

# Technical Bulletin



Date: August 2014  
No: TCM-0003X-S

Page 1 of 5

**Supersedes:** TCM-0003W-S,  
TCM-0003V-S,  
TCM-0058-S, TCM-0061-S,  
TCM-0062-S, TCM-0063-S,  
ITCM-0042-S

**Type** Policy Letter  
√ Service Information

**Attention** √ Service Managers  
Service and Parts Managers

**Product** **United States and Canadian Commercial Product**

**Issue** Product Warranty

**Action** Following is the warranty summary for ACP Inc. Commercial Microwave Ovens. Please review owner's warranty certificate for specific coverage and limitations.

**Model changes and additions are in bold type for easy reference. Models not produced for 3 years or more may have been removed from this bulletin. Models requiring a dispatch from ComServ are marked with an X and warranty service procedures are on page 3.**

**To check warranty coverage on a model number or specific serial number, use ServiceBench – Claims – Entitlement.** Checking Entitlement by a serial number the system will provide: Date of Purchase, Production Date, and any coverage exceptions. Checking Entitlement by model number the system will provide the base warranty coverage. We recommend checking Entitlement prior to running any service calls. Entitlement verification determines warranty coverage. Warranty coverage is not guaranteed by a ComServ dispatch. If the product owner cannot provide proof of purchase; determine the date of purchase by adding 60 days to the ship date.

**Warranty claims WILL NOT be allowed from the field on those models requiring a dispatch unless a dispatch has been provided before the service call has been completed.**

## ACP Inc. Commercial Product Warranty

Models	Effectivity / Serial Prefix	Labor & Travel	Parts	Magnetron	Requires dispatch from ComServ	See Page 3 for additional Warranty Procedures:
CRC18T2OG2	All	3	3	3		
CRC21T2RL2	All	3	3	3		
CRC21T2RLPF	All	3	3	3		
DQ22HSI2	All	3	3	3		
HDC12A2	All	3	3	3		
HDC182	All	3	3	3		
HDC18SD2	All	1	3	3		
HDC212	All	3	3	3		
HDC21RB2	All	3	3	3		
HDC21DQ	All	3	3	3		
<b>JET14</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>JET14V</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>JET19</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>JET19V</b>	All	1	1	3	X	Warranty Service Procedure 1

Models	Effectivity / Serial Prefix	Labor & Travel	Parts	Magnetron	Requires dispatch from ComServ	See Page 3 for additional Warranty Procedures:
KFC2W2	All	3	3	3		
MC23MPTW2	All	2	2	3		
MC23MPW2	All	2	2	3		
MCE14	All	1	1	3		
MCS10DS	All	1	1	3	X	Warranty Service Procedure 1
MCS10DSE	All	1	1	3	X	Warranty Service Procedure 1
MCS10TS	All	1	1	3	X	Warranty Service Procedure 1
MDC12A2	All	3	3	3		
MDC182	All	3	3	3		
MDC212	All	3	3	3		
MFS12TS	All	3	3	3	X	Warranty Service Procedure 2
MFS18TS	All	3	3	3	X	Warranty Service Procedure 2
<b>MMS10TS</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>X</b>	<b>Warranty Service Procedure 3</b>
MOC24	All	1	1	3	X	Warranty Service Procedure 1
<b>MOC24CF</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>X</b>	<b>Warranty Service Procedure 1</b>
<b>MOC24JB</b>	<b>All</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>X</b>	<b>Warranty Service Procedure 1</b>
<b>MOC24RB</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>X</b>	<b>Warranty Service Procedure 1</b>
MRC17S2	All	3	3	3		
MRC22S2	All	3	3	3		
MRC30S2	See Boston Market	3	3	3	X	Warranty Service Procedure 1
<b>MSO22</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>X</b>	<b>Warranty Service Procedure 1</b>
<b>MSO35</b>	<b>All</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>X</b>	<b>Warranty Service Procedure 1</b>
MXP20	All	1	1	3	X	Warranty Service Procedure 1
MXP22	All	1	1	3	X	Warranty Service Procedure 1
MXP22BF	All	1	1	3	X	Warranty Service Procedure 1
MXP22CS	All	1	1	3	X	Warranty Service Procedure 1
<b>MXP22DM</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>X</b>	<b>Warranty Service Procedure 1</b>
MXP22MK	All	1	1	3	X	Warranty Service Procedure 1
MXP22QT	All	2	2	2	X	Warranty Service Procedure 1
<b>MXP22TL</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>X</b>	<b>Warranty Service Procedure 1</b>
MXP22TR	All	1	1	3	X	Warranty Service Procedure 1
MXP22SF	All	1	1	3	X	Warranty Service Procedure 1
OC24BK	All	1	2	3	X	Warranty Service Procedure 1
RC17S2	All	3	3	3		
RC17SD2OSI	All	3	3	3		
RC22S2	All	3	3	3		
RC30S2	See Boston Market	3	3	3		Warranty Service Procedure 1
RCS10DS	All	1	1	3	X	Warranty Service Procedure 1
RCS10DSE	All	1	1	3	X	Warranty Service Procedure 1
RCS10TS	All	1	1	3	X	Warranty Service Procedure 1
RFS12TS	All	3	3	3	X	Warranty Service Procedure 2
RFS12TSW	All	3	3	3	X	Warranty Service Procedure 2
RFS18MPS	All	3	3	3	X	Warranty Service Procedure 2
RFS18TS	All	3	3	3	X	Warranty Service Procedure 2
RMS10D	All	1	1	3	X	Warranty Service Procedure 3
RMS10T	All	1	1	3	X	Warranty Service Procedure 3
RMS10TS	All	1	1	3	X	Warranty Service Procedure 3
WDYRC22	All	1	3	3		

Units sold to Correctional Facilities after 7/01/2012 do not have any product warranty.

# Warranty Service Procedures

## Boston Market Warranty Model

Models	Effectivity / Serial Prefix	Labor & Travel	Parts	Magnetron	Requires dispatch from ComServ
RC30S2	See Bulletin TCM-0035-B	1	1	3	X
MRC30S2	All	1	1	3	X

## Correctional Facility Warranty

Models	Effectivity / Serial Prefix	Labor & Travel	Parts	Magnetron	Requires dispatch from ComServ
All	All	All	All	All	Yes

### Warranty Service Procedure 1

All service requests for these models must be directed to ACP's ComServ at 866-426-2621 (option #1) or [commercialservice@acpsolutions.com](mailto:commercialservice@acpsolutions.com).

If ComServ determines the issue is covered under warranty, the oven may be exchanged at ACP's option with a new or a factory recertified unit.

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**.

**Canada Only:** All service requests must be directed to Celco at (866) 772-3526.

### Warranty Service Procedure 2

1 <sup>st</sup> Service Call	2 <sup>nd</sup> Service Call	3 <sup>rd</sup> Service Call
Repair	Repair	Refer to ComServ for Replacement

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**.

**Canada Only:** All service requests must be directed to Celco at (866) 772-3526.

### Warranty Service Procedure 3 (RMS models)

All service requests for these models must be directed to ACP's ComServ at 866-426-2621 (option #1) or [commercialservice@acpsolutions.com](mailto:commercialservice@acpsolutions.com).

If ComServ determines the issue is covered under warranty, the oven may 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**.

**Canada Only:** All service requests for RMS models must be directed to Celco at (866) 772-3526. If Celco determines the issue is covered under warranty, the oven will be exchanged at ACP's sole discretion with a new or factory recertified unit. The customer must return the serial tag of the defective oven to Celco. Celco will provide serial tag return instructions.

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 the 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 factory recertified product of the same or similar model.

### First through Third Year

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

### 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](mailto: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 and customer education.
- 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.
  - Product is installed in a prison or correctional facility.
- 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.**

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 factory recertified 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 part, part 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](mailto: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 and customer education.
- 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.
  - Product is installed in a prison or correctional facility.
- For answers to questions regarding the above, contact equipment supplier or:



Accelerated Cooking Products

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.**

Part No. 20074404

Printed 9/14

TCM-0003X-S

**ACP Inc. • [www.acpsolutions.com](http://www.acpsolutions.com)**

© 2014 ACP, Inc.

© 2014 ACP, Inc.  
Cedar Rapids, Iowa 52404

Page 5 of 5