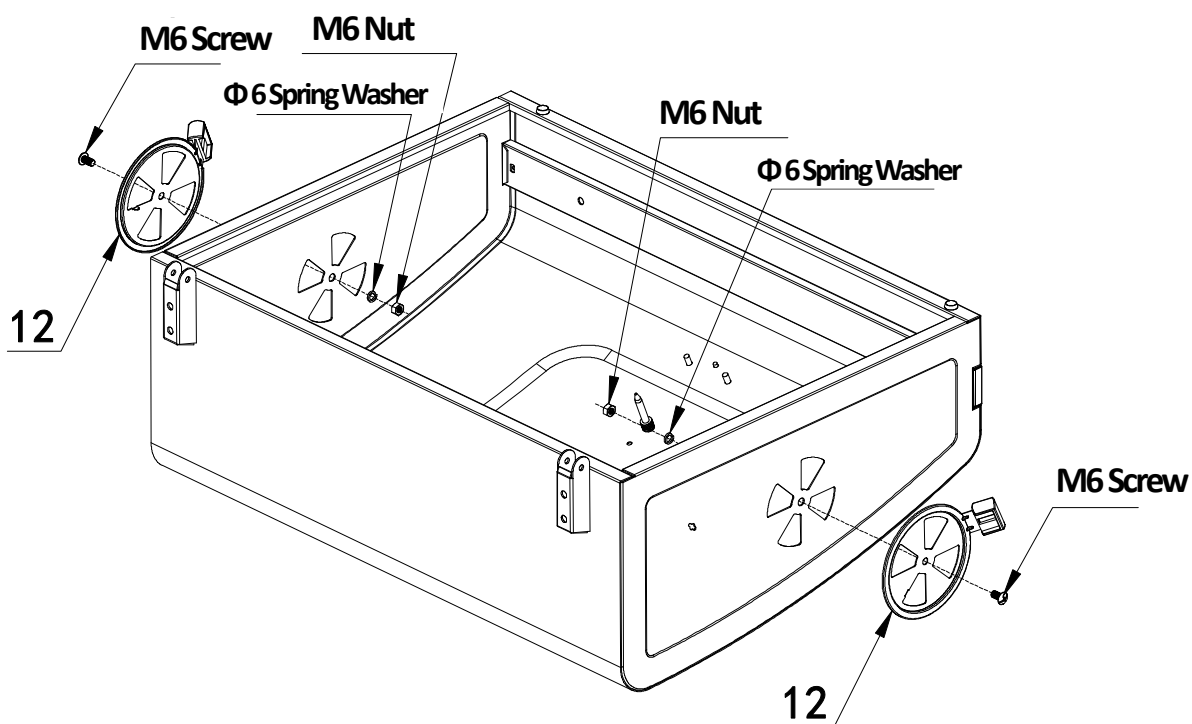


17. Use 4pcs B screws to attach Upper Hood Hinges (4) to the back of the Hood.

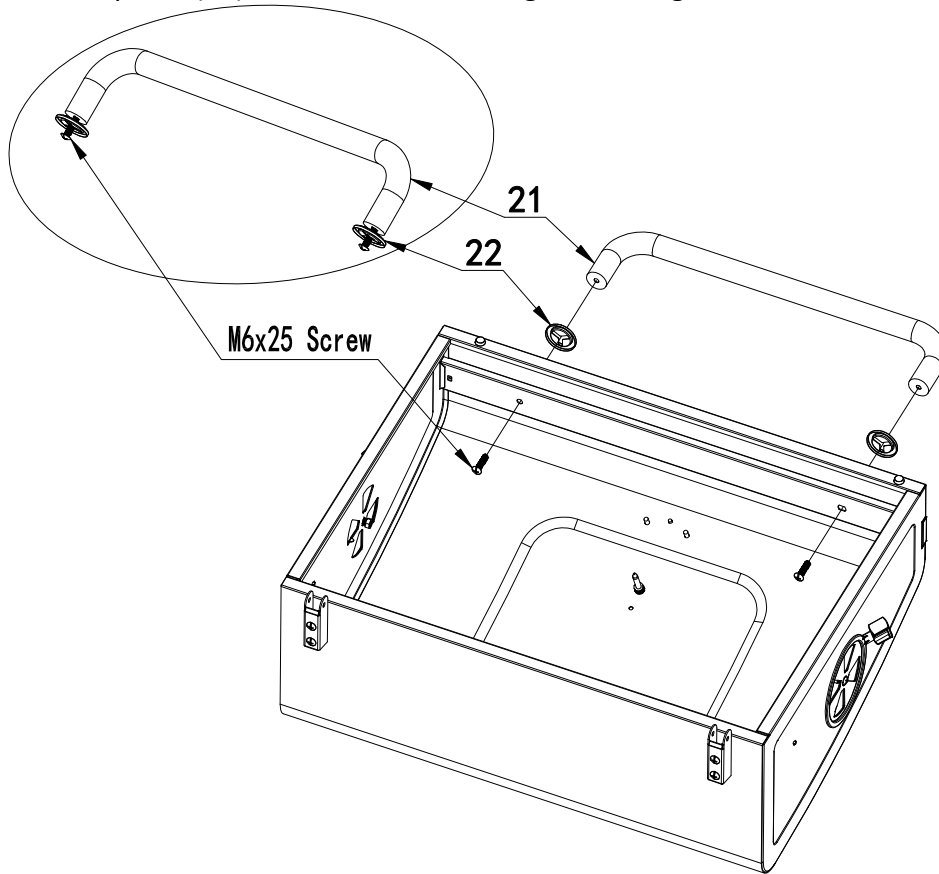


B M6X35 mm Screw  **X 4**

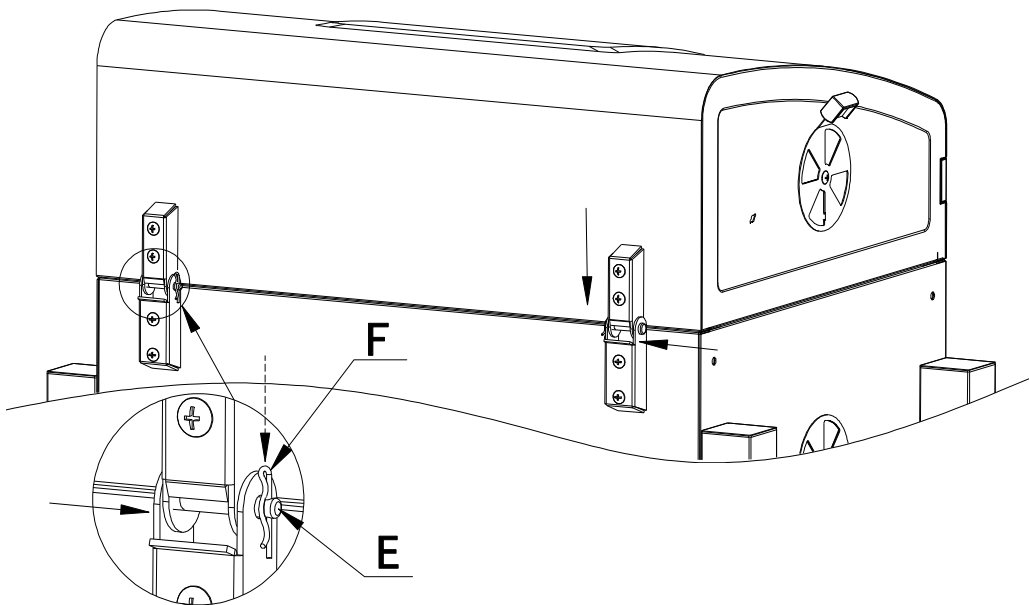
18. Loosen the pre-assembled M6 screws, $\Phi 6$ Spring Washers and M6 Nuts from Butterfly Dampers (12), and then assemble the Butterfly Dampers to both sides of Hood according to the diagram as shown.





19. Loosen the pre-assembled M6x25 screws from Hood Handle (21), and then assemble the handle together with spacer (22) to the hood according to the diagram as shown.

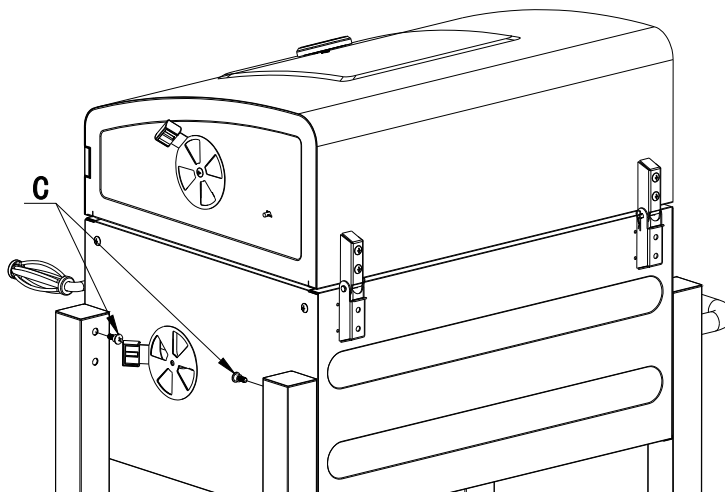


20. Position Hood onto Firebox with hinges aligned as shown. Insert Hinge Pins (E) through hinges. Secure hinge pins with Cotter Pins (F)

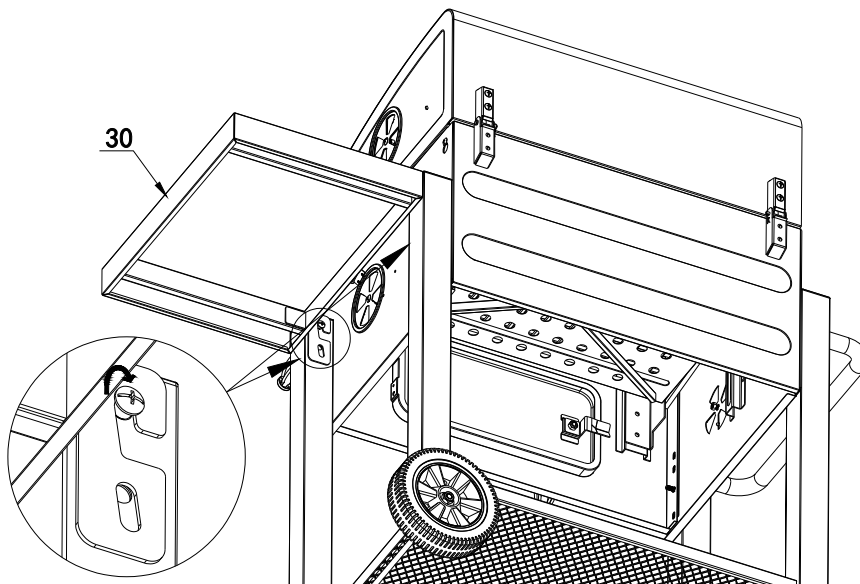


- | | | | |
|----------|-------------------|---|------------|
| E | Hinge Pin |  | X 2 |
| F | Cotter Pin |  | X 2 |

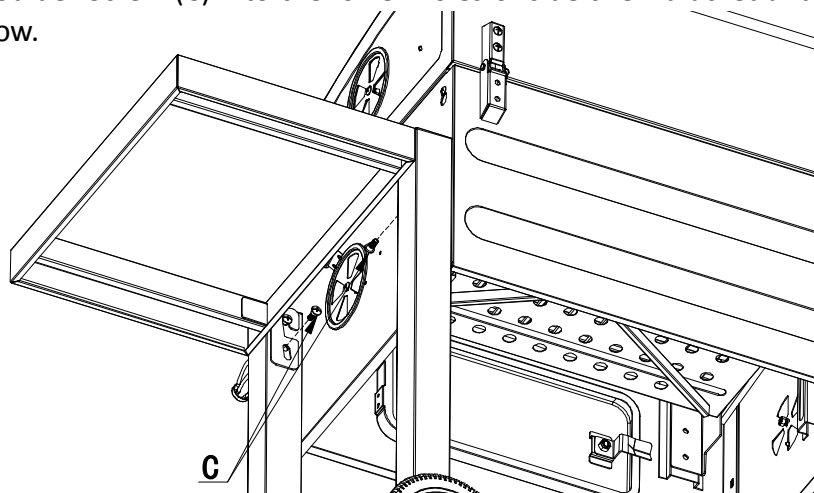
21. Insert M6 Shoulder Screw (C) into the top hole of each leg as shown. Tighten screws to leave the screws head protruding approximately 1/5 inch.



Hang the Side Shelf Brackets onto the protruding bolt heads, and then fully tighten screws as shown.

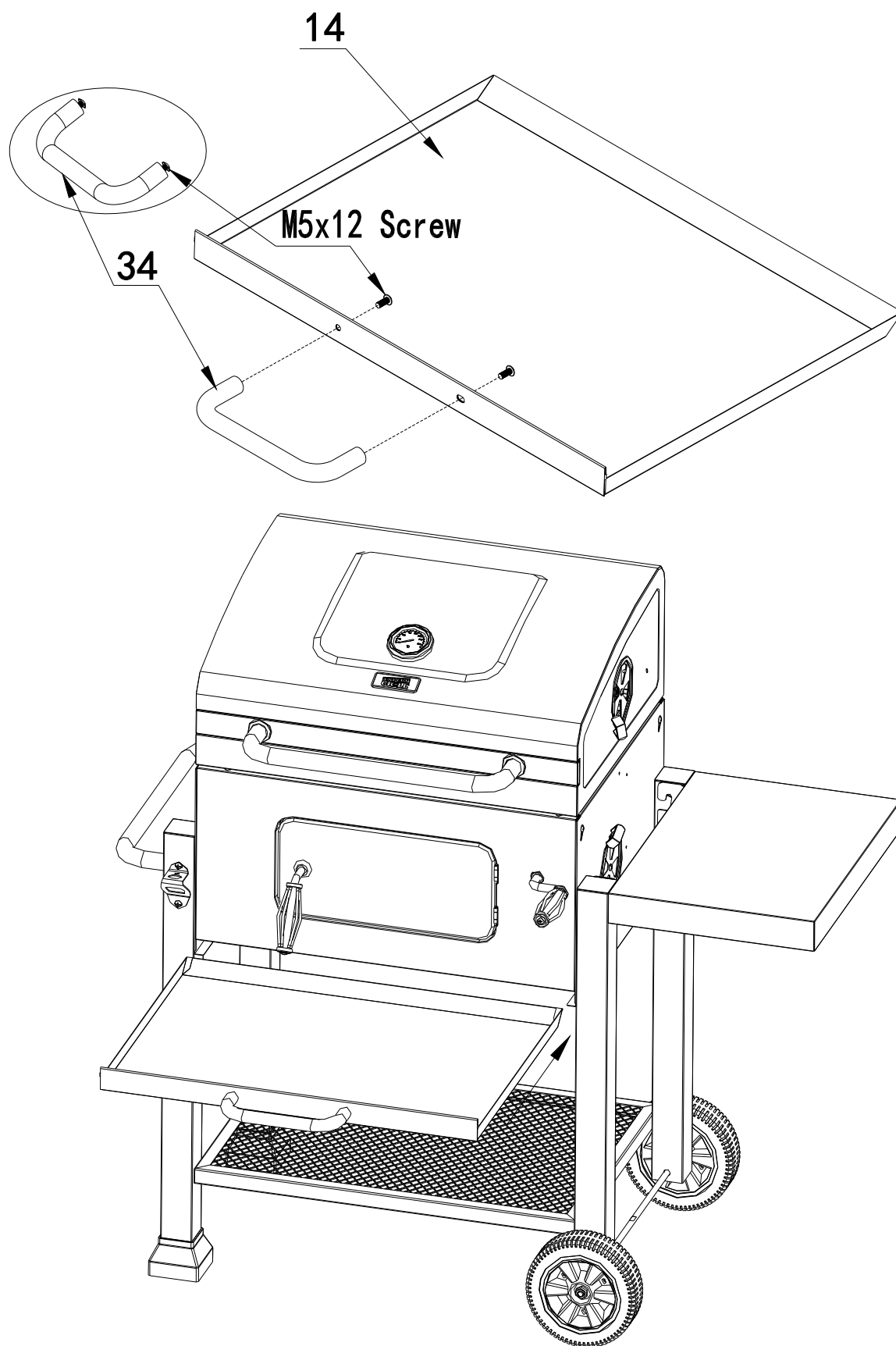


Insert M6 Shoulder Screw (C) into the lower holes of side shelf bracket and fully tighten screws as shown below.

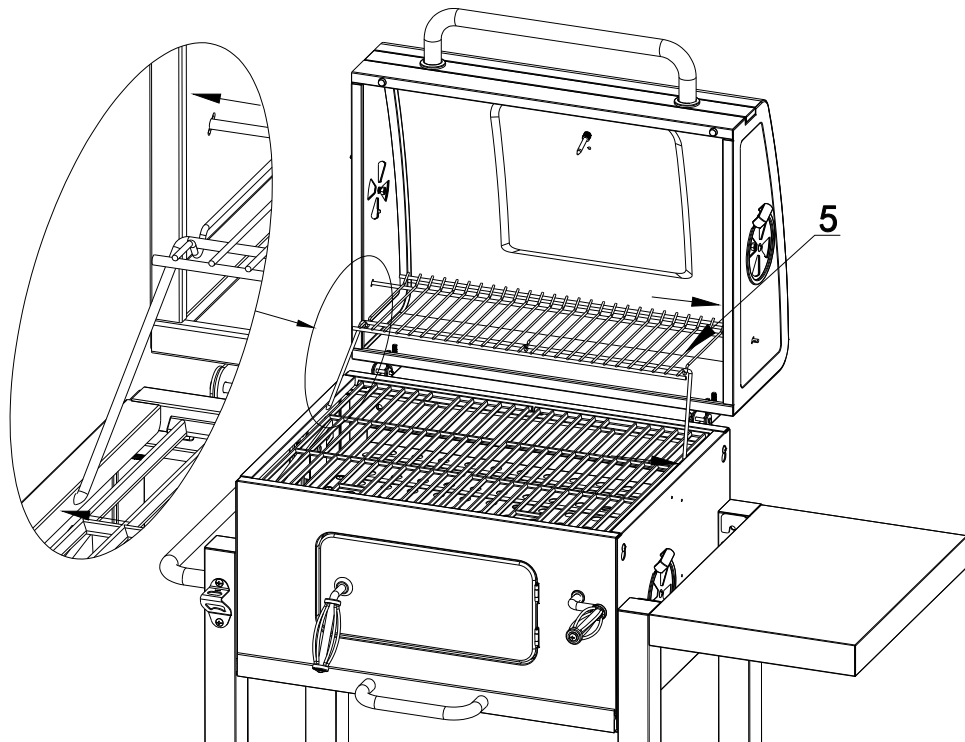


C M6 shoulder screw  **X 4**

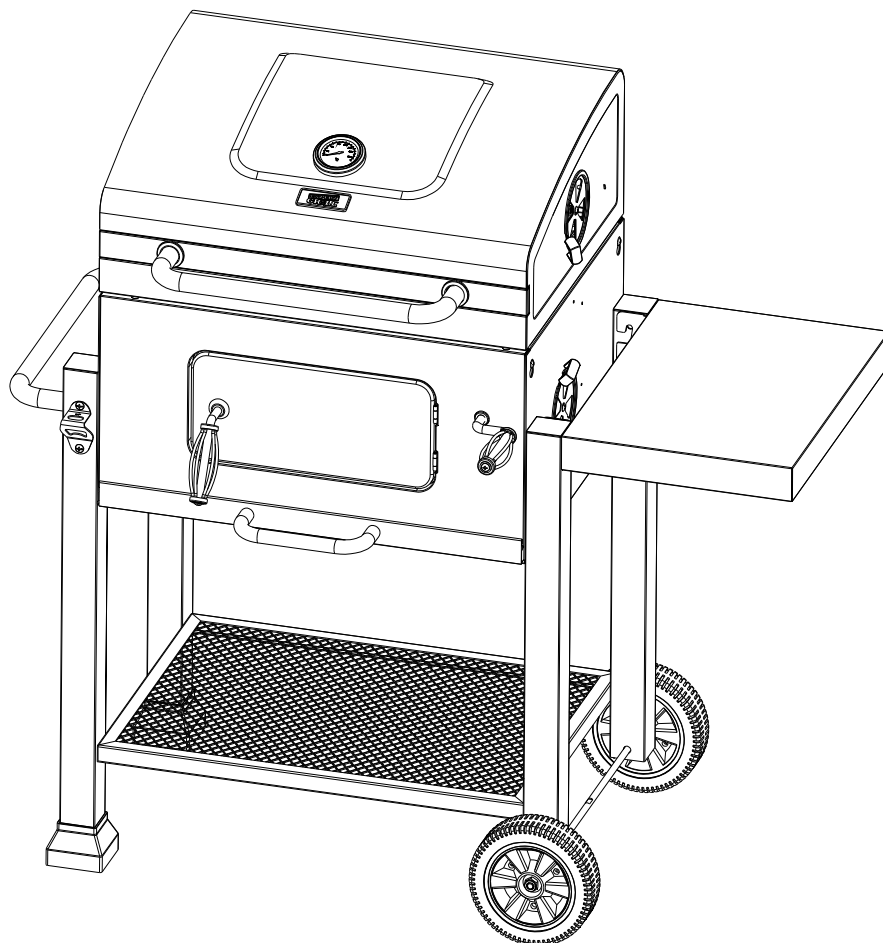
22. Loosen the pre-assembled M5x12 Screws from Ash Pan Handle (34), and then assemble the handle to Ash Pan (14) according to the diagram as shown. Then insert the Ash Pan under the Firebox as shown.



23. Install the Warming Rack as shown.



24. Assembly is completed.



2-YEAR LIMITED WARRANTY

This warranty is non-transferable and does not cover failures due to misuse of improper installation or maintenance.

This warranty is for replacement of defective parts only. We are not responsible for incidental or consequential damages or labor costs.

This warranty does not cover corrosion or discoloration after the grill is used, or lack of maintenance, hostile environment, accidents, alterations, abuse or neglect.

This warranty does not cover damage caused by heat, abrasive and chemical cleaners, or any damage to other components used in the installation or operation of the charcoal grill. And paint is not warranted and may require touch-up.

Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

DO NOT RETURN TO STORE

For service regarding this warranty, call our Customer Service Department at 1-855-CHANT-US (1-855-242-6887) from 8:00am to 5:00pm Eastern time, Monday through Friday for assistance. Proof of purchase in the form of an original receipt with date of purchase is required. DO NOT ship parts or units without a return authorization number. Upon receipt of an authorization number, the product must be shipped prepaid.

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Please call 1-855-CHANT-US (1-855-242-6887) for any assistance