

Technical Bulletin



Date: May 2012

No: TCM-0074-B

Page 1 of 2

Type √Policy Letter
Service Information

Attention Service Managers
√Service and Parts Managers

Product All Product

Issue Prison and correctional facilities product warranty

Action Effective July 1, 2012 product sold to a prison or correctional facilities will not carry any warranty. Any warranty claims submitted on product purchased by prisons or correctional facilities on or after July 1, 2012 will not be honored. See page 2 example of new warranty statement.

For future reference, please write the Model Number and Serial Number here.

Model Number _____

Serial Number _____

Commercial Microwave Oven Warranty—

Applies to U.S. and Canada Only

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. 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.