

Technical Bulletin



Date: July 2015

No: TCM-0003Y-S

Page 1 of 3

Supersedes: TCM-0003X-S
TCM-0003W-S, TCM-0003V-S,
TCM-0058-S, TCM-0061-S,
TCM-0062-S, TCM-0063-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 serial number the system will provide: Ship Date, Purchase Date, Production Date, and any coverage exceptions. Checking Entitlement by model number the system will provide the base warranty coverage. We recommend checking Entitlement by serial number prior to running any service calls. 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: |
|----------------|-----------------------------|----------------|----------|-----------|--------------------------------|--|
| ACE14N | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| ACE14V | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| ACE19N | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| ACE19V | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| AMSO22 | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| AMSO35 | All | 3 | 3 | 3 | X | Warranty Service Procedure 1 |
| AOC24 | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| AXP22 | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| AXP22TL | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| CRC18T2OG2 | All | 3 | 3 | 3 | | |
| CRC21T2RLPF | All | 3 | 3 | 3 | | |
| DQ22HSI2 | All | 3 | 3 | 3 | | |
| HDC12A2 | All | 3 | 3 | 3 | | |
| HDC1815 | All | 3 | 3 | 3 | | |
| HDC182 | All | 3 | 3 | 3 | | |
| HDC18SD2 | All | 1 | 3 | 3 | | |
| HDC212 | All | 3 | 3 | 3 | | |

| Models | Effectivity / Serial Prefix | Labor & Travel | Parts | Magnetron | Requires dispatch from ComServ | See Page 3 for additional Warranty Procedures: |
|----------------|-----------------------------|----------------|-------|-----------|--------------------------------|--|
| HDC21RB2 | All | 3 | 3 | 3 | | |
| HDC21DQ | All | 3 | 3 | 3 | X | Warranty Service Procedure 1 |
| JET14 | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| JET14V | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| JET19 | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| JET19V | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| 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 |
| MMS10TS | All | 1 | 1 | 3 | X | Warranty Service Procedure 3 |
| MOC24 | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MOC24CF | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MOC24JB | All | 2 | 2 | 3 | X | Warranty Service Procedure 1 |
| MOC24RB | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MRC17S2 | All | 3 | 3 | 3 | | |
| MRC22S2 | All | 3 | 3 | 3 | | |
| MRC30S2 | See Boston Market | 3 | 3 | 3 | X | Warranty Service Procedure 1 |
| MSO22 | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MSO35 | All | 3 | 3 | 3 | X | Warranty Service Procedure 1 |
| 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 |
| MXP22DM | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MXP22GO | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MXP22MK | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MXP22QT | All | 2 | 2 | 2 | X | Warranty Service Procedure 1 |
| MXP22TL | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MXP22TR | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MXP22SF | All | 1 | 1 | 3 | X | Warranty Service Procedure 1 |
| MXP22WY | 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 | | |
| 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 |
| RFS18TS | All | 3 | 3 | 3 | X | Warranty Service Procedure 2 |
| RMS10D | All | 1 | 1 | 3 | X | Warranty Service Procedure 3 |
| RMS10DS | 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 |
|---------|-----------------------------|----------------|-------|-----------|--------------------------------|
| MRC30S2 | All | 1 | 1 | 3 | X |
| RC30S2 | All | 1 | 1 | 3 | X |

Correctional Facility Warranty

| Models | Effectivity / Serial Prefix | Labor & Travel | Parts | Magnetron | Requires dispatch from ComServ |
|--------|-----------------------------|----------------|-------|-----------|--------------------------------|
| All | All | None | None | None | NA |

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

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.

If ComServ determines the issue is covered under warranty, the oven may be exchanged at ACP's option. 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 st Service Call | 2 nd Service Call | 3 rd 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 and MMS models)

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

If ComServ determines the issue is covered under warranty, the oven may be exchanged at ACP's option. 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.