

Technical Bulletin



Date: January 2015
No: TCM-0004A-A

Type √Policy Letter
 Service Information

Attention √Service Managers
 √Service and Parts Managers
 √Warranty Administrators

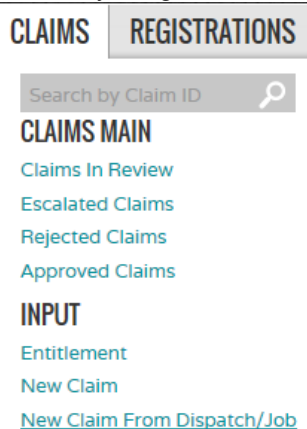
Product **United States Commercial Product**



Issue Dispatches and Authorizations

Action **Dispatches** from ACP ComServ are service call requests. A Dispatch is not an authorization for warranty payment. When you have a Dispatch Number and you file it for a warranty claim using ServiceBench: go to **Claims > New Claim From Dispatch/Job** > enter the **Dispatch Number** > click **Search**. Refer to bulletin TCM-003Y-S for models that require dispatches.

Dispatch Numbers always begin with a letter **“D”**, for example **D809033363**.



Authorizations or Preauthorizations: If you try to submit a claim for a non-covered item or repair without a Preauthorization provided from ACP your claim will be rejected. Comments on a claim such as, ***“This claim was to be covered per Gerald at factory tech line. Please speak with Gerald for warranty coverage.”*** **WILL NOT** be accepted. You **MUST** have an authorization number specific to the serial number on the claim.

Avoid entering a claim in ServiceBench by putting the Dispatch Number in the Authorization/Campaign Number field. This field on the claim form is intended for the claim Preauthorization Number.

Date Purchased*	09/18/2014
Date Requested*	12/05/2014
Date Serviced *	12/09/2014
Warranty Type *	Standard Warranty
Authorization/Campaign Number	D809033363

POINTS TO REMEMBER ABOUT DISPATCHES AND AUTHORIZATIONS:

- Do not assume that a call dispatched to you by ACP ComServ automatically qualifies as a warranty claim payment. Be certain that the issue being reported is not due to an uncovered item or other owner responsibility.
- The product owner is responsible for all costs associated with the owner's responsibilities, items not covered by the warranty, warranty limitations and actions which void the warranty.
- Dispatches are a request for a service call and a Dispatch begins with a D.
- Authorizations are not a person's name; they are unique numbers and begin with 000.

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.
- 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.
- Claims received that are considered customer responsibility will not be honored.