

# Technical Bulletin



Date: April 2016

No: TCM-0003Z-S

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Supersedes: TCM-0003Y-S,  
TCM-0003X-S, TCM-0003W-S,  
TCM-0003V-S

Type Policy Letter  
√ Service Information

Attention √ Service Managers  
Service and Parts Managers

Product **United States and Canadian Commercial Product**



Issue Product Warranty

Action Please review owner's warranty certificate for specific coverage and limitations. **Model changes are highlighted in bold. 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. 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.**

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



Models	Effectivity / Serial Prefix	Labor & Travel	Parts	Magnetron	Requires dispatch from ComServ	See Page 3 for additional Warranty Procedures:
<b>ACE14N</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>ACE14V</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>ACE19N</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>ACE19V</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>AMSO22</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>AMSO35</b>	All	3	3	3	X	Warranty Service Procedure 1
<b>AOC24</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>AXP22</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>AXP22TL</b>	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		
<b>HDC1815</b>	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	X	Warranty Service Procedure 1
<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
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>	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
<b>MOC24OS</b>	All	1	1	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	All except Boston Market	3	3	3	X	Warranty Service Procedure 1
MRC30S2	<b>Boston Market</b>	1	1	3	X	Warranty Service Procedure 1
<b>MSO22</b>	All	1	1	3	X	Warranty Service Procedure 1
<b>MSO35</b>	All	3	3	3	X	Warranty Service Procedure 1
MPX20	All	1	1	3	X	Warranty Service Procedure 1
MPX22	All	1	1	3	X	Warranty Service Procedure 1
MPX22BF	All	1	1	3	X	Warranty Service Procedure 1
MPX22CS	All	1	1	3	X	Warranty Service Procedure 1
MPX22DM	All	1	1	3	X	Warranty Service Procedure 1
<b>MPX22GO</b>	All	1	1	3	X	Warranty Service Procedure 1
MPX22MK	All	1	1	3	X	Warranty Service Procedure 1
MPX22QT	All	2	2	2	X	Warranty Service Procedure 1
MPX22TL	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:
<b>MXP22TR</b>	Standard Wty Tropical Smoothie	1	1	3	X	<b>Warranty Service Procedure 1</b>
<b>MXP22TR</b>	Optional – 3yr Tropical Smoothie	3	3	3	X	<b>Warranty Service Procedure 1</b>
MXP22SF	All	1	1	3	X	Warranty Service Procedure 1
<b>MXP22WY</b>	All	1	1	3	X	<b>Warranty Service Procedure 1</b>
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		
<b>RC30S2</b>	All except Boston Market	3	3	3		
<b>RC30S2</b>	Boston Market	1	1	3		
RCS10DSE	All	1	1	3	X	Warranty Service Procedure 1
RCS10TS	All	1	1	3	X	Warranty Service Procedure 1
RFS12TS	All except Denny's	3	3	3	X	Warranty Service Procedure 2
<b>RFS12TS</b>	Denny's	1	1	1	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
<b>RMS10DS</b>	All	1	1	3	X	<b>Warranty Service Procedure 3</b>
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		

## Warranty Service Procedures

### 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.

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.**

### 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.**

### 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](mailto: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.**