

Middleby Cooking Systems Group



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Middleby Marshall® *Service Bulletin*

SUBJECT: Scheduling information for MCSG Technical Services and Parts Departments during 2002 holiday season

1. The MCSG Technical Services and Parts Departments will be CLOSED on the following dates:

- Tuesday, December 24, 2002 through Wednesday, December 25, 2002
- Tuesday, December 31, 2002 through Wednesday, January 1, 2003

NO PARTS WILL BE SHIPPED ON THESE DATES.

2. The MCSG Technical Services and Parts Departments will be OPEN on the following dates:

- Monday, December 23, 2002
- Thursday, December 26 through Friday, December 27, 2002
- Monday, December 30, 2002
- Thursday, January 2 through Friday, January 3, 2003

During these days, we will be receiving and shipping orders normally. However, we will have a reduced staff due to year-end vacations during the holiday season. Because of our reduced staffing and limited schedule, note that we cannot guarantee a specific delivery date for normal parts orders.

For EMERGENCY shipments, you should clearly inform the Middleby Parts Department that the parts are required to keep an oven in operation. These are the only orders that will be shipped next-day air.

3. Regular hours will resume on Monday, January 6, 2003.