

# Technical Bulletin



Date: September 2009

No: TCM-0033-S  
ITCM-0030-S  
Page 1 of 3

**Type**      ✓Policy Letter

Service Information

Page 1 of 3

**Attention**    ✓Service Managers  
Service and Parts Managers

**Product**    AXP20, AXP20JB, AXP520, AXP52053, MXP520, MXP52053

**Issue**        Proper Cleaning Procedure

**Warranty**    Standard product warranty applies. **Cleaning oven is customer's responsibility.**

## **Action**

### **Cleaning:**

ACP recommends 'Grease Cutter NC' from ECOLabs® to clean the interior cavity. Please refer to Owners Manual and label affixed to front of unit for details. See attached AXP Care and Cleaning. **DO NOT** use cleaners containing Chlorine, Phosphates or Sodium Hydroxide\* as these will degrade the catalyst and red silicone sealant around the ceramic plates on the sides of the oven cavity.

**DO NOT** use abrasive scouring pads on the ceramic plates or around the red sealant surrounding the ceramic plates. **DO** use a damp cloth or sponge. Refer to Owners Manual for details.

If uncertain about whether a cleaner is acceptable for use ACP must be informed of the cleaner desired and be provided with the MSDS sheet **before it can be used.**

Should service agent find cracked ceramic plates or silicone deteriorated around the ceramic plates, service agent should inquire about cleaning practices and the cleaner used.

### **Use of unapproved cleaning agents will void the terms of the warranty.**

Replacement of cracked ceramic plates or deteriorated silicone due to unapproved cleaning agents or practices is considered abuse and is not covered under the terms of the warranty.

\*Also know as lye, includes Potassium Hydroxide

# AXP Care and Cleaning

**Daily Cleaning Recommendations:** Follow the recommendations below for proper maintenance of the Amana® AXP oven.

**Please Note:** The use of caustic\* cleaning products or those containing ammonia, phosphates or chlorine can damage critical oven parts. Do not use water pressure type cleaning systems. **Use of unapproved cleaning agents will void the terms of the warranty.**

**Recommended Cleaning Supplies:**

Damp towel and EcoLab Grease Cutter NC. Nylon or plastic scrub pad for metal surfaces.

## CAUTION



To prevent burns, handle utensils, accessories, and door with care. Allow oven, utensils, and accessories to cool before cleaning. Oven, utensils, and accessories become hot during operation.

### ❶ Shut Oven Off

Turn oven off by pressing OFF button. Open oven door and allow oven to cool. Cooling takes approximately 60-90 minutes. Fan will continue running until oven has cooled.

### ❷ Remove Rack

After oven has cooled remove accessories, rack from oven. Wash with warm, soapy water and allow to air dry while cleaning oven interior.

### ❸ Lift Bottom Element

Be sure the bottom element is cool prior to tilting bottom element upwards for cleaning underneath. Wipe area clean with damp cloth.

### ❹ Spray Oven Interior

Put on rubber gloves. Spray oven door, sides and floor with EcoLab Grease Cutter NC. Allow to soak for 5-10 minutes.

### ❺ Clean Oven Interior

Clean the oven door and interior using a plastic or nylon scouring pad on metal portions of oven only. Apply necessary pressure to remove particles from oven. Use a damp towel when cleaning the side ceramic plates, being especially careful to not scrub directly on the red silicone seal surrounding the two ceramic plates. **CAUTION:** Do not apply pressure to the white ceramic covers on the side of the oven. Breaking can result in a non-warranty service call.

### ❻ Wipe Oven Interior

Using a damp clean towel, wipe the oven interior. Rinse towel and wring dry and repeat 2-3 times to remove remaining oven cleaner and particles from the oven.

### ❼ Clean Air Filter

**(reminder displays every 7 days)**

Remove the air filters located on each side of the oven at the base. Wash filter in a mild detergent solution made with warm water. Rinse and dry thoroughly. Replace filter by sliding back into the side location.

### ❽ Place Rack Back in Oven

Place rack back in the oven.

### ❾ Clean Oven Exterior

Clean exterior door and other surfaces with a clean cloth, sponge or nylon pad using a mild detergent and warm water solution. Wring cloth well to remove excess moisture before wiping oven.

## **DO:**

- Clean oven daily
- Use EcoLab Grease Cutter NC or another non-caustic cleaner
- Remove food from oven at end of cycle
- Use only accessories that are both high temperature oven-safe and microwave-safe in the oven

## **DO NOT:**

- **DO NOT** use caustic\* cleaning products or those containing ammonia, phosphates or chlorine
- **DO NOT** use a water-pressure type cleaning system
- **DO NOT** cook foods with plastic wrap on them
- **DO NOT** use abrasive scouring pads to clean ceramic plates and the red sealant surrounding the ceramic plates on the sides of the oven.

\* Sodium or potassium hydroxide (lye)

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

Amana Appliances warrants this product only when original purchaser uses the oven for commercial food service preparation.

### Limited THREE Year Warranty

#### First Year

Amana 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.

#### Second through Third Year

Amana will provide a replacement magnetron tube, tube only (f.o.b. Cedar Rapids, IA, U.S.A.), that has failed due to workmanship or materials. Owner will be responsible for paying all other costs including labor, mileage and transportation.

#### OWNER RESPONSIBILITIES:

- 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.

#### ITEMS NOT COVERED:

- Teflon coating in oven cavity interior (if applicable).
- Glass or ceramic turntable (if applicable).
- 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.
- Failures caused by:
  - Any modification, alteration, adjustment or repair service not authorized by Amana.
  - Grease or other material buildup due to improper cleaning or maintenance.
  - Connection to an improper power supply.
  - Accident, misuse, abuse, fire, flood or acts of nature.
  - Operating an empty oven.
  - Use of improper pans, containers, or accessories that cause damage to the product.

#### WARRANTY LIMITATIONS:

- Begins at date of original purchase.
- Applies to product used for NORMAL commercial food preparation.
- Service must be performed by an authorized Amana servicer.

#### WARRANTY IS VOID IF:

- Serial plate is defaced.
- Product is altered by user.
- Product is not installed or used according to manufacturer's instructions.

For answers to questions regarding the above, contact equipment supplier or:

**Amana**

ACP, Inc.  
225 49th Avenue Drive SW  
Cedar Rapids, IA 52404 U.S.A.  
1-866-426-2621 (inside U.S.A. & Canada)  
1-319-368-8168 (outside U.S.A. & Canada)

IN NO EVENT SHALL AMANA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Amana Commercial Online • [www.amanacommercial.com](http://www.amanacommercial.com)