



MEATER - Warranty Policy

While we have a very low return rate overall, we do occasionally have cases where the MEATER, MEATER + or MEATER Block breaks or has some kind of fault. In these cases, this is our current procedure:

If a client comes back to you with a complaint within the warranty period, we request the following:

1. First, please make a troubleshooting with the client yourself. Sometimes, we find that complaints can be solved by running through the steps on the following pages
2. Please check for signs of fiddling. Customers who manipulate the MEATER for use or has caused the defect themselves **lose their warranty**
3. If you find out that the MEATER is not working or is broken in some way, please send an email to support@playgrounddistribution.com with the following info:
 - SKU
 - Serial Number (Found on the back, below the battery on a little white sticker)
 - Pictures of the defect
4. In case we need to do a test of the product, we will send over a claim form that can be returned with the product. We will then get back to you with a solution asap.



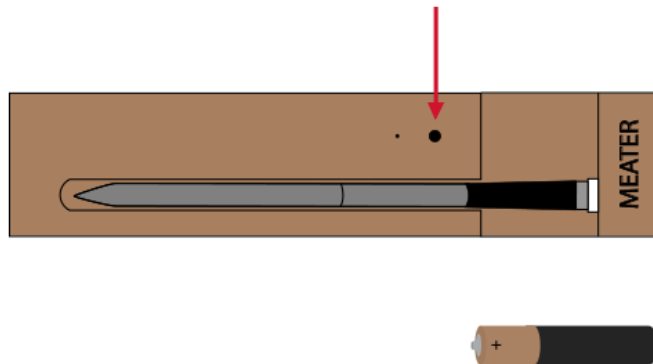
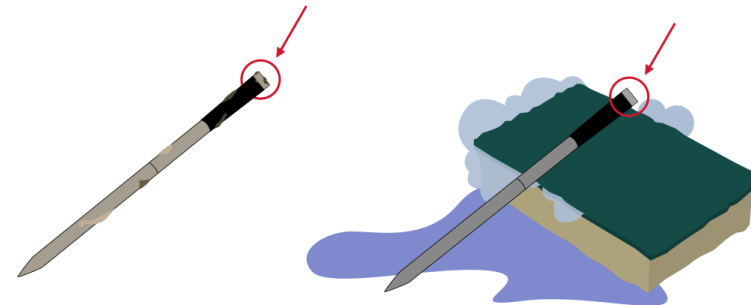
Troubleshooting

If the setup of your MEATER device was not successful, before contacting Support@playgrounddistribution.com for swap, please check the following helpful tips:

Losing Connection

Clean your MEATER:

Residue or soot from a cook can interfere with your MEATER being able to charge. Using hot water and the rough side of a sponge, vigorously clean the probe focusing on the square metal cap (ambient sensor).



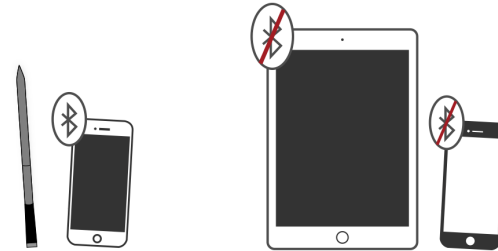
Charge your MEATER:

Press the small black button on the front of your MEATER charger. If the small green light above the button does not come on, replace the AAA battery. The product has to charge for 4 hours after removing the battery tab.



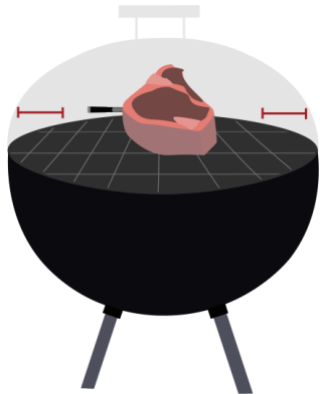
Turn off Bluetooth on any nearby smart devices:

MEATER Probes do not automatically connect to devices via Bluetooth without having to go to the app. Make sure to turn off Bluetooth that has previously been used or paired with another enabled device.



Need More Range?

Give your antenna some room:

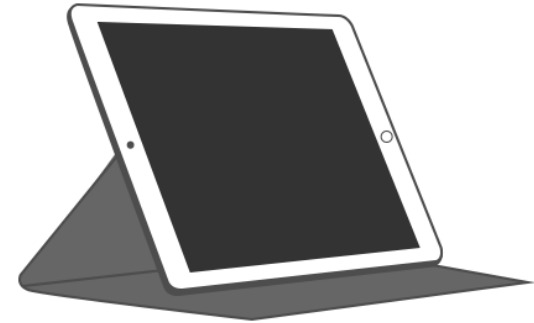


Keep the exposed part of MEATER (the antenna) at least 2 inches (5 cm) from the wall of your grill, oven, or smoker.



Prop your smart device up:

You'll have much better connectivity than laying your phone on the table or keeping it in your pocket. You should also keep your device off of metal surfaces.



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support@playgrounddistribution.com