

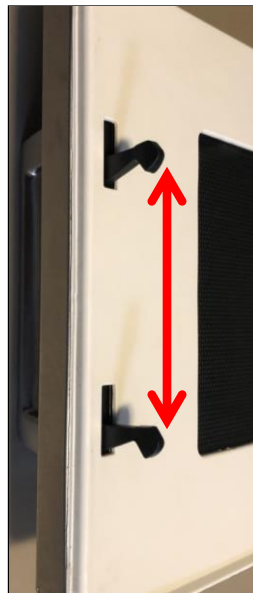
Technical Bulletin



Date: May 2020

No: TCM-0520-A
ITCM-0520-A

<u>Type</u>	Service Information
<u>Attention</u>	Parts Managers Service Managers Service Technicians
<u>Product</u>	All 50 & 60hz Compact Ovens – DEC*, HDC*, MDC*, MCHDC*, & CRC* ovens with serial numbers starting with 1910, 1911, 1912, 2001, or 2002xxxxxx.
<u>Issue</u>	Oven displays “DOOR OPEN” despite a fully closed door and a properly functioning primary door switch. Issue caused by a deformed latch assembly.
<u>Warranty</u>	Standard product warranty applies. Warranty claim should contain verbiage in the Repair/Solution text box, “DOOR OPEN”
<u>Action</u>	Replace door assembly. Part number for door is specific to the model and manufacturing number (aka “P” number). Part number can be found on our Service website: services.acpsolutions.com



LATCH ARMS TOO FAR APART