

# Technical Bulletin



**Type** Policy Letter  
 ✓ Service Information

**Date:** January 2010  
**No:** TCM-0003P-S

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

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**Supersedes:**

**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.  
**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.**

To check warranty coverage on a model number or specific serial number, use ServiceBench – Claims – Entitlement. Checking Entitlement by a serial number the system will provide: Date of Purchase, Production Date, and any coverage exceptions. Checking Entitlement by model number the system will provide the base warranty coverage. We recommend checking Entitlement prior to running any service calls.

## ACP Inc. Commercial Product Warranty

Models	Effectivity / Serial Prefix	Labor	Travel	Parts	Magnetron
ACE14	All	1	1	1	3
ACE2082	All	1	1	1	3
ACE208D	All	1	1	1	3
ACE208SBC2	All	1	1	1	3
ACE2302	All	1	1	1	3
ALD10D	All	1	1	1	3
ALD10DT	All	1	1	1	3
ALD10T	All	1	1	1	3
AMH202	All	1	1	1	3
ASE7000	All	1	1	1	3
<b>AXP20</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>
<b>AXP20JB</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>
<b>AXP20MK</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>
<b>AXP20QT</b>	<b>All</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
CRC18T2OG2	All	3	3	3	3
CRC21T2RL	All	3	3	3	3
CRC21T2RL2	All	3	3	3	3
DQ22HS	All	3	3	3	3
DQ22HSI	All	3	3	3	3
DQ22HSI2	All	3	3	3	3

# United States and Canadian Commercial Product

Models	Effectivity / Serial Prefix	Labor	Travel	Parts	Magnetron
HDC10	All	3	3	3	3
HDC102	All	3	3	3	3
HDC12	All	3	3	3	3
HDC122	All	3	3	3	3
HDC12A	All	3	3	3	3
HDC12A2	All	3	3	3	3
HDC18	All	3	3	3	3
HDC182	All	3	3	3	3
HDC18SD	10438915CA (Jan. 2003) to present	1	1	3	3
HDC18SD2	All	1	1	3	3
HDC21	All	3	3	3	3
HDC212	All	3	3	3	3
HDC21RB2	All	3	3	3	3
HDC21RT2	All	3	3	3	3
KFC2W2	All	3	3	3	3
LD10D	Through 0009	90 days	None	90 days	1 year
LD10D2	All	1	1	1	3
LD10MP	All	1	1	1	3
LD10MPS	All	1	1	1	3
MC23MP	All	1	1	1	3
MC23MPTW2	All	2	2	2	3
MC23MPW	All	2	2	2	3
MC23MPW2	All	2	2	2	3
<b>OC24</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>
<b>OC24BK</b>	<b>All</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>
RC17S	All	3	3	3	3
RC17S2	All	3	3	3	3
RC17SD2OSI	All	3	3	3	3
RC17SX	All	3	3	3	3
RC22MP	All	3	3	3	3
RC22MPS	All	3	3	3	3
RC22S	All	3	3	3	3
RC22S2	All	3	3	3	3
RC27S	All	3	3	3	3
RC27S2	All	3	3	3	3
RC30S	All	3	3	3	3
RC30S2	see customer warranty	3	3	3	3
RCS10DA	All	1	1	1	3
RCS10DC	All	1	1	1	3
RCS10MPA	All	1	1	1	3
RCS10MPSA	see customer warranty	1	1	1	3
RCS10PBDA	All	1	1	1	3
RFS12MPSA	All	3	3	3	3
RFS12SW2	All	3	3	3	3
RFS12SW2A	All	3	3	3	3
RFS18MPS	All	3	3	3	3
WDYRC22	All	1	1	3	3

## Red Lobster Warranty Model

Models	Effectivity / Serial Prefix	Labor	Travel	Parts	Magnetron
RC10MPSA	All	3	3	3	3

## Boston Market Warranty Model

Models	Effectivity / Serial Prefix	Labor	Travel	Parts	Magnetron
RC30S2	See Bulletin TCM-0035-B	1	1	1	3

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

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

## Commercial Microwave Oven Warranty

ACP warrants this product only when 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 refurbished product of the same or similar model.

#### First Year

ACP will repair or replace any part (f.o.b. Cedar Rapids, Iowa, 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

ACP will provide a replacement part, part only (f.o.b. Cedar Rapids, Iowa, 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:

- 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](mailto: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.

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.**