Technical Bulletin

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Type √Policy Letter
Service Information

Attention √Service Managers
Service and Parts Managers

Product RMS10D, RMS10T, RMS10TS, RCS10DS, RCS10TS, MCS10DS, MCS10TS

Issue Service Policy for New MCS10, RCS10 & RMS10 Models

Action

Effective immediately there are some changes in the way that the first year warranty will be administered on these new models.
It is important that you understand this change and share this information with those in your organization that need to know.

MCS and RCS models

All service requests for these models should be directed to ACP's ComServ group at 866-426-2621 or commercialservice@acpsolutions.com.
If ComServ determines the issue is covered under warranty, the oven will be exchanged at ACP's option with a new or a factory recertified unit.
The customer must return the defective oven to ACP. ComServ will provide oven return instructions.
Warranty claims **WILL NOT** be allowed from the field on these models unless a dispatch has been provided before the service call has been completed.

RMS models

All service requests for these models should be directed to ACP's ComServ group at 866-426-2621 or commercialservice@acpsolutions.com.
If ComServ determines the issue is covered under warranty, the oven will be exchanged at ACP's option with a new or factory recertified unit.
The customer must return the serial tag of the defective oven to ACP. ComServ will provide serial tag return instructions.
Warranty claims **WILL NOT** be allowed from the field on these models unless a dispatch has been provided before the service call has been completed.

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