



SERVICE FIRST

About Us

The Malleable Steel Range Manufacturing Company began in 1898 in Southbend, IN. In its first 23 years of business, the range company manufactured coal and wood ranges. In 1921, the company expanded in the commercial range field, and later began manufacturing gas ranges and griddles.

Our 100+ years of top-quality and innovative products is a result of the unwavering Southbend commitment to the industry we serve, our customers and our employees. We are the most reliable manufacturer of quality cooking equipment and our streamlined processes and knowledgeable sales staff makes us an easy company with which to do business.

Star Manufacturing was founded in 1921 in St. Louis, Missouri and quickly became a leading supplier of a wide range of restaurant equipment – our name became synonymous with hot dogs (“red hots”) machines, fryers, popcorn makers and toasters. Over time we outgrew our manufacturing plant in St. Louis, and opened our current factory in Smithville, Tennessee in 1982, eventually expanding it in 1990.

With our acquisition of Toastwell in 1997, Star added a range of new products to our catalog, including two-sided grills (aka – panini’s), drawer warmers, popup toasters and waffle bakers. In 2000 Star acquired the Holman brand, adding conveyor ovens and conveyor toasters to our growing product line The Lang brand was acquired by Star in 2006, adding convection ovens, ranges and a robust Marine equipment line.

Key Features of Service First™

In Warranty benefits

- 6 hour response by a Southbend-Star Service First™ Technician.
- Guaranteed locally stocked parts and van kits at our Service First™ Agency.
- Service is provided 24 hours a day, 7 days a week at no additional cost.
- 1 year warranty on all Southbend-Star Service First™ installed parts.
- One no-cost performance check prior to warranty expiration.

Stay at Ease

Service First™ benefits will continue after warranty expires provided you continue to use our authorized Service First™ agency.

Benefits are:

- 6 hour response by a Southbend-Star Service First™ Technician.
- Guaranteed locally stocked parts and van kits at our Service First™ Agency.
- 1 year warranty on all Southbend-Star Service First™ installed parts.

Partnership

We understand the necessity of having your equipment performing properly. Backed by guaranteed response times, no limiting hours for service, additional warranties and more, Service First™ offers the most comprehensive service program in the foodservice industry and will ensure your equipment is back in operation immediately.

*S-Series, Bronze Ovens, and Steam products are not eligible for the Service First™ program.

**Service First™ may not be eligible with all service agencies. Please contact factory for details