

Technical Bulletin



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Type √Policy Letter

Service Information

Attention √Service Managers
Service and Parts Managers

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Product AXP20, AXP20JB, AXP20MK, AXP20QT, AXP5201, AXP5203, MXP5201,
MXP5203

Issue Proper Cleaning Procedure

Warranty Standard product warranty applies. **Cleaning oven is customer's responsibility.**

Action

Cleaning:

ACP recommends Dirt Buster III (Item Q890-06) and Oven Shield Oven Protectant (Item Q959-06) both from Chemco, phone #800-710-3213 to clean the interior cavity. Please refer to Owners Manual and label affixed to front of unit for details. See attached AXP Care and Cleaning. **DO NOT** use cleaners containing Ammonia, Phosphates, Chlorine, Sodium or Potassium Hydroxide* as these will degrade the catalyst and red silicone sealant around the ceramic plates on the sides of the oven cavity.

DO NOT use abrasive scouring pads on the ceramic plates or around the red sealant surrounding the ceramic plates. **DO** use a damp cloth or sponge. Refer to Owners Manual for details.

If uncertain about whether a cleaner is acceptable for use ACP must be informed of the cleaner desired and be provided with the MSDS sheet **before it can be used.**

Should service agent find cracked ceramic plates or silicone deteriorated around the ceramic plates, service agent should inquire about cleaning practices and the cleaner used.

Use of unapproved cleaning agents will void the terms of the warranty.

Replacement of cracked ceramic plates or deteriorated silicone due to unapproved cleaning agents or practices is considered abuse and is not covered under the terms of the warranty.

*Also known as lye, includes Potassium Hydroxide

AXP/MXP Care and Cleaning

Daily Cleaning Recommendations: Follow the recommendations below for proper maintenance of the Amana AXP/MXP oven.

Please note: The use of caustic cleaning products or those containing ammonia, phosphates, chlorine, sodium or potassium hydroxide (lye) can damage critical oven parts. Do not use water pressure type cleaning systems. Use of unapproved cleaning agents will void the terms of the warranty.

Recommended Cleaning Supplies: damp towel, plastic scouring pad, Dirt Buster III Non-Caustic Oven Cleaner (Item Q890-06) and Oven Shield Oven Protectant (Item Q959-06) both from Chemco, phone #800-710-3213.



WARNING

Wear protective gloves and protective glasses when cleaning the oven. To prevent burns, handle utensils, accessories, and door with care. Allow oven, utensils, and accessories to cool before cleaning. Oven, utensils, and accessories become hot during operation.

I. For a new oven, before using it the first time:

When oven is clean, spray damp towel with Chemco Oven Shield and wipe all interior surfaces. Do not remove Oven Shield Oven Protectant. Turn oven on and pre-heat to start cooking.

II. DAILY CLEANING



1A. If oven is hot: Shut oven off by pressing OFF button twice and open door. Fan will continue running until oven has cooled. Cooling takes 15-20 minutes.

1B. If oven is cold: For optimum results heat oven to a maximum temp of 200°F (95°C), turn oven OFF, wait until fan stops.



2. Remove rack, pizza stone, and other accessories from the cavity when it's cooled



3. Lift Bottom Element
If element is warm, use insulated gloves, oven mitt or tongs to lift the element. Remove baked on particles using a scraper.



4. Spray Oven Interior
Wear rubber gloves and safety glasses. Spray oven door, sides and floor with Dirt Buster III. Avoid spraying into perforations. Allow cleaner to soak for 2 minutes.



5. Clean Oven Interior

5A. Clean the oven door and interior using a plastic scouring pad on metal portions of oven. White ceramic covers on the both sides of the oven turn to a yellow tan color after usage. Gently clean the ceramic covers and red sealant, apply only gentle pressure while cleaning. If needed, repeat steps 4 and 5.



5B. Clean perforated area with damp towel sprayed with cleaner.



6. Wipe Oven Interior

Using a damp clean towel, wipe the oven interior, rinse towel and wring dry, repeat 2-3 times to remove remaining oven cleaner and particles from the oven.



7. Spray Oven Shield

When oven is clean, spray damp towel with Chemco Oven Shield and wipe all interior surfaces. Place rack back in oven. Do not remove Oven Shield.



8. Clean Oven Exterior

Clean exterior door and other surfaces with a clean cloth, sponge or nylon pad using a mild detergent and warm water solution.

III. WEEKLY CLEANING



1. Clean Air Filter

Remove the air filters located on each side of the oven at the base.
Wash filter in a mild detergent solution made with warm water.
Rinse and dry thoroughly.
Replace filters by sliding back into the side locations.

DO:

Clean oven daily

Use non-caustic cleaner

Remove food from oven at end of cycle

Use only accessories that are both high temperature oven-safe and microwave-safe.

Wash rack with warm, soapy water and air dry.

Clean pizza stone by using a **plastic** scraper to remove baked on particles.

DO NOT:

DO NOT use caustic cleaning products or those containing ammonia, phosphates, chlorine, sodium or potassium hydroxide (lye)

DO NOT use a water-pressure type cleaning system

DO NOT cook foods with plastic wrap on them

DO NOT use abrasive scouring pads to clean ceramic side covers and the red sealant surrounding each cover.

DO NOT wash or immerse pizza stone

DO NOT operate oven with out a load (empty) in microwave mode.

Any chemical questions please refer to Chemco's MSDS' for Dirt Buster III Oven Cleaner and Oven Shield Protectant or contact ACP, Inc. ComServ Customer Service.



866-426-2621

email: commercialservice@acpsolutions.com

For future reference, please write the Model Number and Serial Number here.

Model Number _____

Serial Number _____

Commercial Microwave Oven Warranty

ACP warrants this product only when original purchaser uses the oven for commercial food service preparation.

Warranty

ACP, Inc. reserves the right, at its sole discretion, to repair or replace failed product covered by this warranty with new or refurbished product of the same or similar model.

First Year

ACP will repair or replace any part (f.o.b. Cedar Rapids, Iowa, U.S.A.), that has failed due to workmanship or materials, including related labor and travel, except as provided in this warranty.

Second through Third Year

ACP will provide a replacement magnetron tube, tube only (f.o.b. Cedar Rapids, Iowa, U.S.A.), that has failed due to workmanship or materials. Owner will be responsible for paying all other costs including labor, mileage and transportation.

OWNER RESPONSIBILITIES:

- To obtain warranty service in the USA, you must contact ACP, Inc. ComServ Customer Service to request service at: Phone 866.426.2621 or email: commercialservice@acpsolutions.com. Outside the USA contact your local authorized distributor.
- Provide proof of purchase.
- Provide normal care and maintenance, including cleaning as instructed in owner's manual or product safety guide.
- Replace owner replaceable items where directions appear in the owner's manual.
- Make product accessible for service.
- Pay for premium service costs for service outside servicer's normal business hours and service area.
- Pay for service calls related to product installation, customer education and programming.
- Pay for service calls and or freight charges for items not covered as listed below.

ITEMS NOT COVERED:

- Failures caused by:
 - Abuse or misuse.
 - Accident, fire, flood or acts of nature.
 - Any modification, alteration, adjustment or repair service not authorized by ACP.
 - Grease or other material buildup due to improper cleaning or maintenance.
 - Connection to an improper power supply.
 - Operating an empty oven.
 - Use of improper pans, containers, or accessories that cause damage to the product.
- Normal product maintenance and cleaning, including light bulbs.
- Lost or broken air filters or grease shields.
- Damages which occur in shipment.
- Broken ceramic shelves.
- General rebuilding or refurbishing.

WARRANTY LIMITATIONS:

- Begins at date of original purchase.
- Applies to product used for NORMAL commercial food preparation.
- Service must be performed by an authorized ACP servicer.
- Replaced equipment warranty coverage will be for the remainder of the original equipment warranty.

WARRANTY IS VOID IF:

- Serial plate is defaced.
- Product is altered by user.
- Product is not installed or used according to manufacturer's instructions.

For answers to questions regarding the above, contact equipment supplier or:



ACP, Inc.
225 49th Avenue Drive SW
Cedar Rapids, Iowa 52404 U.S.A.
1-866-426-2621 (inside U.S.A. & Canada)
1-319-368-8120 (outside U.S.A. & Canada)

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS HEREBY EXCLUDED. IN NO EVENT SHALL ACP BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.