

Frequently Asked Questions (FAQs)



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Consumer:

Q: Why should consumers choose Marvel® refrigeration products?

A: Marvel's undercounter refrigeration products offer the highest quality and the most sophisticated design and function set in the industry. For more than 70 years, Marvel has enhanced its customers' lifestyles with an unparalleled line of luxury undercounter and outdoor refrigeration products. Marvel is an industry leader in performance, functionality and dependability, as well as style, design and range of choices for discriminating homeowners worldwide.

Q: What is Marvel's product mix?

A: Marvel delivers a wealth of high quality, luxury design options that cater to homeowners, designers and custom builders' design visions. Our product lines include wine cellars and beverage refrigeration in both undercounter and full height models, refrigerated drawers, refrigerator/freezer combinations, ice machines, outdoor refrigeration, beer dispensers, ADA-compliant products, even sinks and faucets.

Q: Tell me more about Marvel refrigeration options.

A: As the original creator of the luxury undercounter wine cellar, Marvel is proud to offer a complete line of refrigeration products, including refrigerated drawers, ice machines and beverage refrigerators—all designed to enhance a wide range of lifestyles and tastes. Marvel undercounter refrigerating units accommodate luxury lifestyles not only *whenever* a homeowner wants to enjoy a favorite beverage, but *wherever*. Sophisticated design choices complement any room in the home, whether it's the living room, office, library or even the bedroom. And, Marvel quality delivers the peace of mind that comes with quality construction and quiet, powerful, steady performance.

Q: So what's the latest and greatest from Marvel?

A: Nothing's too good for your home, and Marvel can work with your designer to install the best of the best, such as Marvel's *Chateau Collection*. Marvel's new generation of *Chateau Collection* models feature the exclusive **Sentry System™** refrigeration monitor, which displays the contents' temperature rather than the set point temperature—for the ultimate in product storage. This, combined with elegant styling and a broad selection of colors and door choices, is the reason the *Chateau Collection* remains an industry leader in luxury refrigeration.

Our 54-Bottle Wine Cellar (model 60SWCE-BS-F), a new addition to our *Outdoor Series*, provides the right balance of beauty, durability and performance, plus the convenience homeowners need when entertaining outside. The cellar includes a fully stainless steel exterior and special safety features for outdoor environments, plus our exclusive Sentry System refrigeration monitor.

Q: What about homeowners with champagne tastes—and a less-expensive-champagne budget?

A: Throughout our product lines, ultra-efficient cooling systems provide quiet, vibration-free operation, with all our products being a cut above in quality and value. Our *Luxury Series* is no exception. With **MicroSentry™** refrigeration monitor, this product line delivers exactly what its name implies: luxurious quality that never goes out of style. The *Luxury Series* includes highly designed features, such as a lighted, inclined display shelf, solid white maple trim, wine racks designed to hold all shapes of wine bottles, and a clean, continuous toe kick. These features join Marvel's signature ebony interior to make an impressive wine cellar.



Q: What's the difference between the Sentry System and MicroSentry temperature monitoring technologies?

A: Both systems display content temperature in real time, rather than simply displaying a pre-set, target temperature (this digital monitoring is a technical innovation in itself). Both systems also offer alarms that protect storage quality by signaling if a door is left ajar or if the temperature falls below or rises above the set point for a period of time. The Sentry System adds a power-failure alarm, a Sabbath mode, and the ability to toggle between Fahrenheit and Celsius temperature displays to its line-up of features.

Q: The LED displays on the Sentry System and MicroSentry show the actual, real-time temperature of contents rather than just the set point or interior air temperature shown on less-advanced refrigeration. What is the difference?

A: While most temperature displays show only the set point temperature or the refrigerator's interior air temperature, Marvel monitors the interior temperature, adjusts the temperature to meet the set point, then calculates and displays content temperature—all in real time. So the temperature displayed is the actual content temperature, not the set point or the air temperature. This is especially important when storing wine to ensure the wine itself is at the correct temperature, not the air temperature. If you need to see the temperature for which you have set the unit, you simply push the "set" button and the set point temperature is displayed. Nothing could be simpler or make more sense.

Q: What if I have red and white wines, which should be served at different temperatures?

A: Marvel's new Dual Zone Wine Cellar is the answer. A product within Marvel's *Chateau Collection*, the Dual Zone Wine Cellar offers the ability to serve wine immediately at optimum temperatures and from two distinct zones. Each of the two zones is monitored by the Sentry System refrigeration monitor, allowing each compartment of the cellar to be set and maintained at precise temperatures between 40° and 65°F. As a result, red, white or sparkling wines can be served immediately at the proper temperatures from either compartment. The Dual Zone Wine Cellar can store up to 44 bottles.

Q: Do you have any products designed for outdoor kitchens?

A: Marvel offers the *Outdoor Series*, a comprehensive line of refrigeration products targeted to the growing trend of outdoor entertainment. Customers love what we've done with this line, which includes a clear ice machine, refrigerators, beverage and wine refrigerators, refrigerated drawers, beer dispensers and, new this spring, an outdoor wine cellar. The new 54-bottle wine cellar (model 6OSWCE-BS-F) has an all stainless steel exterior and special safety features for outdoor environments. The wine cellar includes Marvel's exclusive Sentry System monitor; discreet controls; full-extension, glide-out racks designed to hold all types of wine bottles; and a Vibration Neutralization System that offers triple-layer protection from unwanted vibration, which can disturb wine.



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Q: What's the difference between wine cellars and coolers?

A: The difference is that wine cellars are engineered for long-term wine storage, not short-term beverage cooling. Marvel's wine cellars are designed for homeowners who want the finest quality wine cellar, one that will protect their wine investment with dependable elegance and aesthetic appeal.

Wine is alive—and its living conditions determine how it will age. Marvel wine cellars are designed to optimize the elements that wines require for a long life, such as temperature, humidity, darkness and calm.

Q: How easy are the products to use?

A: Marvel expertly bridges the gap between leading-edge technology and everyday usability. Its products feature superior digital controls that are intuitive, ergonomic and easy to use. The products do the hard work; the end user reaps the benefits. It's as simple as that.

Q: Can I customize Marvel products to meet my specific tastes and needs?

A: With a broad mix of product types, widths, configurations and features, Marvel can outfit the kitchen or virtually any room in the house to fit individual homeowner preferences and requirements for style and function. Full or trim overlay for solid and glass doors allow homeowners to change each product's look to complement any room design—and Marvel's overlays are the easiest in the industry to install. Black interiors on many products make them a seamless fit in rooms other than the kitchen, and with product widths as narrow as 15 inches, even potentially problematic spaces can be pressed into service.

Designer/Specifier:

Q: How well do Marvel products fit into general kitchen or room designs, both functionally and aesthetically?

A: With their extensive range of sizes, configurations and applications, Marvel undercounter products can be seamlessly designed into existing kitchen or room layouts, or take a place of greater prominence in new-home interior designs. Features such as UV-resistant glass doors, clean toe kicks, stainless steel elements and interior lighting all speak to a functional beauty that delivers lasting performance. Models are front vented so they can be placed flush with existing cabinetry, and the overlay door option allows them to blend in seamlessly.

Marvel continues to engage the interior design community through its "design forum" page at www.lifeluxurymarvel.com, where prominent designers are given a place to showcase their projects in which Marvel products played a pivotal role.

Q: Are there a variety of color combinations available to meet my design needs?

A: As the first company to introduce the all-black interior in luxury refrigeration, Marvel is an industry leader when it comes to choices. White, black, stainless steel and wood overlays allow Marvel products to integrate with a variety of room designs. High-gloss, ebony interiors; sleek, glide-out wine racks and the natural maple facings of the *Chateau Collection* are just a few of the additional options available for creating a refrigeration product that blends with almost any design sensibility.



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Q: Does Marvel offer products other than refrigeration?

A: Marvel continues to raise the bar for kitchen fixtures, having introduced a luxury line of sinks and faucets for homeowners with a passion for a well-appointed and comfortable home. With its 70-plus years of experience and its reputation for excellence, Marvel is able to offer a broad range of high-quality sinks and faucets.

Marvel sinks come in a variety of styles and materials, including stainless steel, synthetic and ceramic designs to complement any lifestyle. All Marvel stainless steel sinks are manufactured from 18-gauge stainless steel, undercoated with a high-performance, sound-deadening material to insulate from excess noise and vibration. Marvel faucets are a perfect match for the sink product line. Precision-engineered and available in chrome or brushed finish, they add a distinctive aesthetic appeal to any kitchen.

Q: Does Marvel have undercounter products that address the growing demand for Universal Design and ADA-compliant kitchens?

A: Marvel is committed to developing products for people of all ages and abilities. With a clear ice machine and large-capacity refrigerator sized to mount easily into undercounter openings only 32 inches high, these models are perfect for ADA-compliant installations (Americans With Disabilities Act) and meet Universal Design standards for areas with limited space. The refrigerator offers 50 percent more capacity than its closest competitor, yet still tucks neatly into an ADA-compliant space. There is no need to compromise quality for projects with special design needs, because when it comes to convenient luxury, no one offers more choices and more design possibilities than Marvel.

General:

Q: What type of warranty does Marvel offer on their products?

A: All Marvel products carry an industry-standard, one-year parts and labor warranty, plus an additional, second-through-fifth-year, limited parts-only warranty, because Marvel products are designed and built to provide years of quiet, efficient performance. For example, our high-efficiency fan motor lasts virtually a lifetime and is paired with a commercial condenser design that delivers more air flow. Additionally, Marvel's ultra-efficient compressors provide fast cool-down, superior temperature control and longevity.

Q: How can I learn more about Marvel products?

A: More information—including detailed product descriptions and a distributor locator—is available online at www.lifeluxurymarvel.com or by contacting our customer service center at marvel@marvelindustries.com or 800.428.6644.