

Maverick products have various Limited Warranties ranging from 90 Days to 2 years. Please consult your original User Manual for the terms of your warranty. If you can no longer find your user manual you can download one from the main menu on our website. Products are warranted to be free of defects in parts, materials and workmanship for various defined periods from date of purchase. *A proof of purchase may be required for a claim to be processed.*

Should any problems be experienced, or repairs or servicing be required:

1. Check the FAQ section below for common solutions.
2. If you're still having trouble, please contact Maverick Customer Service by:  
Email – [help@maverickhousewares.com](mailto:help@maverickhousewares.com)  
Phone – 1-800-526-0954

Our customer service team will walk you through some general trouble shooting options and if that does not help, give you instructions on how to pack and ship the product to Maverick's National Service Center located as follows:

Attn. Customer Service  
Maverick Industries, Inc.  
94 Mayfield Ave.  
Edison, NJ 08837

Important: Do not send any parts or products to Maverick without calling or emailing and obtaining instructions. Sometimes the problem can be resolved prior to sending the product back. Also, when sending products to us we suggest that you use a service that can provide you with a tracking number in the unlikely event of non-receipt.

The warranty is VOID if instructions for use are not followed; for accidental damage; for commercial use; for damage incurred while in transit; or if the product has been tampered with.

The warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Note our units will work with almost all grills. There are specific units that, however that do not fit well with some model grills. For example our ET-75 unit does not work with most Weber Gas Grills. If you are concerned about a unit fitting your grill please do not hesitate to contact us by calling our toll free number 1-800-526-0954.

## **Troubleshooting and FAQs**

Maverick is dedicated to delivering quality service, especially when you need assistance. Check here first for answers to many of your questions.

Questions are broken down into the following categories. Simply click the category of your choice to see a list of related frequently asked questions.

[Digital Thermometers](#)

[Digital Forks & Probe Thermometers](#)

[Remote Thermometers](#)

[Shipping](#)

[Miscellaneous](#)

## **Digital Thermometer Questions**

**I tested my thermometer in boiling water and it reads 208°F instead of the expected 212°F. Is there anyway to calibrate my digital thermometer?**

There is no way to calibrate our units. All of our digital thermometers have a tolerance of +/- (3-4) degrees F so it is normally for the temperature readings to be off by a few degrees.

**What if the temperature readings on my probes are off by a lot, sometimes by 50+°F? What do I do now? Is there anything I can do to fix this probes?**

Unfortunately once the probes have shorted out there is no way to bring them back to working status. You can certainly obtain a new probe from us. Please see the parts and service section to order a new probe.

**Why do I get HHH or LLL for a temperature when I plug my probe into the unit?**

99% of the time the probe has failed. If you have used the unit in the past the probe may have been melted, severely pinched or immersed in water. Any of these would cause the probe to short out and give a HHH, LLL or false temperature display.

Sometimes a probe that is malfunctioning due to moisture inside can be made to work again by the following procedure:

- 1.) Place probe and wire (not entire transmitter) in a small baking pan and put it in an oven that you have preheated to 300F.
- 2.) Leave in for 10 minutes, then remove and allow to cool. When cool, try using probe again and it may work.

If the probe is still under warranty please either call or email our customer service department with the model # of your unit and we'll replace it free of charge.

If the probe is out of warranty please go to our parts and service section to obtain our order forms. You can email, mail, or fax the Probe Order Sheet to us along with your payment method and we'll quickly send you a replacement probe.

**Can my digital thermometer be refurbished?**

No, they cannot be refurbished. If your unit is no longer reading correctly it may just be a probe issue in which case you can purchase the probes from us. Please visit our parts and service section to find out more about how to do this.

**What should I do to prolong the use of the probes?**

Tin foil can be wrapped around the probe wire to shield it from some of the heat or flare-ups that can occur. It is also important to never submerge your probe or probe wire in water. The water could get into the internal wiring and short out the probe. Also clean your probe with a damp paper towel only after it's cooled down.

## **Digital Forks and Probe Questions**

### **I have an ET-68 and I'm not getting a temperature reading on my unit. What happened?**

Make sure that the detachable tines are pushed securely into the main part of the unit. If the connections of the tines are not flush with the internal connections of the main unit you will not get a temperature read out.

### **I have an ET-68 and the unit will not shut off. What gives?**

Make sure that the detachable tines are pushed securely into the main part of the unit. The tines must be attached to the main unit or the unit will not turn off.

## **Remote Thermometers Questions**

### **Why do I only get "---" on the receiver where the probe temperature is suppose to be displayed when I turn my unit on?**

You must follow the start up procedure in your unit's manual exactly as stated. The units will not function properly if the procedure is not followed.

First, make sure the probes are plugged into the transmitter. Second, make sure both units have fresh batteries. Third, turn the receiver on (this is the unit you carry with you). Next, turn the transmitter on. It is important you turn the transmitter on within 60 seconds of the receiver being turned on. Once these steps have been followed you should get a temperature reading on both the receiver and the transmitter.

### **What if the temperature readings on my probes are off by a lot, sometimes by 50+°F? What do I do now? Is there anything I can do to fix this probes?**

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### **Why do I get HHH or LLL for a temperature when I plug my probe into the unit?**

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### **What is the "TX" button on the back of the transmitter mean?**

If you press and hold the TX button for two seconds the transmitter unit will automatically send a signal and update the receiver. Most times you will not need to use this button.

### **What should I do to prolong the use of the probes?**

Tin foil can be wrapped around the probe wire to shield it from some of the heat or flare-ups that can occur. It is also important to never submerge your probe or probe wire in water. The water could get into the internal wiring and short out the probe. Also clean your probe with a damp paper towel only after it's cooled down.

### **I have an ET-732 and the probes aren't reading correctly. Do I need new probes?**

If you own an ET-732 and either aren't getting a reading or are getting a false reading make sure your probes are pushed in far enough. Squeezing the probe jacks into the transmitter harder will 9 times out of 10 fix this.

### **I have a William Sonoma thermometer and I don't see my model # listed on the products page?**

Please see below for model #'s and compatible probes:

*692300* = ET-72

*693101* = ET-73

*692800* = ET-71

*MAV 212* = ET-901

*MAV 210*= ET-902

*MAV 219/220* = ET903

*MAV 225* = ET-905

## **Shipping Questions**

### **How will my parts be shipped?**

Small parts/items will ship USPS. For any large products, it will be shipped UPS.

### **How long will it take for my order to ship?**

Orders are processed and shipped usually within 3 business days via USPS. Orders can take up to 7 days to be delivered after it has left our warehouse. Please allow up to 3 weeks for those outside of the U.S.

### **Where is my order shipping from?**

Your order will be shipped out from Edison, NJ.

### **Where can I buy your products?**

Our products are sold in retail stores and websites. If you want to know where to purchase a specific item please Email us at [help@maverickhousewares.com](mailto:help@maverickhousewares.com).