

# Technical Bulletin



**Date:** June 2020  
**No:** TCM-0620-A  
ITCM-0620-A

**Type** Service Information

**Attention** Service Managers  
Service Technicians

**Product** All 50 & 60hz ARX & MRX Xpress Ovens

**Issue** Arcing to Cavity Floor or Rear, Damage to Teflon Baskets, or Burnt Food

**Action** Insure Cookplate is installed with curved portion towards the door and Teflon feet are properly installed on the Cookplate (See Pictures Below)

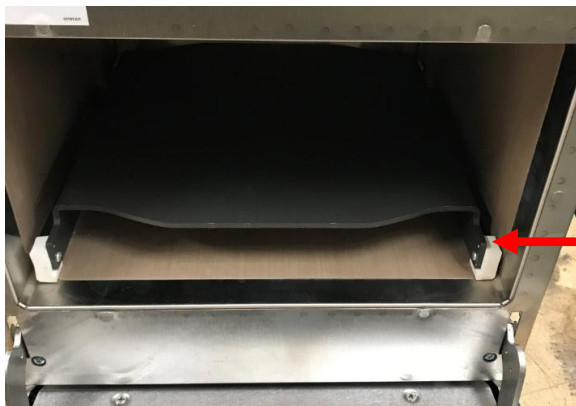
**Warranty** Improper usage is not covered under manufacturer's warranty.



Curved section of Cookplate to Front

Teflon Glides (2)

OR



Riveted Teflon Feet (4)

REVERSIBLE