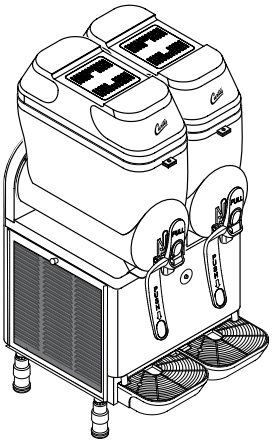
Sencotel GRANITIME S/FF

Service Manual – Frozen Beverage Dispenser



Model CFB2 shown

Models covered

- GRANITIME 2-S/FF
- GRANITIME 3-S/FF

WARNING: Read and follow the setup instructions before attempting to use this appliance. Failure to follow these instructions can result in injury and/or void the warranty.

EXCESSIVE WEIGHT WARNING: Due to weight, this unit requires a minimum of two people to lift or reposition.

IMPORTANT: Installer: Observe all codes and ordinances.

WILBUR CURTIS CO., INC.
Montebello, CA 90640
For the latest information go to
www.wilburcurtis.com
Phone: 800-421-6150

Important Safeguards/Symbols

Symbols:

WARNING/CAUTION – To advise about conditions that may result in property damage, personal injury or death

IMPORTANT - Notes about proper operation

WARNING:

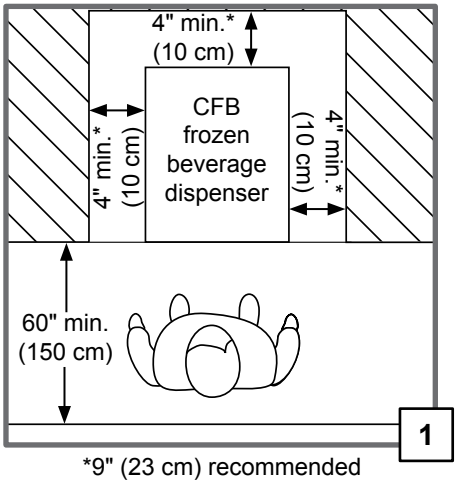
- This equipment is designed for commercial use only.
- To reduce the risk of fire or electric shock, DO NOT open service panels. There are no user serviceable parts inside. Any servicing other than cleaning and routine maintenance should be performed by an authorized Wilbur Curtis Co., Inc. service technician. Refrigeration equipment must be serviced by a licensed, certified, refrigerant technician.
- Do not install a damaged unit or a unit with a damaged power cord.
- Clean this appliance according to the CLEANING section of this manual before using it for the first time. Clean this appliance daily according to the CLEANING section.
- Keep hands and other items away from moving parts during operation.
- Dispose of refrigeration equipment and refrigerants in accordance with current local environmental protection regulations and laws. This applies to an appliance that is being replaced and to this unit, when it has reached the end of its service life. DO NOT dispose of refrigeration equipment in a landfill or urban waste. Contact your local governing authorities for information on disposal requirements.

SETUP INSTRUCTIONS

System Requirements

- Electrical: See the WIRING DIAGRAMS in this manual or visit www.wilburcurtis.com for your model. The electrical outlet must be in a location that allows the unit to be easily disconnected for service or cleaning.
- Operating Temperature: 68 to 90°F (20 to 32°C).

1. Select the location. The unit must be installed indoors away from sources of moisture and heat. The clearances shown are the minimum distances from obstructions, between CFB units and other equipment, required for proper operation. Do not obstruct the ventilation grills on the back and sides. Locate the unit on a secure, level surface. Install the unit for easy removal if service is needed.

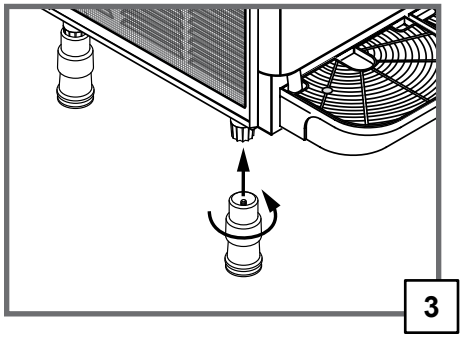


*9" (23 cm) recommended

2. Unpack the unit. Keep the original packaging materials in the event the unit needs to be returned to the manufacturer.

IMPORTANT: RMAs will not be accepted unless the unit is packaged in the original packaging material.

3. Locate the legs, packaged inside the bowls. Thread them into the mounts on the bottom of the unit. Hand tighten into place.



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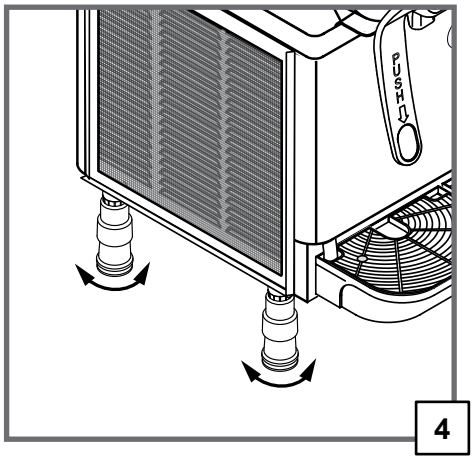
SETUP INSTRUCTIONS (CONT.)

4. Level the unit left to right and front to back by rotating the feet on the bottom of the legs.
5. Locate the drip trays, packaged inside the bowls. Position the drain hose in the opening in the top of each tray. Then, insert the tabs on the back of the drip tray into the holes on the front of the chassis. Push down gently to secure in place.
6. Prepare to install the dispensing levers by removing the handles from the taps. Push in on the top of the handle with your thumb while pulling up on the bottom with your index finger.
7. Locate the dispensing levers, packaged inside the bowls. Install them on the tap handles. While pulling outward on both sides of the base of the dispensing lever, insert the pins on the bottom of the handle into the base holes on the lever.
8. Lubricate the tap mounting slots using food grade lubricant.
9. Prepare the tap handle assembly for attachment. Lubricate the red rubber gasket on the back of the tap handle assembly with food grade lubricant and insert it into the tap hole on the bottom of the bowl. Line up the middle pins on the handle with the mounting slots.
10. Attach the tap handle assembly. Push in with your thumb on the center of the handle until the tap handle assembly pops into place.

WARNING: Use the leveling legs to level the dispenser only. Do not use them to adjust unit height. Do not extend them higher than necessary.

CLICK HERE to view and purchase Sencotel GRANITIME parts



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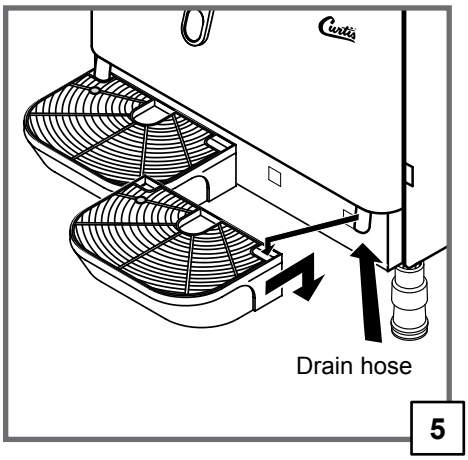

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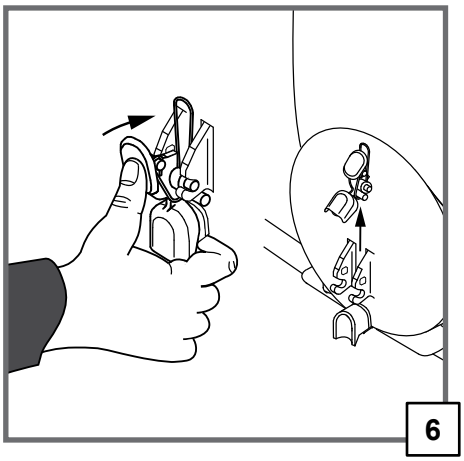
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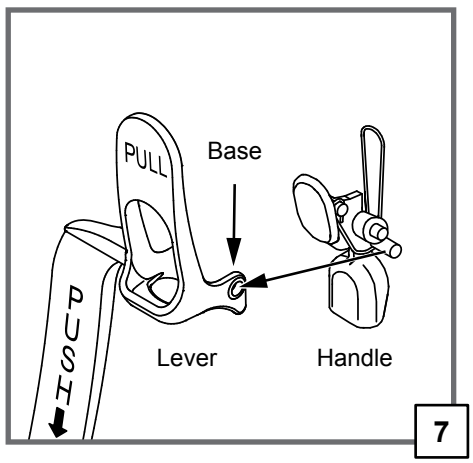

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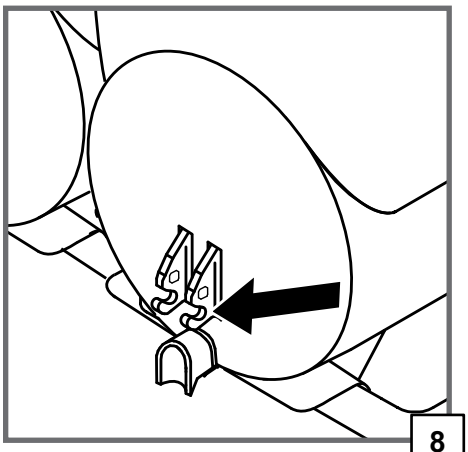
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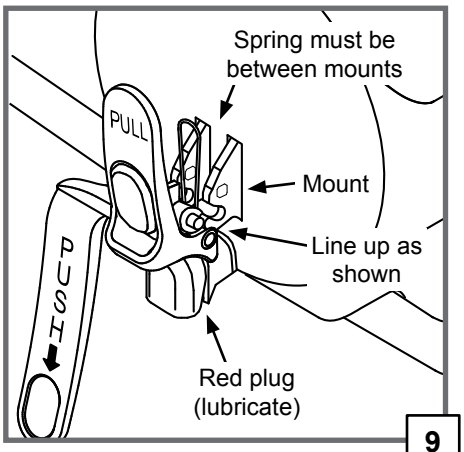

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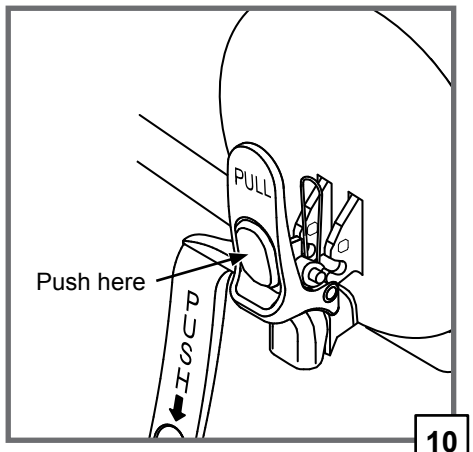

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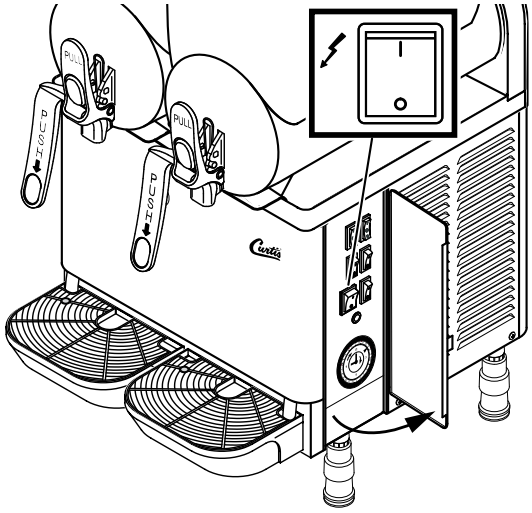
11. Open the control panel door (on the right side) and make sure the main power switch is in the OFF (○) position.
12. Set the timer clock according to the instructions below.

> **IMPORTANT:** The unit may not operate as desired if the timer is not set properly.

13. Connect the unit to a grounded, 3-prong, electrical outlet with the appropriate amperage rating. The circuit must be protected by a suitably rated circuit breaker. Do not use an extension cord or any type of adapter.
14. Turn ON (|) the main power switch.
15. Clean and sanitize the unit before using it for the first time as instructed in the CLEANING section. Verify that the unit is operating properly according to the operating instructions.



Main Power Switch Location

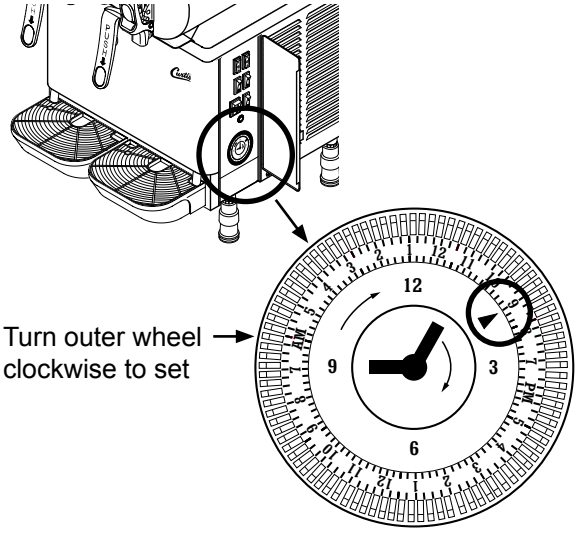
SETTING THE TIMER CLOCK*

CAUTION:

- Set the timer only with the main power switch in the OFF (○) position .
- Turn the timer wheel only in the clockwise direction.
- Do not set the timer using any kind of tool.

1. With the main power switch off, turn the outer wheel on the timer clockwise until the correct time (AM or PM) lines up with the arrow on the clock face.
2. Turn on the main power switch to start the clock.

> **IMPORTANT:** The clock/timer is equipped with a backup circuit and continues to keep time for 10 to 15 minutes after power is interrupted. If the power cord is disconnected or the main power switch is turned off for a longer period of time, the clock will need to be reset when power is restored.



Clock Set to 9:05 PM

TIMER OPERATION*

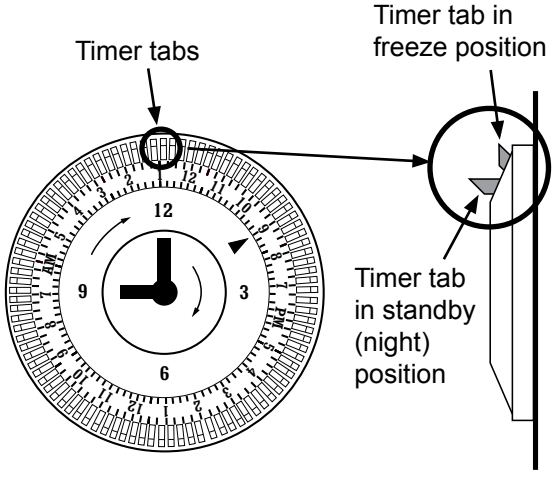
Use the timer to start the unit automatically. This feature allows you to pour the mix in ahead of time and have the slush ready to serve at the programmed time (unattended operation). The timer determines when the unit is in standby (night) mode or freeze mode. In standby mode the mixture is kept cool, but does not freeze.

The unit comes from the factory set for manual (non-timer) operation. When all of the timer tabs are flipped outward (see diagram, right), the timer is disabled and the unit will freeze slush any time the refrigeration switch is set to ON (|).

Setting Up the Timer

1. With the main power switch off, flip the timer tabs next to the time marks on the timer to either the standby or freeze position. The unit will operate in the mode selected during the corresponding time period.
2. Check to make sure the clock is set to the current time, then turn ON (|) the main power switch.

*Models CFB2 and CFB3 only.



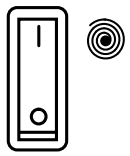
Timer Side View

OPERATING INSTRUCTIONS

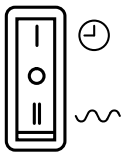
WARNING:

- Keep body parts and other items clear of the inside of the mixing bowl when the main power switch is ON (|). Keep the mixing switch in the OFF (○) position whenever the mixing bowl lid is removed.
- To prevent damage to the unit and for good results, use only slush mixtures with the required sugar content (see below). Do not use the machine to freeze water without slush concentrate added. Never pour hot liquids (above 77°F/25°C) into the mixing bowl. This unit is not for use with milk/dairy based products.
- Do not fill the mixing bowl higher than the MAX LEVEL indicator.

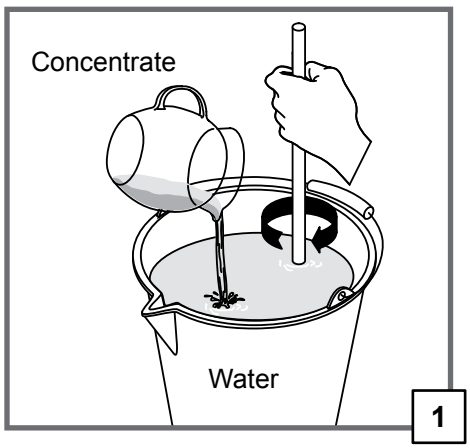
1. Dilute and mix the slush concentrate with water in a clean container. Follow the concentrate manufacturer's directions. THE MIXTURE OBTAINED MUST HAVE A MINIMUM SUGAR CONTENT OF 13°Bx and less than 22°Bx (11 to 20% sugar by weight). The capacity of each mixing bowl is 3 gallons (12 liters).
2. With the mixing switch in the OFF (○) position, remove the mixing bowl lid from the desired bowl and hang it on the side. Pour in the mix up to, or below the MAX LEVEL indicator. The minimum level is just above the plastic mixing auger.
3. Replace the mixing bowl lid.
4. Make sure the main power switch is ON (|). Push (|) on the mixing switch for the desired mixing bowl to turn on the mixer.
5. Push (|) on the refrigeration switch for the desired mixing bowl to begin freezing. **NOTE:** On units equipped with a timer, when the refrigeration switch is in position (|), the unit will freeze the slush mixture provided the timer is set to freeze for the current time (see *Setting the Timer*). Standby mode, position (||) on the refrigeration switch, may be used to put the unit in standby mode manually. This mode saves energy, keeping the mixture cool without freezing.
6. Once the mixture is frozen (40 to 90 minutes), pull out on the top of the dispenser lever or push the bottom of the lever to dispense.

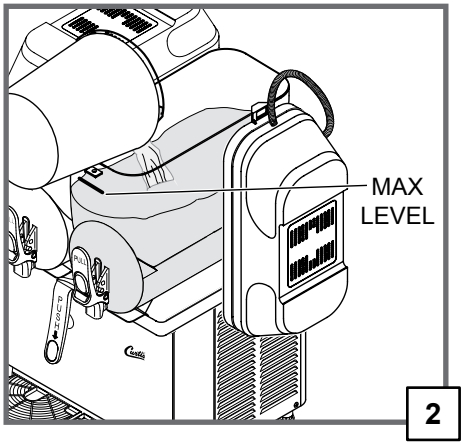


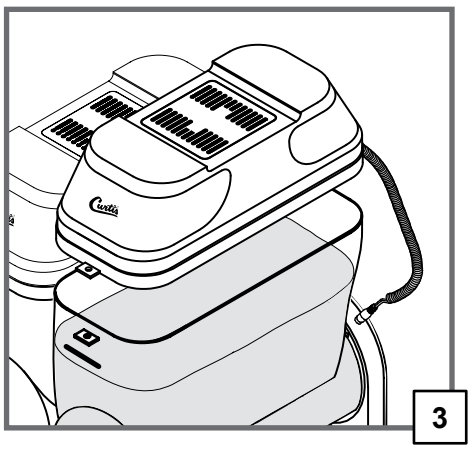
Mixing

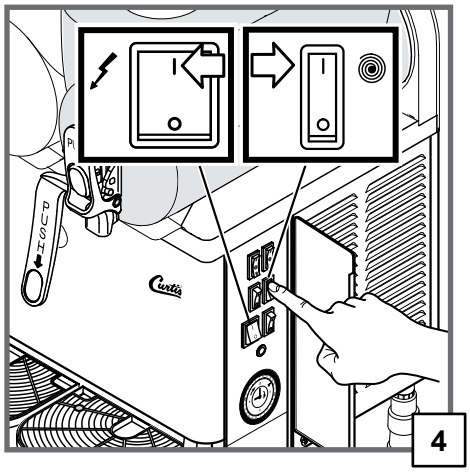


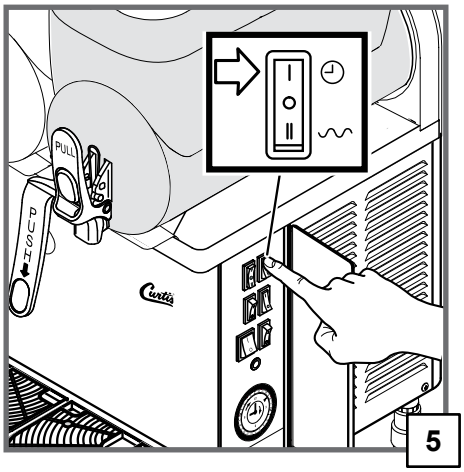
Refrigeration

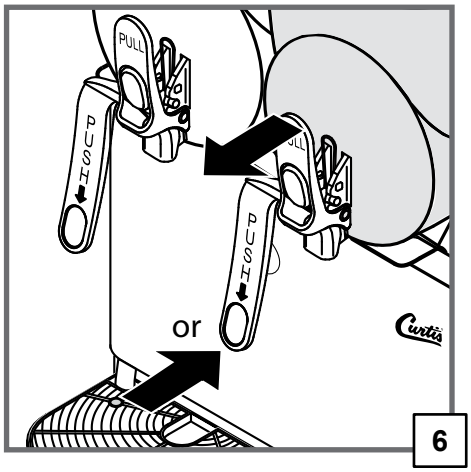








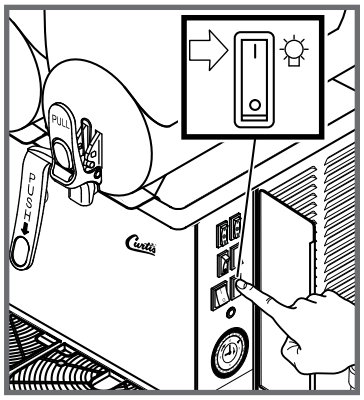




OPERATING INSTRUCTIONS (CONT.)

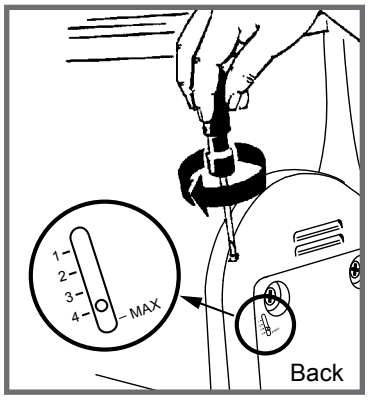
Lid Lights

Push (|) on the light switch to turn on the integral lid lights.



Adjusting Slush Thickness

Use the adjustment screws at the back of each mixing bowl to adjust slush thickness. The recommended (factory default) setting is 2. Insert a flat blade screwdriver into the adjustment hole as shown and turn to adjust. The indicator on the back will move to indicate the thickness level. The higher the number the thicker the slush will be.



IMPORTANT: When the thickness level is set to higher levels, (around 4) the lid should be fastened to prevent it from coming off during operation.

Periodic maintenance

Have the unit checked periodically (at least once a year) by a qualified technician to ensure proper operation.

CLEANING

WARNING:

- To avoid personal injury, disconnect the power cord before cleaning. Wear protective glasses and gloves.
- Never spray water on the unit to clean it.
- Do not use cleaning liquids, compounds or powders containing chlorine (bleach), solvents, scouring powder, flammable materials or corrosives. These products promote corrosion and will damage the surfaces. USE OF THESE PRODUCTS WILL VOID THE WARRANTY.
- DO NOT immerse the unit or parts in water or any other liquid, unless specifically instructed to do so. Do not wash any of the components in a dishwasher. Hand or air dry the parts only.

Daily Cleaning

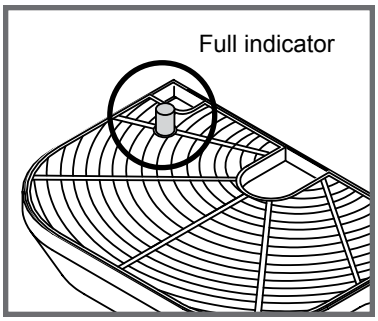
It is recommended to clean and sanitize all of the bowl assemblies at least once a day according to the following steps. These operations may need to be performed more frequently based on the mix used. Contact the concentrate supplier for more details. If the machine is not used continuously throughout the day, wipe the tap areas with a clean cloth and sanitizing fluid. If the dispenser has not been used for a long period of time, clean the unit before returning it to use.

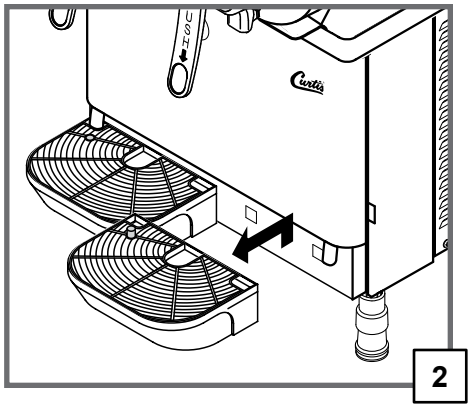
1. For cleaning, prepare a mild solution of detergent and warm water.

Empty the Drip Trays

The drip trays should be emptied and cleaned every day and drained every time the red full indicator pops up. They must also be removed before emptying the bowl.

2. Lift each drip tray up and out.
3. Wash the trays and grills with the detergent solution. Hand dry all of the components, then reinstall the grills. Set the trays aside and reinstall at the end of the daily cleaning process.





Daily Cleaning (Cont.)

Empty the Bowl

Empty each bowl before cleaning (if already empty, skip to step 7).

4. Place a large empty container under each dispenser tap.
5. Turn the main power switch to the ON (|) position. Turn the mixing switches to the ON (|) and the refrigeration switches to the OFF (○) position. Pull out on each dispenser lever to drain the contents out of each bowl. **NOTE:** If the slush mixture is not frozen, hold the container up to the bottom of the tap to reduce splashing.
6. Once the bowls are empty, switch the main power switch OFF (○). **Unplug the power cord from the electrical outlet.**

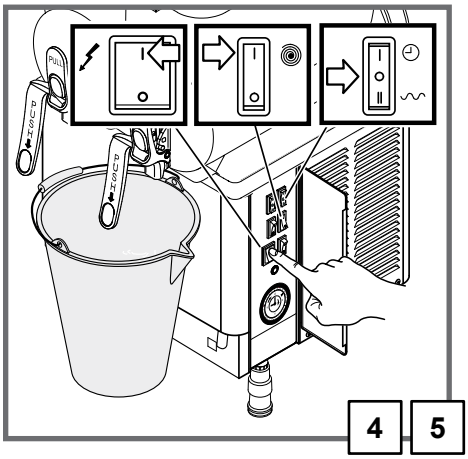
Remove the Mixing Bowls and Lids

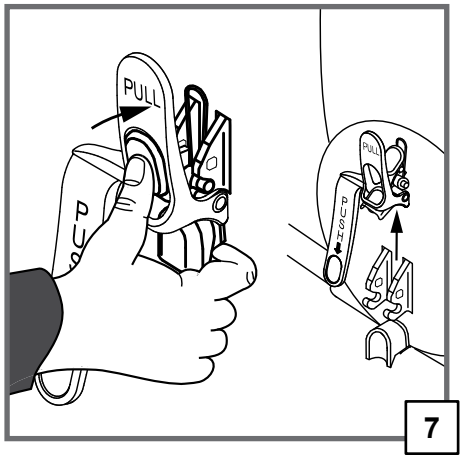
7. Remove the handle assembly from the bowl tap by pushing in on the top of the handle with your thumb while pulling up on the bottom with your index finger.
8. Disconnect the lid light plugs from the sockets behind the mixing bowl. Make sure that the plugs do not come into contact with liquids while removed. Lift off the lids.
9. Raise the front part of each bowl to release. Remove each bowl from its seat by pushing and tapping lightly on the rear.

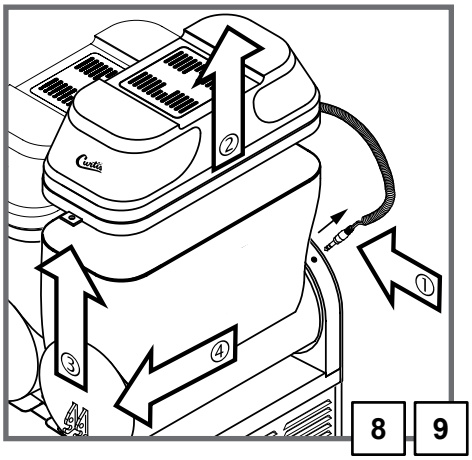
Clean the Mixing Bowl Parts

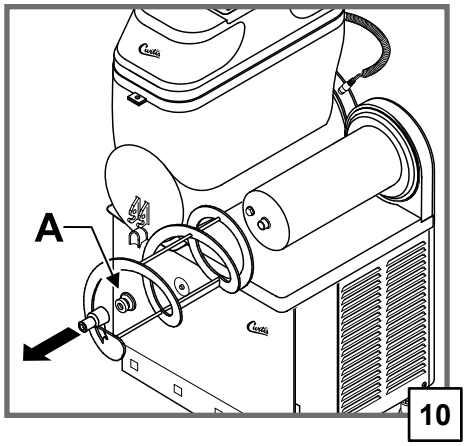
10. Pull forward on each auger to remove it from the evaporator. Remove the auger seal (A).
11. Pull the bowl seal (B) off of the back of the bowl.
12. Pull the bottom part of the lids free from the top parts.
13. Soak the bottom part of the lids, removed in step 12, and the tap parts and auger in detergent solution and scrub with a soft cloth. Rinse in fresh water.
14. To clean the top portions (lighted part) of the lids, use a clean, damp cloth soaked with detergent solution. Using a clean, damp cloth, wipe clean the outside portion of the lid top. Wipe with a clean, damp cloth soaked in fresh water.
15. Clean the mixing bowls and evaporators with a clean damp cloth soaked with detergent solution. Wipe with a clean, damp cloth soaked in fresh water.

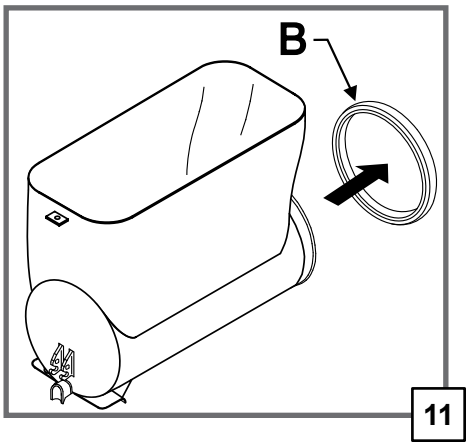
CAUTION:
To prevent damage, DO NOT immerse the top portion of the lid in fluids of any kind.

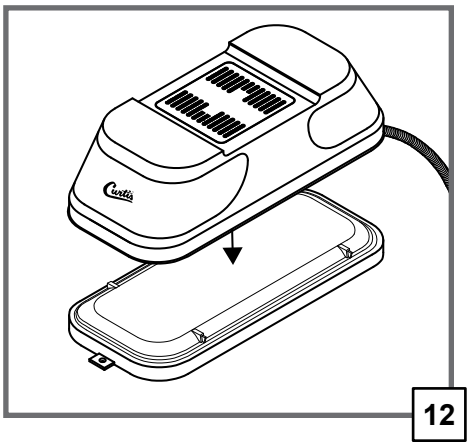












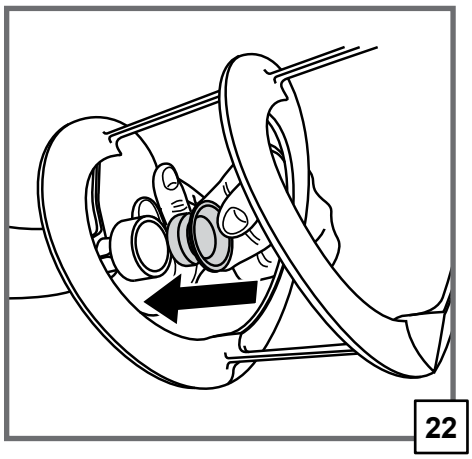
Sanitizing

16. Fill a container with a sanitizer solution mixed in water (2% of sodium hypoclorite mixed in water).
17. Using a sponge dipped in sanitizing solution, sanitize the underside of the bottom portion of the lids. Allow 30 minutes for the solution to act.
18. Rinse the underside of the lid bottoms with a clean sponge soaked in fresh water. Place the lids on a clean surface and hand dry, first the underside, then the outside, using a clean cloth.
19. Thoroughly wash the bowl and evaporator with a sponge soaked in the sanitizer solution. Rinse thoroughly with clean water.
20. Fill another container with sanitizer solution and submerge the tap parts, augers and seals in the sanitizer solution. Leave them to soak in the solution for 30 minutes. Rinse thoroughly with clean water, then air dry.

Reassemble the Unit

21. Check the seals before reinstalling. Replace worn seals with new ones before reinstalling. Replace all seals and gaskets at least once a year.
22. Install each auger seal on each auger.
23. Using food grade lubricant, lubricate the inside of the auger seal.
24. Reinstall the augers. Rotate each auger until it engages completely.
25. Install an evaporator seal on the back of each bowl. The circular lip on the back of the bowl fits into the groove on the seal.
26. Set the mixing bowls back in place. Make sure that the lip on the bottom of each bowl rests inside the front trim on the top of the chassis.
27. Lubricate the tap mounting slots on the front of each mixing bowl with food grade lubricant.

IMPORTANT: Failure to properly lubricate seals/ gaskets may result in leaks.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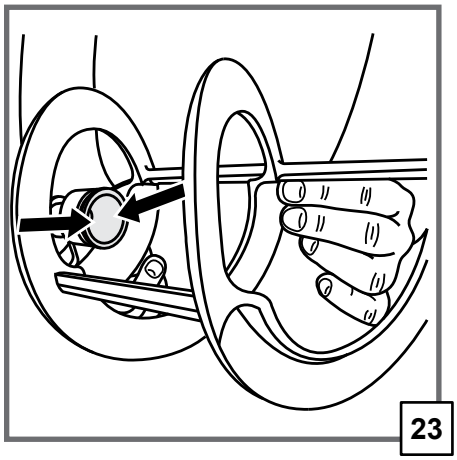
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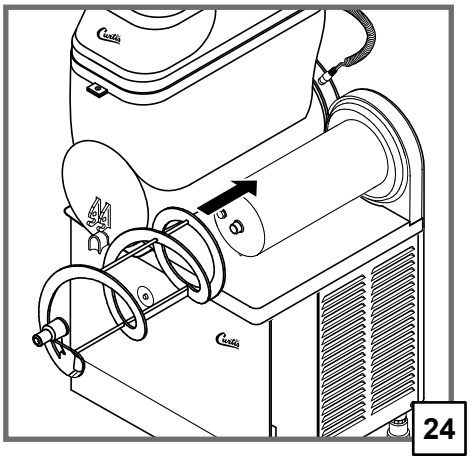
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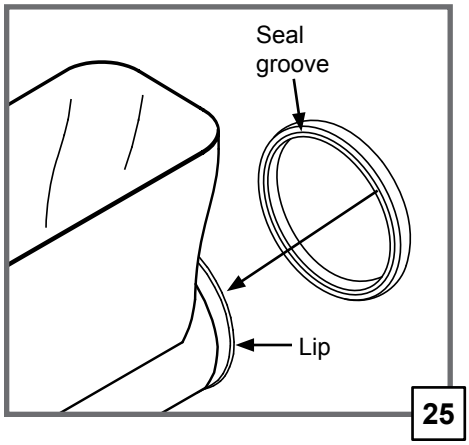

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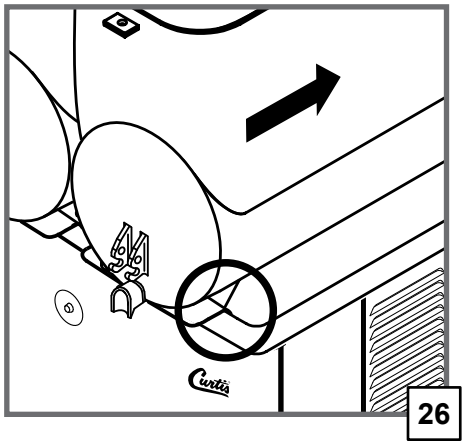
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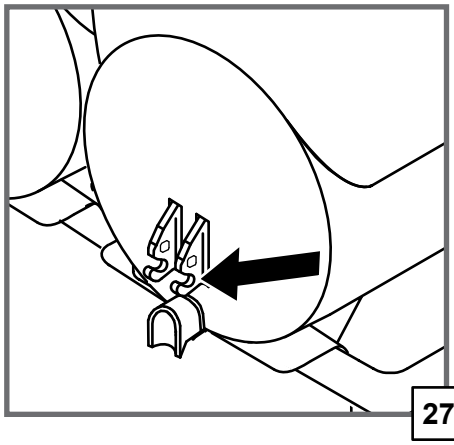

27

28. Prepare the tap handle assembly for attachment. Check the red rubber gasket on the back of each tap assembly for wear. Replace if necessary. Lubricate each tap gasket with food grade lubricant. Insert the gasket into the tap hole on the bottom of the bowl. Line up the middle pins on the handle with the mounting slots.
29. Attach the tap handle assembly. Push in with your thumb on the center of the handle until the handle assembly pops into place.
30. Reassemble and reinstall each lid and insert the light plug into the socket behind each mixing bowl.

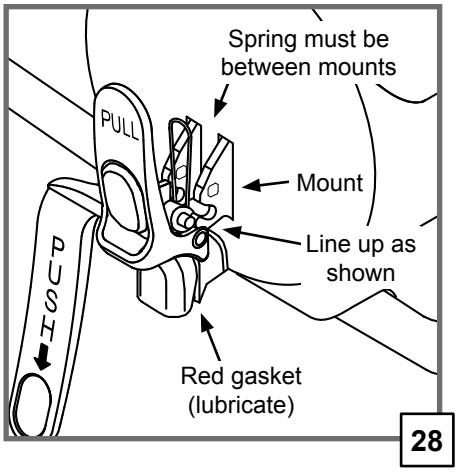
Rinse the Unit

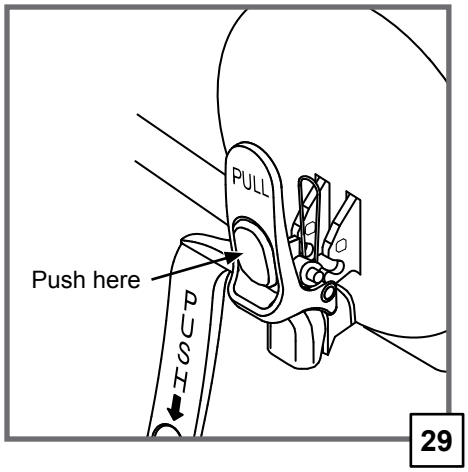
Before starting up the unit again after cleaning, rinse it out as follows:

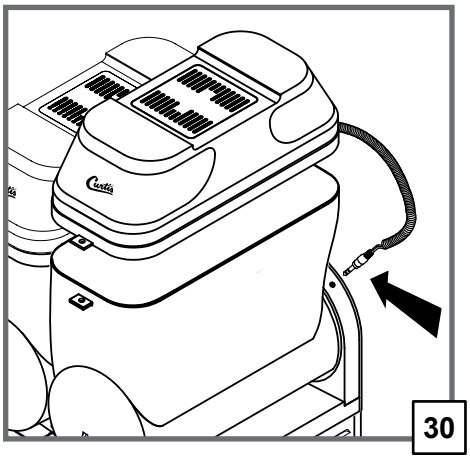
31. Connect the power cord to the electrical outlet.
32. Fill the mixing bowls with clean water;
33. Turn the main power switch to the ON (|) position. Push (|) on the mixing switches for all of the mixing bowls. Make sure the refrigeration switches are OFF (○).
34. Leave the unit on for five minutes.
35. Drain the water from each of the mixing bowls by placing a container under the tap and pulling the lever.

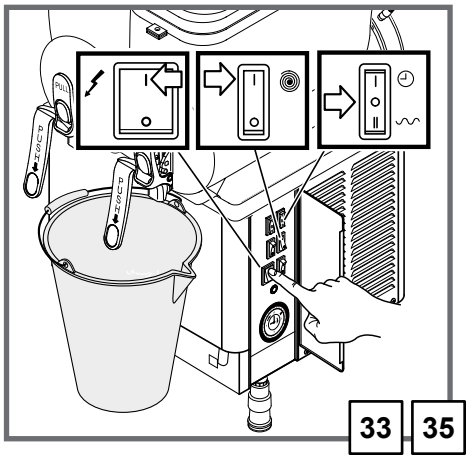
Reinstall the Drip Trays and Wipe Up

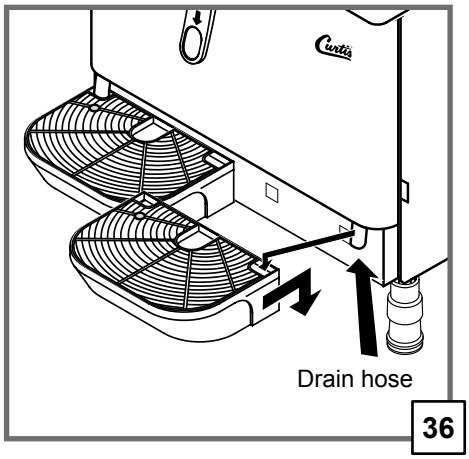
36. Position the drain hose in the opening in the top of each tray. Then, insert the tabs on the back of the drip tray into the holes on the front of the chassis. Push down gently to secure in place.
37. Wipe any dust or debris from the exterior surfaces of the unit with a damp cloth. Wipe up any spills/liquids in the surrounding area.







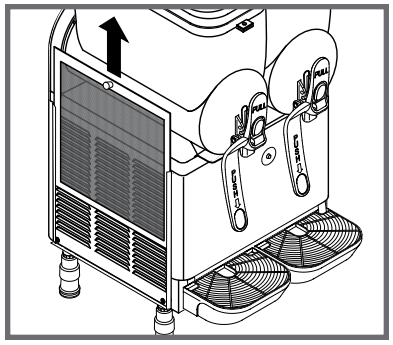




Weekly Cleaning

1. Make sure the main power switch is in the OFF (○) position.
2. Lift the filter* up and out of the slot on the left side of the unit.
3. Clean the filter and the ventilation louvers on the outside of the unit with a vacuum or soft bristled brush.
4. Replace the filter.

*Model CFB1 is not equipped with a filter.



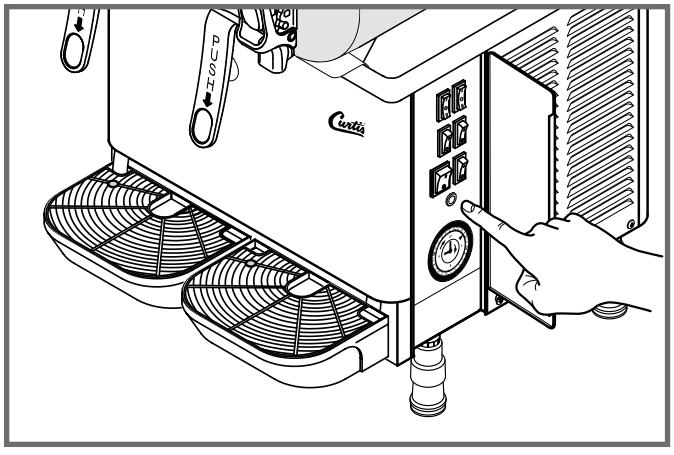
TROUBLESHOOTING

Unit Does Not Turn ON

1. Make sure the circuit breaker for the electrical outlet is not tripped and is turned on.
2. Make sure that the power cord is properly connected to the electrical outlet.
3. Make sure that the main power switch is on.

Mixture Does Not Freeze

1. Make sure that the refrigeration switch is in the (|) position.
2. Make sure that the slush mixture is properly diluted. Proper sugar content is 11 - 20%.
3. Make sure that the clock is set to the current time and that the timer is set to freeze at the current time. See "SETTING THE TIMER CLOCK" (CFB2 and CFB3 only).
4. Make sure that the thickness setting is not set too low. See "Adjusting Slush Thickness".
5. Make sure that there is sufficient ventilation. The unit will not function properly if there is not sufficient air space around the sides and back of the unit,
6. Make sure the filter (CFB2 and CFB3 only) is clean and that the ventilation grills are not blocked or dirty. See the "CLEANING" section.
7. Make sure the unit is not close to sources of heat that could affect proper operation (heaters, cooking grills, etc.).
8. Check to see if compressor reset switch inside control panel is "popped out" (CFB2 and CFB3 only). See steps 5, 6 and 7 above for possible causes of overheating. Push in to reset (see diagram below) after checking for problems that could be causing overheating and allow sealed system to cool before restart. If reset switch continues to pop out, call for service.



Compressor Reset

Tap Leaks

1. Make sure that the (red) tap gasket is properly lubricated and is not worn out.
2. Make sure that the tap handle assembly is properly seated.

Slush Does Not Come Out of Tap

This problem is usually caused by slush that is too thick or ice chunks forming in the bowl.

1. Make sure the slush mixture is properly diluted. Proper sugar content is 11 - 20%.
2. Make sure the slush thickness setting on the back of unit is not set too high.

Leak at Back of Mixing Bowl

1. Make sure that the mixing bowl is properly seated.
2. Make sure that the mixing bowl seal is properly lubricated and is not worn out.

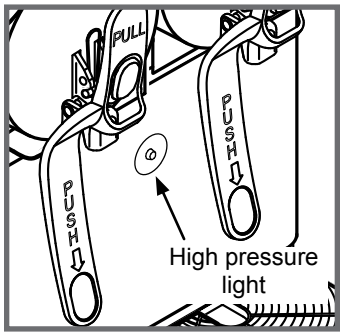
Auger Does Not Turn or is Noisy

1. Make sure the mixing switch is turned on.
2. Make sure the slush mixture is properly diluted. Proper sugar content is 11 - 20%. An improperly diluted mixture can cause ice chunks that can interfere with proper auger operation.
3. Make sure the auger seal is properly installed and lubricated.

High Pressure Light On (front panel)

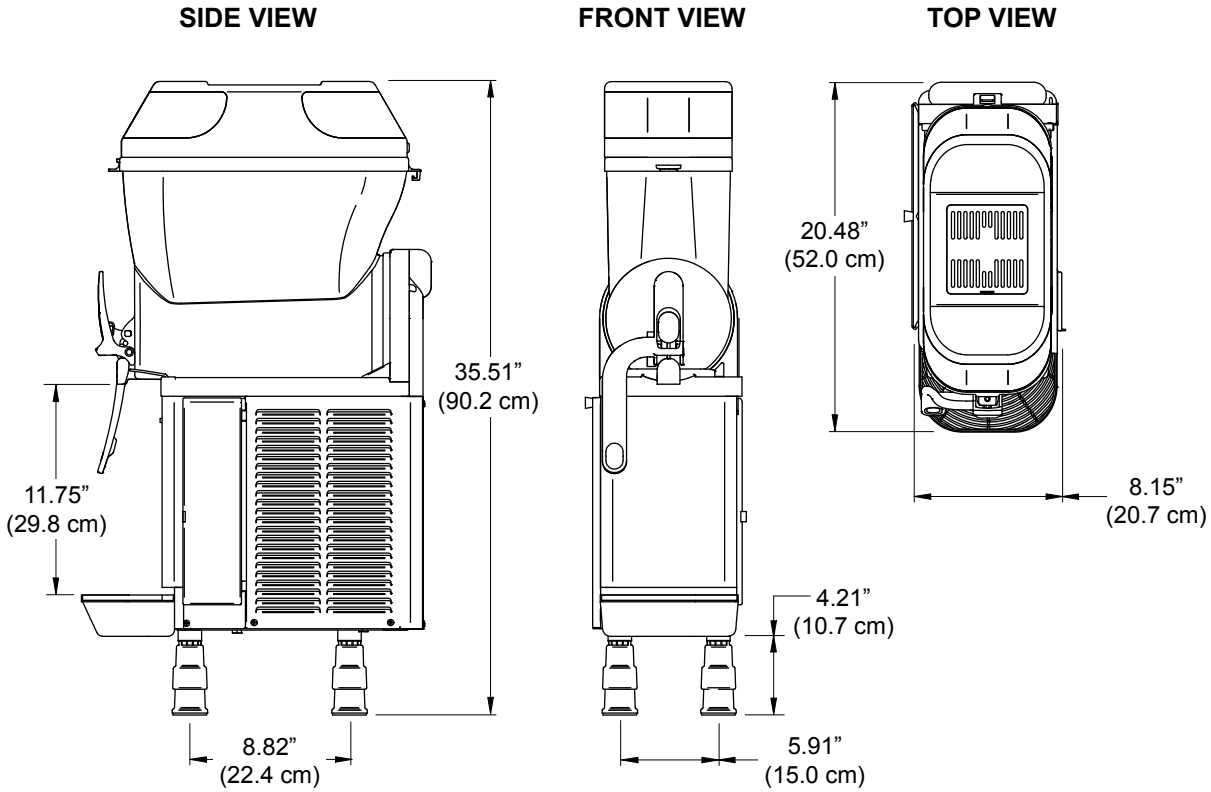
CFB2 and CFB3 only. Turn off the main power switch and check the following:

1. Make sure that there is sufficient ventilation. The unit will not function properly if there is not sufficient air space around the sides and back of the unit.
2. Make sure that the filter is clean and that the ventilation grills are not blocked or dirty. See the "CLEANING" section.
3. Make sure that the unit is not close to sources of heat that could affect proper operation (heaters, cooking grills, etc.).
4. If the light continues to come on during operation, turn off the main power switch and call for service.

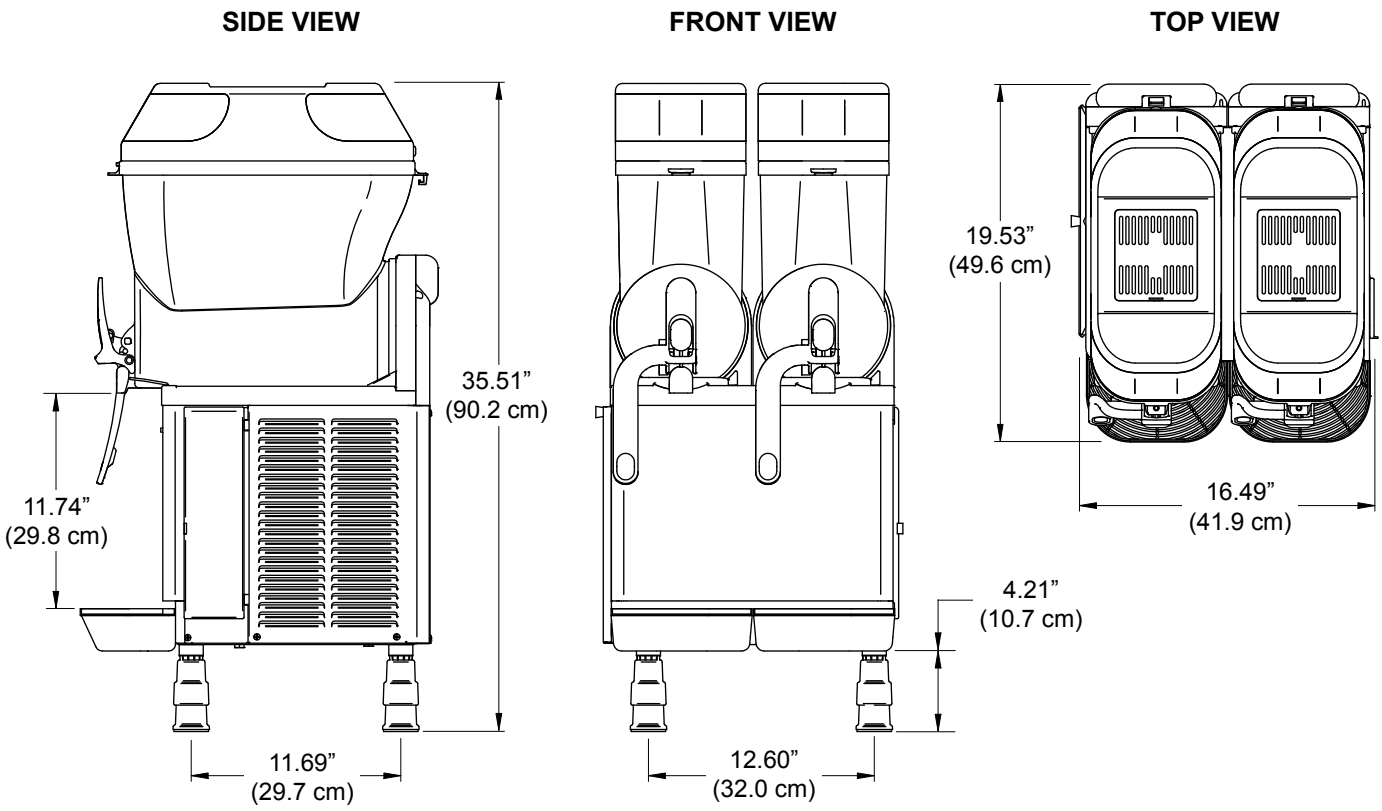


ROUGH-IN DIAGRAMS

CFB1



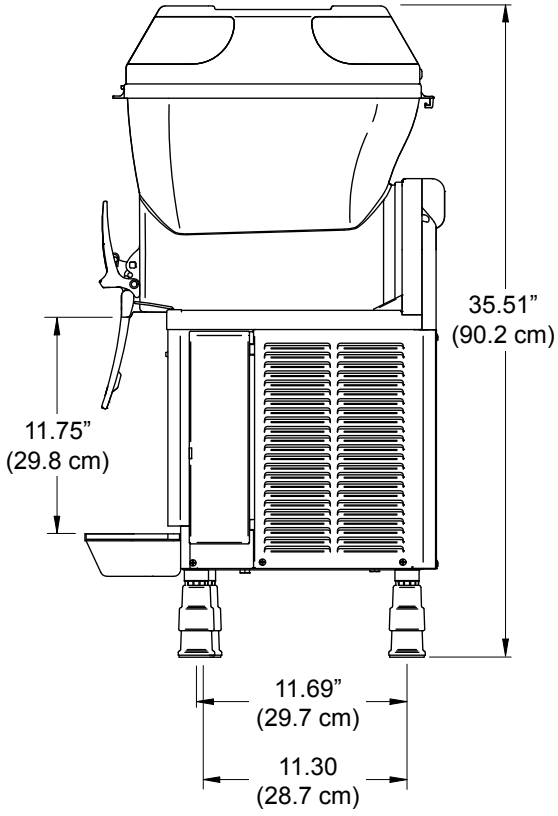
CFB2



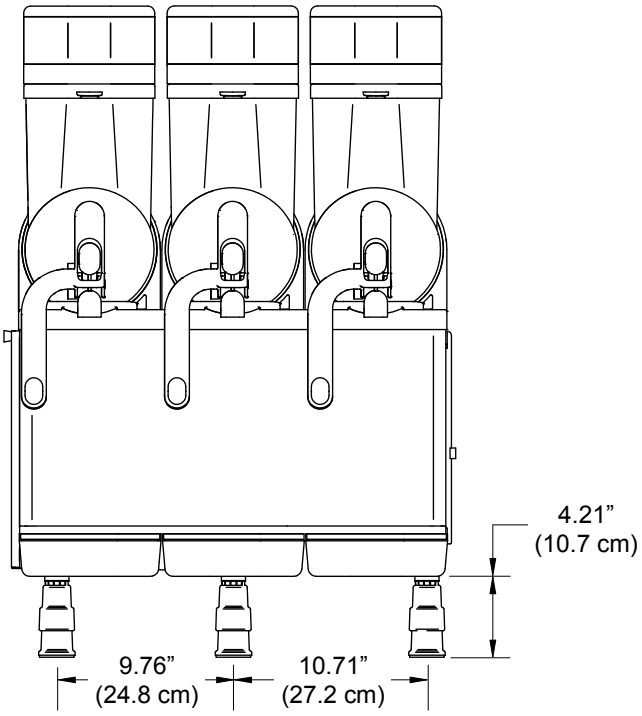
ROUGH-IN DIAGRAMS

CFB3

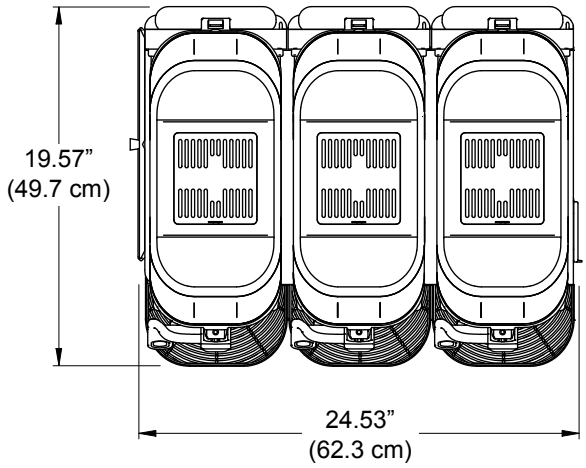
SIDE VIEW



FRONT VIEW



TOP VIEW



REFRIGERANT SPECIFICATIONS

For reference only. Check the serial number label on the product for the refrigerant specifications for the unit being serviced.

CFB1

Refrigerant type	R404A
Amount	7.05 ounces
High design pressure	397 psig
Low design pressure	175 psig

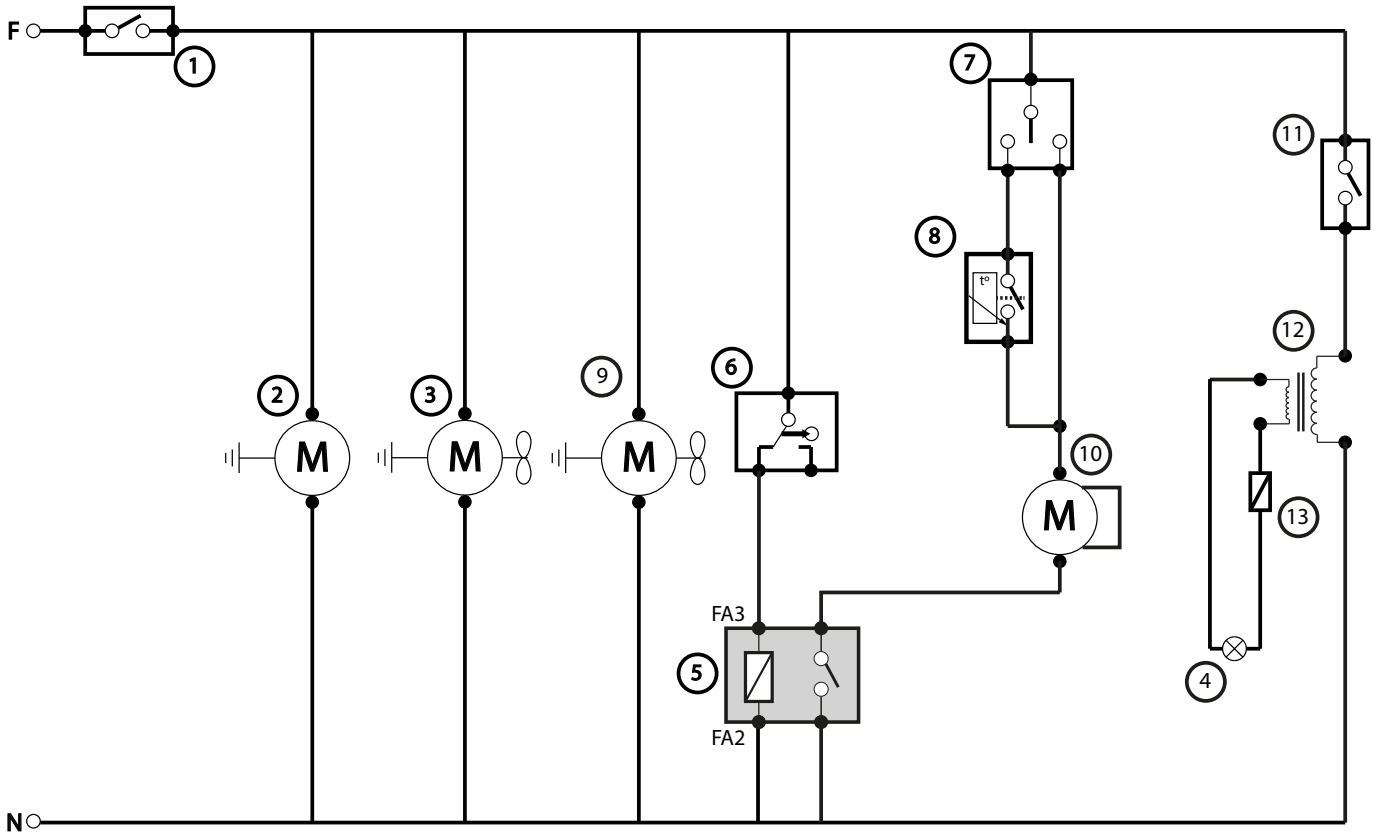
CFB2

Refrigerant type	R404A
Amount	12.84 ounces
High design pressure	397 psig
Low design pressure	175 psig

CFB3

Refrigerant type	R404A
Amount	16.68 ounces
High design pressure	397 psig
Low design pressure	175 psig

WIRING DIAGRAMS



Power Consumption:
115 Vac, 60 Hz., 8.1 A

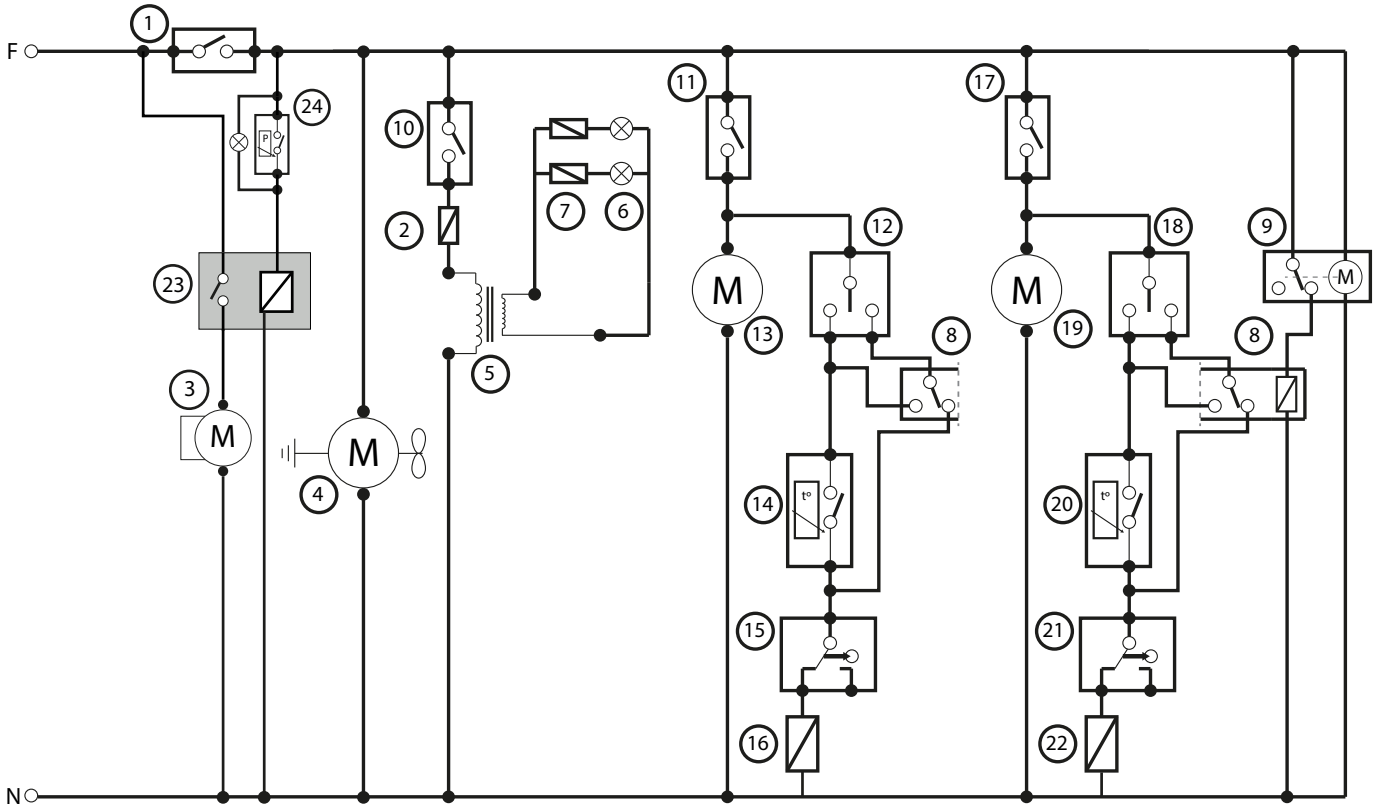
WIRING DIAGRAM - MODEL CFB1

Nº	Description
1	Main power switch
2	Auger motor
3	Fan motor
4	Tank cover light
5	Relay
6	Micro regulation
7	Refrigeration switch

Nº	Description
8	Thermostat
9	Fan motor
10	Compressor
11	Tank lights switch
12	Transformer
13	Fuse

LEGEND - MODEL CFB1

WIRING DIAGRAMS



Power Consumption:
115 Vac, 60 Hz., 12.4 A

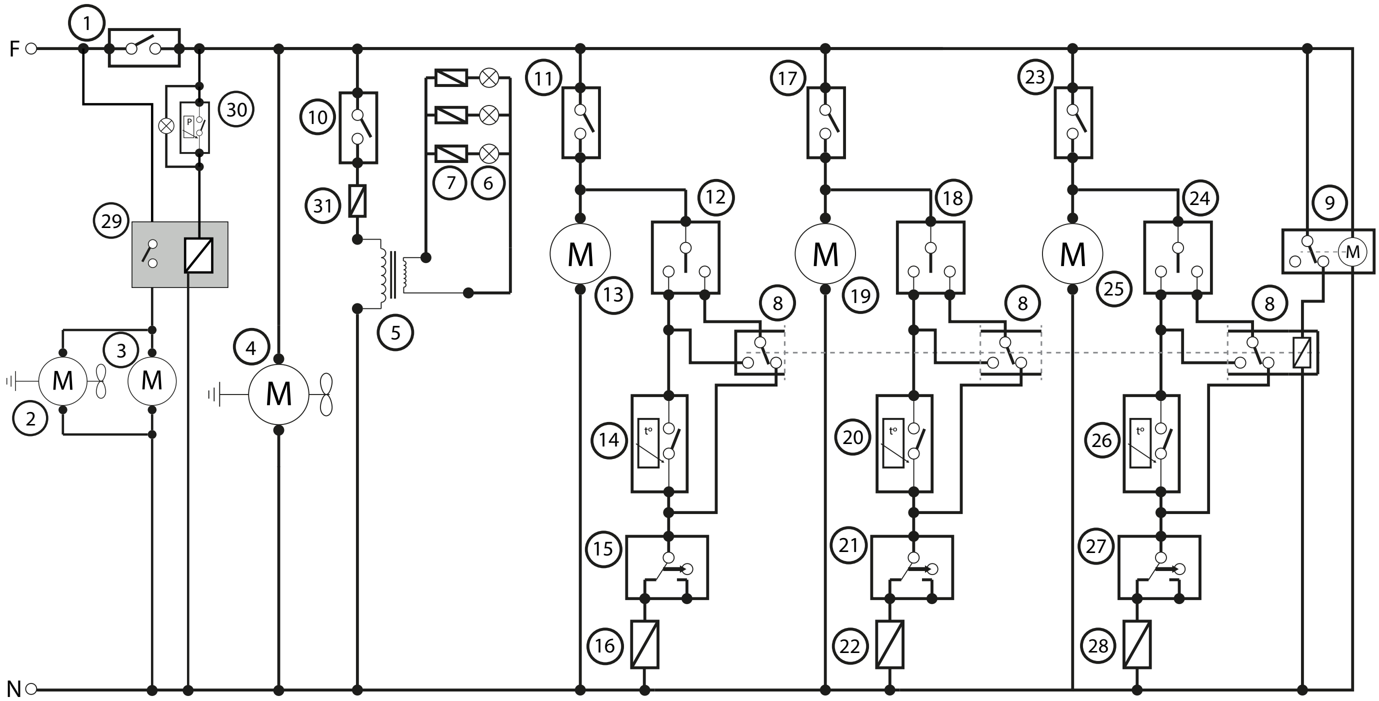
WIRING DIAGRAM - MODEL CFB2

Nº	Description
1	Main power switch
2	Fuse
3	Compressor
4	Fan motor
5	Transformer
6	Tank cover light
7	Fuse
8	Relay
9	Timer
10	Tank lights switch
11	Left mixing switch
12	Left refrigeration switch

Nº	Description
13	Left auger motor
14	Left thermostat
15	Left micro regulation
16	Left electrovalve
17	Right mixing switch
18	Right refrigeration switch
19	Right auger motor
20	Right thermostat
21	Right micro regulation
22	Right electrovalve
23	Relay
24	Compressor cutoff (reset) switch

LEGEND - MODEL CFB2

WIRING DIAGRAMS



Power Consumption:
115 Vac, 60 Hz., 14.8 A

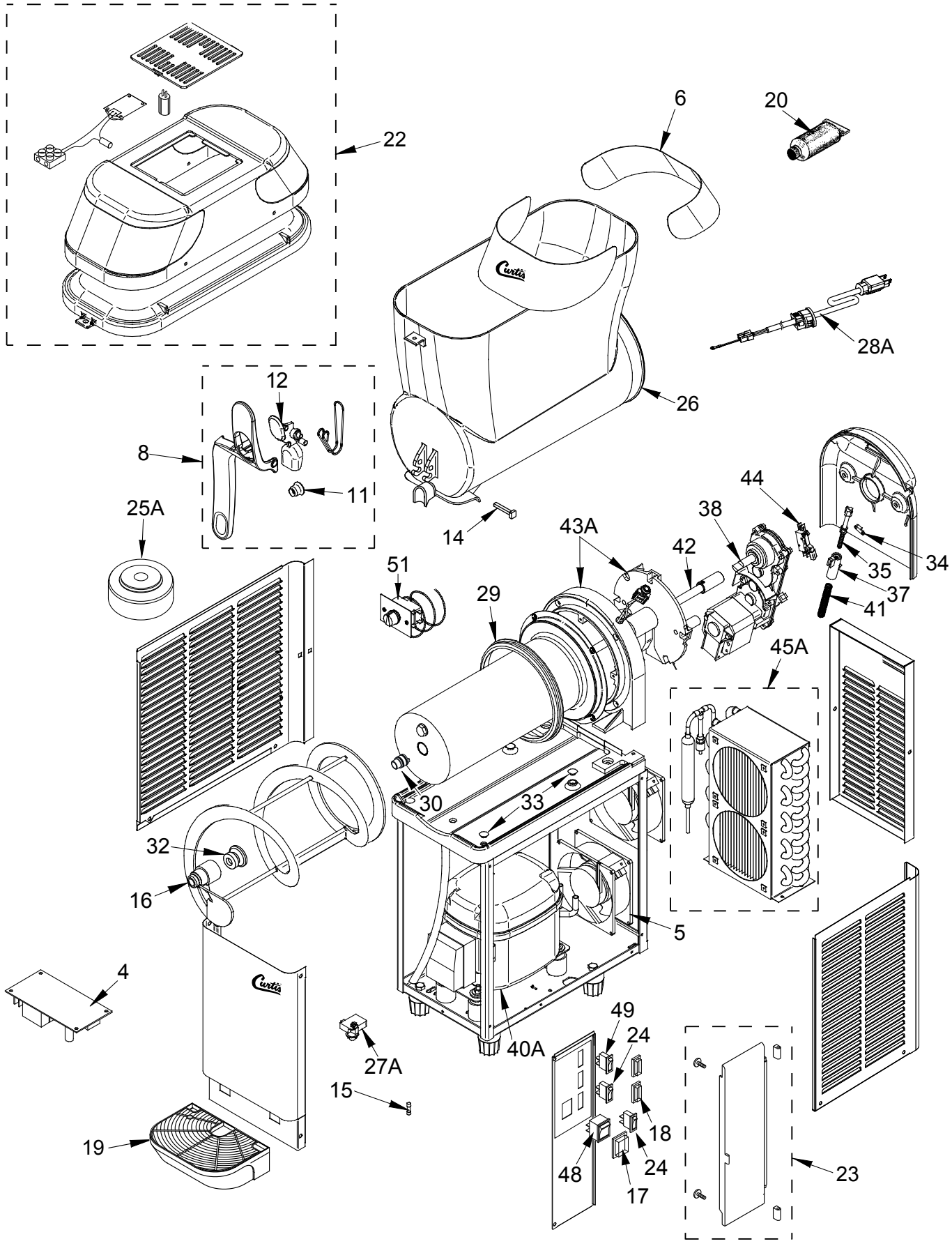
WIRING DIAGRAM - MODEL CFB3

Nº	Description
1	Main power switch
2	Fan motor 1
3	Compressor
4	Fan motor 2
5	Transformer
6	Tank cover light
7	Fuse
8	Relay
9	Timer
10	Tank lights switch
11	Left mixing switch
12	Left refrigeration switch
13	Left auger motor
14	Left thermostat
15	Left micro regulation
16	Left electrovalve

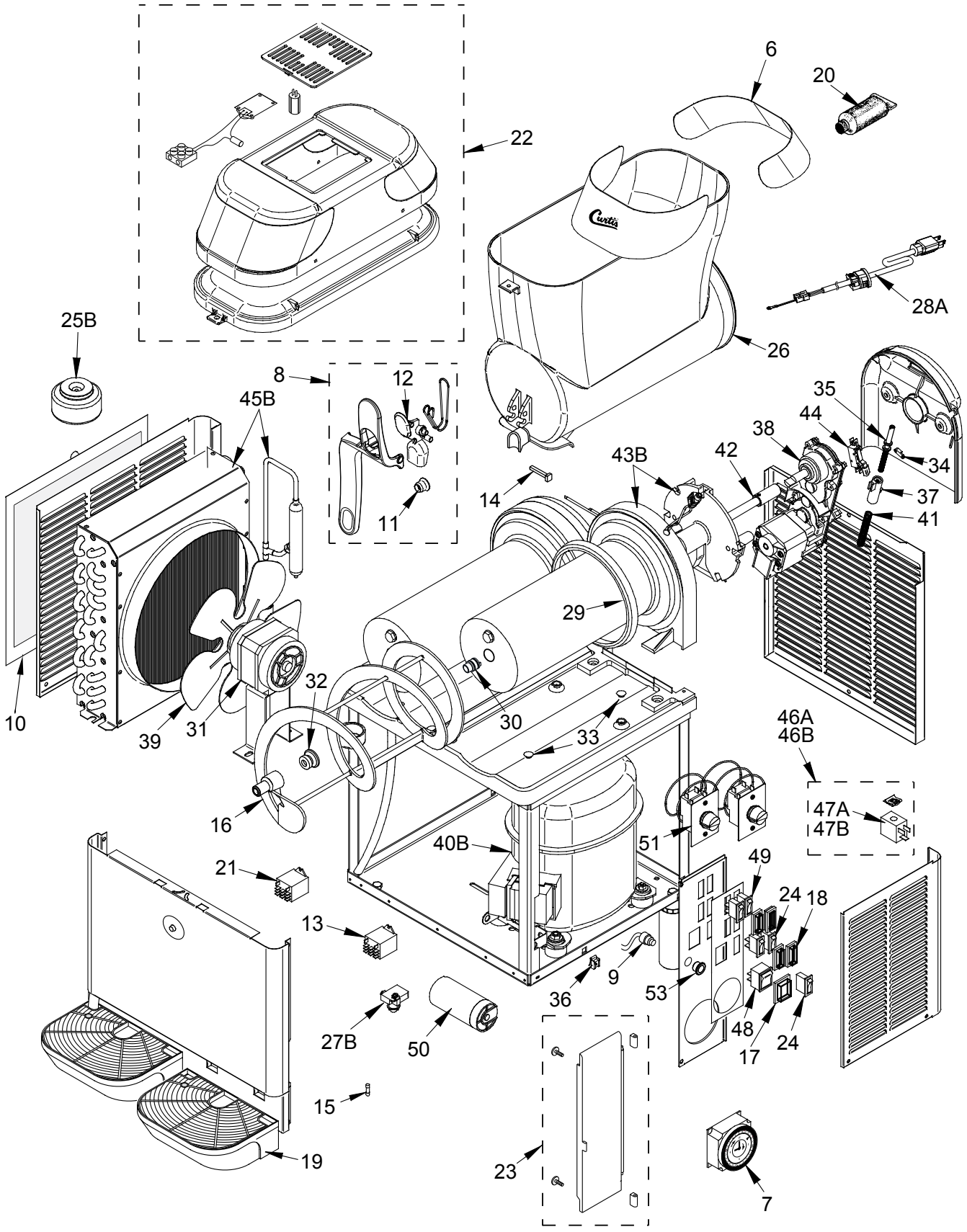
Nº	Description
17	Middle mixing switch
18	Middle refrigeration switch
19	Middle auger motor
20	Middle thermostat
21	Middle micro regulation
22	Middle electrovalve
23	Right mixing switch
24	Right refrigeration switch
25	Right auger motor
26	Right thermostat
27	Right micro regulation
28	Right electrovalve
29	Relay
30	Compressor cutoff (reset) switch
31	Fuse

LEGEND - MODEL CFB3

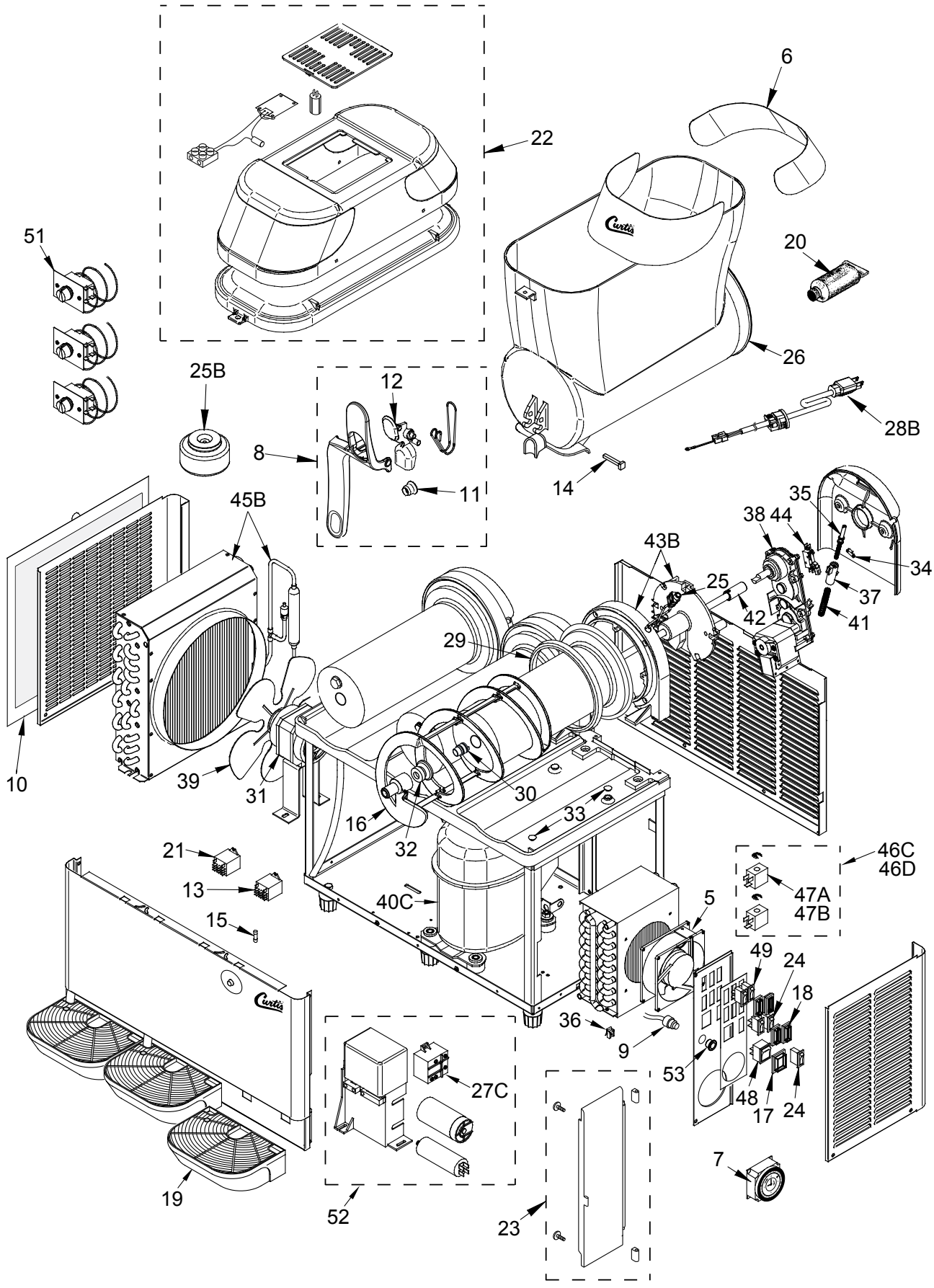
EXPLODED VIEW



EXPLODED VIEW - CFB2



EXPLODED VIEW



Product Warranty

Wilbur Curtis Co., Inc. certifies that its products are free from defects in material and workmanship under normal use. The following limited warranties and conditions apply:

5 years, parts and 1 year labor, from the original date of purchase on compressors on refrigeration equipment
3 years, parts and labor, from original date of purchase on digital control boards
2 years, parts, from original date of purchase on all other electrical components, fittings and tubing
1 year, labor, from original date of purchase on all other electrical components, fittings and tubing

Additionally, Wilbur Curtis Co., Inc. warrants its grinding burrs for forty (40) months from the date of purchase or 40,000 pounds of coffee, whichever comes first. Stainless steel components are warranted for two (2) years from the date of purchase against leaking or pitting. Replacement parts are warranted for ninety (90) days from the date of purchase or for the remainder of the limited warranty period of the equipment in which the component is installed.

All in-warranty service calls must have prior authorization. For authorization, call the Technical Support Department at 800-995-0417. Additional conditions may apply. Go to www.wilburcurtis.com to view the full product warranty information.

CONDITIONS & EXCEPTIONS

The warranty covers original equipment at time of purchase only. Wilbur Curtis Co., Inc., assumes no responsibility for substitute replacement parts installed on Curtis equipment that have not been purchased from Wilbur Curtis Co., Inc. Wilbur Curtis Co., Inc. will not accept any responsibility if the following conditions are not met. The warranty does not cover:

- **Adjustments and cleaning:** *The resetting of safety thermostats and circuit breakers, programming and temperature adjustments are the responsibility of the equipment owner. The owner is responsible for proper cleaning and regular maintenance of this equipment.*
- **Replacement of items subject to normal use and wear:** *This shall include, but is not limited to, spray heads, light bulbs, shear disks, "O" rings, gaskets, silicone tubing, canister assemblies, whipper chambers and plates, mixing bowls, agitation assemblies and whipper propellers.*

The warranty is void under the following circumstances:

- **Improper operation of equipment:** *The equipment must be used for its designed and intended purpose and function.*
- **Improper installation of equipment:** *This equipment must be installed by a professional technician and must comply with all local electrical, mechanical and plumbing codes.*
- **Improper voltage:** *Equipment must be installed at the voltage stated on the serial plate supplied with this equipment.*
- **Improper water supply:** *This includes, but is not limited to, excessive or low water pressure and inadequate or fluctuating water flow rate.*
- **Damaged in transit:** *Equipment damaged in transit is the responsibility of the freight company and a claim should be made with the carrier.*
- **Abuse or neglect (including failure to periodically clean or remove lime accumulations):** *The manufacturer is not responsible for variation in equipment operation due to excessive lime or local water conditions. The equipment must be maintained according to the manufacturer's recommendations.*

Repairs and/or Replacements are subject to Curtis' decision that the workmanship or parts were faulty and the defects showed up under normal use. All labor shall be performed during regular working hours. Overtime charges are the responsibility of the owner. Charges incurred by delays, waiting time, or operating restrictions that hinder the service technician's ability to perform service is the responsibility of the owner of the equipment. This includes institutional and correctional facilities. Wilbur Curtis Co., Inc. will allow up to 100 miles, round trip, per in-warranty service call.

Return Merchandise Authorization (RMA): All claims under this warranty must be submitted to the Wilbur Curtis Technical Support Department prior to performing any repair work or return of this equipment to the factory. **All returned equipment must be properly re-packaged in the original carton and received by Curtis within 45 days following the issuance of a RMA.** No units will be accepted if they are damaged in transit due to improper packaging. **NO UNITS OR PARTS WILL BE ACCEPTED WITHOUT A RETURN MERCHANDISE AUTHORIZATION (RMA). THE RMA NUMBER MUST BE MARKED ON THE CARTON OR SHIPPING LABEL. All warranty claims must be submitted within 60 days of service. Invoices will not be processed or accepted without a RMA number. Any defective parts must be returned in order for warranty invoices to be processed and approved.** All in-warranty service calls must be performed by an authorized service agent. Call the Wilbur Curtis Technical Support Department to find an agent near you.

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Wilbur Curtis Co., Inc.
Mail: 6913 Acco Street, Montebello, CA 90640-5403 U.S.A.
Phone: 800-421-6150 | Fax: 323-837-2410 | Technical Support Phone: 800-995-0417 (M-F 5:30 A.M. - 4:00 P.M. PST) | Email: techsupport@wilburcurtis.com | www.wilburcurtis.com

FOR THE LATEST SPECIFICATION INFORMATION GO TO WWW.WILBURCURTIS.COM

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