

Wilbur Curtis Co., Inc.

# ALPHADIGITAL COFFEE BREWERS

SERVICE MANUAL

Included in this service manual is information on the Alpha 1D, Alpha 2D, Alpha 3D, Alpha 3DL, Alpha 3DR, Alpha 5DL, Alpha 5DR and Alpha 6D. The information is common to all Alpha digital brewers except where noted.

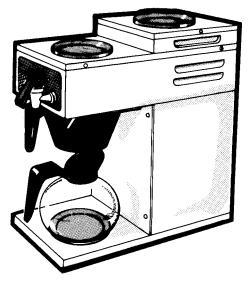
## **INCLUDES THE FOLLOWING UNITS:**

- ALPHA 1D - ALPHA 2D - ALPHA 3D - ALPHA 3DR - ALPHA 3DL - ALPHA 5DR - ALPHA 5DL - ALPHA 6D









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#### **Carton Contents**

All products manufactured by the Wilbur Curtis Company are thoroughly inspected at the factory and are warranted to be free of all defects and faulty workmanship. The Alpha unit is packaged for maximum protection for shipping.

Qty	Item	Part N <sup>o</sup>
1	Automatic Coffee Brewer	Alpha
1	Brewcone	WC-3621
25	Paper Filters	CR-10
1	Elbow Fitting, 3/8 X 1/4 Flare	WC-2401

Make sure the shipping carton is not damaged or punctured. Unpack the carton carefully, inspecting the contents for any damage that may have occurred in transit.

Report any damage immediately to the freight company.

## **ALPHA DIGITAL**

The Alpha Digital series of automatic coffee brewers require installation to be in compliance with all local water and electrical power codes. The Alpha is designed to brew 12 cups at a time. The Alpha 3D, 3DL and 3DR have three warmer plates that allow up to three decanters to be kept at serving temperature. The hot water faucet lets you draw hot water for tea, instant soups, chocolate drinks or cup meals - even during the brew cycle.

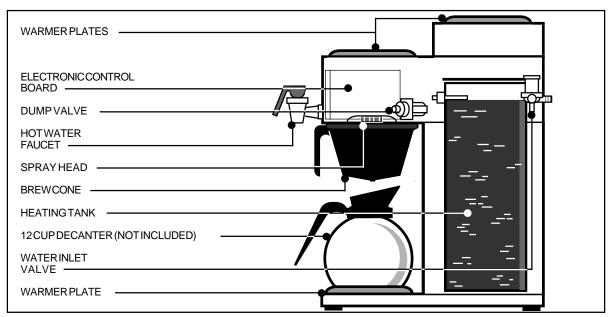


Figure 1. Alpha Brewing System, Basic Components.

THIS EQUIPMENT IS TO BE INSTALLED TO COMPLY WITH THE APPLICABLE FEDERAL, STATE, OR LOCAL PLUMBING CODES HAVING JURISDICTION.

**CAUTION** DO NOT connect this brewer to hot water. Inlet valve not rated for hot water.

## **SETUP**

The Alpha unit should be located on a solid counter top. The counter top should be level. Connect the water line from the water filter to the unit using ¼" copper tubing with a flare fitting at the end. Some type of water strainer must be used to maintain a trouble-free operation. In areas with extremely hard water, we suggest that an Everpure QC7-MH water filter be installed. Water filters may be ordered from the Wilbur Curtis Company. For customer service call (800) 421-6150.

The National Sanitation Foundation (NSF), requires the following water hookup:

- 1. A quick disconnect water connection or enough extra coiled tubing (at least 2x the depth of the unit) so that the machine can be moved for cleaning underneath.
- 2. An approved flow back prevention device, such as a double check valve to be installed between the machine and the water supply.

Alpha decanter brewers are shipped with the power cord connected inside the machine. The power cord ends with an electric plug having two flat blades with a round grounding pin, 120VAC current and 20 amp rating. Some units are rated for 220 volts. Check the serial plate on the side of the machine to make sure of the electrical requirements for your unit.

## Setup Steps

- 1. Connect a ¼" copper water line from your facility to the ¼" flare water inlet fitting on the valve, behind the machine. Water pressure going to the machine must be stable. Use a water regulator to maintain constant pressure. This brewer works perfectly when water pressures are from 20 to 90 psi.
- 2. Plug the power cord into an electrical outlet rated at 20A.
- 3. Turn on the toggle switch behind the unit. The heating tank will start to fill. When the water reaches the probe, the heating element will turn on automatically.
- 4. The heating tank will require 20 to 30 minutes to reach operating temperature (200°F). The READY TO BREW indicator will light at this time.
- When water reaches operating temperature, dispense about 12 ounces of hot water through the hot water faucet to lower the water level in the heating tank. You can also dispense only enough water to activate the liquid level control.

## **BREWING**

#### STEPS FOR BREWING COFFEE:

- 1. Place a paper filter into the brew cone. Pour ground coffee into the filter.
- 2. Slide the brew cone into place. When pushed in against the stop, the brew cone fits into the slide rails and centers it under the sprayhead (see Figure 1. illustrating basic components).
- 3. Place a clean coffee decanter on the warmer plate.

CAUTION - Always use an empty decanter before starting a brew cycle.

4. To start brewing, push in the momentary brew switch, located on the front panel. The brew cycle will take approximately three minutes to complete. To stop a brew cycle press the ON/OFF button.

CAUTION - Wait for hot coffee to stop dripping from brew cone before lifting decanter.

5. To stop a brew cycle press the ON/OFF button.

## **COFFEE REQUIREMENTS**

The Alpha coffee brewer will produce excellent results using most grades of coffee available from your coffee distributor. Coffee suppliers can provide coffee in convenient pre-measured envelopes.

The Alpha coffee brewer is designed for *ground* coffee; Freeze Dried or Liquid coffee products will not work.

The Wilbur Curtis Company manufactures bulk coffee dispensers (Models MCD-7 or MCD-7G) that consistently dispense ground coffee in selected amounts.

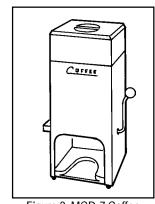


Figure 2. MCD-7 Coffee Dispenser

## **PROGRAMMING**

## (ONLY REQUIRED IF FACTORY SETTINGS MUST BE CHANGED)

**IMPORTANT** These digital brewers are thoroughly tested and programmed at the time of manufacture.

A few brew cycles may be required for unit to normalize.

## **ENTERING THE PROGRAM MODE**

For all programming functions you must first enter the programming mode as follows:

- Turn OFF the power from the Control Panel by pressing
- Press and HOLD and press and RELEASE ower

#### MODE #1

● Continue HOLDING until white starts blinking; RELEASE.

#### MODE #2

● Continue HOLDING HOLDING until stops blinking; RELEASE.

#### MODE #3

• Continue HOLDING until stops blinking and remains on; RELEASE.

(Over)

## CONFIRM/RESET BREW TEMPERATURE

ENTER THE PROGRAMMING MODE #1: (PRE-PROGRAMMED FOR 200° F)

- Press for two seconds, then RELEASE.
- will start blinking. Each blink equals 2° F, starting at 170° (max. temp. 204° F or 18 blinks).
- To change Temperature, press and HOLD ■
- will start QUICK flashing. Each QUICK flash equals 2° F. After reaching 204°, temperature starts over at 170°.
- RELEASE when the desired temperature is reached. The newly set temperature will now be displayed. To set and exit, press

## CHANGE BREW VOLUME

IMPORTANT - Before changing the brew volume, place a measuring container on the brew deck and insert the brew cone.

ENTER THE PROGRAMMING MODE #1: (PRE-PROGRAMMED FOR APPROXIMATELY 64 OUNCES)

- Press and HOLD HAW until hot water starts running, then RELEASE.
- When desired volume is reached, press again to stop the flow.
- To set and exit, press owo#

#### TO ACCESS PREVENTATIVE MAINTENANCE BREW CYCLE COUNTER

ENTER THE PROGRAMMING MODE #2:

- will now start a pattern of LONG and SHORT blinks.
  - This pattern identifies the number of brew cycles. SHORT blinks indicate the brew number from 1 to 9. LONG blinks separate 1's, 10's, 1,000's and 10,000's.

## WARMER QUALITY TIMER - Factory Preset to OFF

TO DETERMINE WARMER SETTING AND CHANGE TIME

- Warmer must be ON. Press and HOLD warmer until light goes OFF, RELEASE.
- The light will start blinking. Count the blinks. Each blink=5 minutes (maximum 50 minutes).
- At the end of the cycle, press and hold will the light begins quick flashing. The cycle will start over after 11 flashes (a setting of 11 flashes is the OFF position).
- When the desired time is reached, RELEASE WENTER
- To set and exit, press ovo

Table 1. Temperature Settings

NUMBER OF BLINKS	TEMPERA-	NUMBER OF BLINKS	TEMPERA-
1	TURE	10	TURE
2	170° F	11	188° F
3	172° F	12	190° F
4	174° F	13	192° F
5	176° F	14	194° F
6	178° F	15	196° F
7	180° F	16	198° F
8	182° F	17	200° F
9	184° F	18	202° F
	186° F		204° F

Table 2. Example of Brew Counting Code

SETS	BLINKING LIGHT PATTERN	NUMBER OF BREWS
1ST		4 x 1 = 4
2ND		2 x 10 = 20
3RD		$0 \times 100 = 0$
4TH	•	1 x 1,000 = 1,000
5TH		$0 \times 10,000 = 0$
END		
	TOTALBREWS	01024

## TROUBLE SHOOTING

**ERROR CODES:** All Alpha Digital brewers contain various safety features in the electronic circuitry that shut down the functions of the unit in the event of a system failure. Error codes are signalled by the BREW READY light blinking. Deciphering the code:

• WATER LEVEL PROBLEM 3 LONG AND 1 SHORT
• TEMPERATURE SENSOR PROBLEM 3 LONG AND 2 SHORT

## ANY SERVICE DONE ON THIS UNIT MUST BE PERFORMED BY A QUALIFIED SERVICE TECHNICIAN.

PROBLEM: WATER DOES NOT FLO	W INTO HEATING TANK	CODE:
POSSIBLE CAUSE	SOLUTION	
Water line turned off     or water filter needs     changing	Make sure the unit is receiving enough water pressure. Open the water line. Change the filter or filter element.	
Water inlet valve coil burned out	terminals and connect a povinto a 120V outlet and verif	nect wires from water inlet coil wer cord to the terminals. Plug cord by if water flows when plugged in isconnected. If valve fails this test,
3. Grounded probe	automatically refill the tank. terminal. Water should now	below the probe tip, water should If not, pull wire off the probe start flowing into the tank. If not, the microprocessor assembly (see 5, below).
Defective or burned out control board	at the water inlet coil termin volts. If no voltage is presen the control board is energize	•

PROBLEM: WATER IN HEATIN	NG TANK OVERFLOWING	CODE:
POSSIBLE CAUSE	S	OLUTION
5. Defective water inlet valve	Unplug the unit and observe flow into tank, clean or repla	e water level. If water continues to ace valve.
6. Probe limed up	Pull wire off from probe terminal. Touch the metal body of the heating tank with the end of this wire (to ground the wire). If water stops flowing, try cleaning the probe. Probe may have to be replaced.	
7. Non-grounded or loose terminal connections at control board		grounded. Check for loose connecsure the grounding wire is securely

## TROUBLE SHOOTING, CONTINUED

PROBLEM: WATER IN TANK DOES NOT GET HOT

OR WATER TEMPERATURE T	00001101 001 1101	CODE: • • •
POSSIBLE CAUSE	(	SOLUTION
8. Power is off	Make sure unit is on; power cord plugged in. Toggle switch is on. Breaker is on.	
Defective or loose heat sensor	(part no. WC-5229) between	eeze a dab of silicone compound the sensor and the tank body. is secure. Check the wire for
10. Burned out heating element	ter. This should show a rea	and or check with clamp ammeding of approximately 15 amps age). If no power is going through gelement.
11. Defective control board	•	re normal, the control board is not the microprocessor assembly (#8,

PROBLEM: WATER NOT FLO	OWING FROM SPRAYHEAD CODE:
POSSIBLE CAUSE	SOLUTION
12. Sprayhead clogged	Remove sprayhead and clean. Clean the sprayhead fitting.
13. Water level is too low in heating tank	Check water level in tank. If water is not flowing into the tank, review steps 1 thru 4, previous page.
14. Defective control board	Check the continuity between terminals WHT & BREW VLV. When the BREW button is pressed, there should be solid continuity between these two terminals. If not, replace the membrane control panel (see the instructions below).  Make sure the board is receiving 110 to 120 volts at terminals BREW VLV and WHITE when BREW switch has been pressed. There should be 110 to 120V going to the dump valve. If not, then the control board is faulty.
15. Defective dump valve or coil	If the control board is functioning properly (step 14), check the dump valve. Measure voltage across the two terminals of the valve coil. You should read 110 to 120 volts. Check also for clogging or lime deposits. Clean if possible. Replace valve or coil.

## REPLACING THE MEMBRANE CONTROL PANEL

IMPORTANT - This procedure requires careful positioning of the membrane control panel. Improper application of the new part will ruin the membrane when you try to lift it again. You will have to acquire an additional panel to complete the task.

Before you actually remove the old membrane, test the old one by using your new membrane. Your old one may be okay.

- 1. Unplug the machine from your power source.
- 2. Remove the cover accessing the control board.
- 3. Unplug the ribbon connector from the control board then take the new membrane and plug the connector into the control board. Place it on a hard surface outside the unit.

#### **CAUTION** Do not bend the new membrane.

When pressing the buttons always have a hard, flat, surface to push against. The tiny dome switches within the membrane may become inverted unless you have something solid behind it.

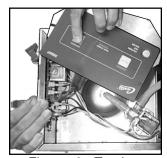


Figure 3. Testing Membrane, Typical

#### WARNING TO HELP AVOID PERSONAL INJURY

Do not place objects or reach your hands into the open unit.

- 4. Return power to the unit and press the ON/OFF button on the new membrane control panel.
- 5. If your unit still does not function normally, your problem may not be with the membrane panel, but in another component. If your unit runs okay, then proceed with the replacement of the membrane control panel.

## REPLACE THE MEMBRANE CONTROL PANEL

- 1. Unplug the machine from your power source or switch off at the circuit breaker.
- 2. Remove the cover accessing the control board.
- 3. On this unit there is a hot water faucet over part of the membrane control panel that must be removed. Open the faucet and let the hot water pour out until the flow stops.

#### WARNING TO HELP AVOID PERSONAL INJURY

Allow faucet to cool before proceeding. Components may be hot.

- 4. Disconnect the ribbon cable plug from the control board.
- 5. Remove the old membrane control panel by lifting one of the corners and peeling it from the front of the unit. Pull the flex cable through the hole.
- 6. With acetone, remove any adhesive left on the stainless surface. Clean and dry the surface.
- 7. Take your new panel and insert the flex cable through the opening in front of the unit and connect the flex cable to the control board.
- 8. Peel off the paper backing on the new membrane panel and carefully position the panel. Line it up correctly with the switches and LEDs. Press onto the surface of the unit. You must get this right the first time. Any attempt to reposition the membrane control panel will damage the small switches within the membrane.
- 9. Reinstall the faucet. Turn on the water. Return the top cover and front cover. Plug the power cord into and outlet.

#### CLEANING AND PREVENTIVE MAINTENANCE

- 1. Slide out the brew cone and clean around the sprayhead and dome using a nontoxic cleaner.
- 2. Remove the sprayhead from the brewer and clean it. This should be done at least once a week, more often in heavy lime areas.
- 3. Wipe any spills, dust or debris from the exterior surfaces.

**CAUTION:** Do not use cleansers, bleach liquids, powders or any other substance that contains chlorine. These products promote corrosion and will pit the stainless steel.

THE USE OF THESE PRODUCTS WILL VOID YOUR WARRANTY.

- 4. Clean the brew cone slide rails with a brush or damp cloth.
- 5. The outside surfaces should be cleaned with a **stainless steel polish** only, to prevent scratches.
- 6. The inside of the heating tank may occasionally require deliming. The frequency is determined by local water conditions.

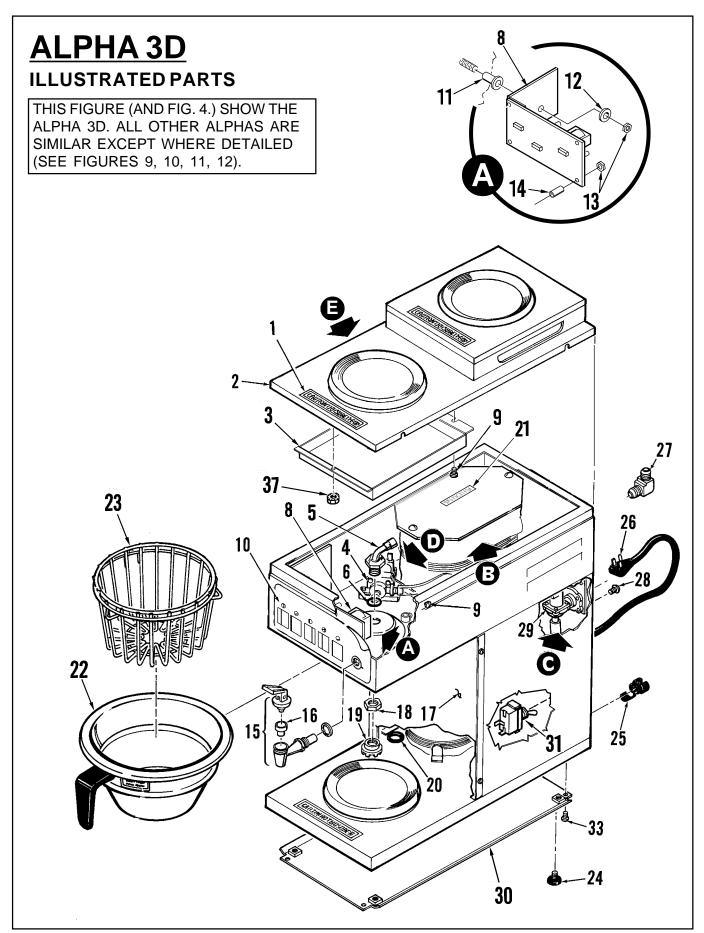


Figure 4. Illustrated Parts List, Main View (Alpha 3D Shown).

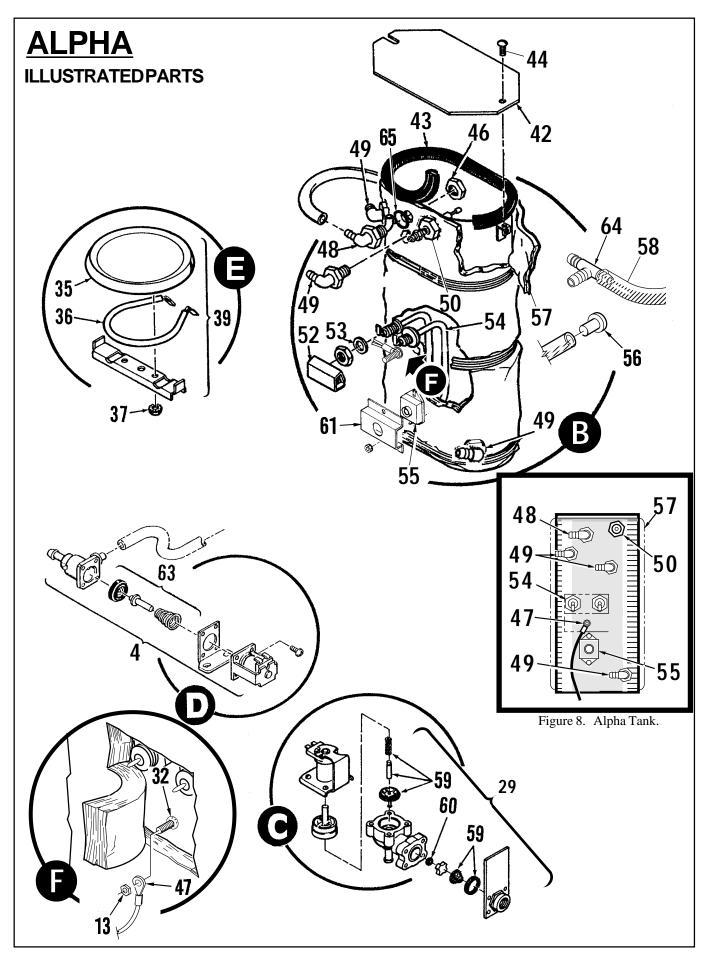


Figure 5. Illustrated Parts List, Detail Bubbles.

# **ALPHA DIGITAL Parts List**

INDEX	PART	
NUMBER	NUMBER	DESCRIPTION
1	WC-38310	LABEL, "CAREFUL HOT SURFACE"
2	WC-6205	WARMER DECK, UPPER ALPHA
3	WC-6826	COVER, WARMER ALPHA
4	WC- 889	VALVE, DUMP LEFT 120V 12W
5	WC-2977	FITTING ASSEMBLY SPRAYHEAD PLATED
6	WC-4320	O' RING, 1/2" I.D.
8	WC-37015	KIT, MICROPROCESSOR ASSY, ALPH-D W/BRD, HT SNK .
9	WC-4436	SCREW, 4x3/8 PHIL PAN HEAD
10	WC-39173	MEMBRANE CONTROL PANEL ALPHA 3D
11	WC-3029	INSULATION, HEAT SLEEVE ALPHA
12	WC-43041	WASHER, TANK LID
13	WC-4238	NUT, 6-32, HEX S.S.
14	WC-43045	SPACER, BOARD .25 DIA x .264
15	WC-1809	FAUCET, HOT WATER
16	WC-1806	SEAT CUP, SILICONE
17	WC-5477	COVER, FRONT ALPHA 1D, -2D, -3D
18	WC-4213	NUT, LOCK 5/8" BRASS
19	WC-2936	SPRAYHEAD, RED (.131 DIA.)
20	WC-1411	BUSHING, 5/8" SNAP-IN
22	WC-3323	BREW CONE, 7 1/8" ASSEMBLY, STAINLESS
23	WC-3317	BREW BASKET, WIRE
24	WC-3503	LEG, SCREW BUMPER, 3/8-16 STD
25	WC-1408	GRIP, CORD 7/8"
26	WC-1200	CORD, POWER 6' 14/3 BLK SJTO
27	WC-2401	ELBOW, 1/4 x 3/8, FLARE
28	WC-4616	SCREW, MACHINE, 1/4 - 20 x 1/2" PH HEAD S/S
29	WC- 826L	VALVE, INLET 1 GPM 120V 10W
30	WC-5819	COVER, BOTTOM ALPHA 3
31	WC- 102	TOGGLE SWITCH, 120V
32	WC-5231	COMPOUND, SILICONE 5 OZ.
33	WC-4426	SCREW, PAN HEAD, 8-32 x 1/4"
35	WC-37102	PLATE WARMER ALPHA
36	WC- 947	WARMER ELEMENT, 90W 120V
37	WC-4201	NUT, KEP, 8-32, ZINC
39	WC-6234	WARMER ASSEMBLY 90W 120V
42 43	WC-5851	LID, HEATING TANK
43 44	WC-43062 WC-4543	GASKET, TANK LID
44 46	WC-4543 WC-4211	SCREW, 8-32x 1" SLOTTED HEX SS NUT, JAM 5/8" NPT BRASS
46 47	WC-4211 WC-1438	SENSOR, HEATING TANK
47	WC-29015	FITTING, ASSEMBLY OVERFLOW
48 49	WC-29015 WC-29009	FITTING, ASSEMBLY OVERFLOW FITTING, ASSEMBLY INLET
49 50	WC-5502-01	PROBE, WATER LEVEL
50 52	WC-4394	SHOCK GUARD FOR HEATING ELEMENT
JŁ	VVO- <del>1</del> 094	ON SOME TOWN IN THE ATTING ELEVIENT

## **ALPHA DIGITAL Parts List**

INDEX NUMBER	PART NUMBER	DESCRIPTION
53 54 55 56 57 58 59 60	WC-4306 WC- 917-04 WC- 522 WC-43058 WC-3685 WC-5310 WC-3765L WC- 829	WASHER, 9/16" TEFLON
61 63 64 65	WC-43055 WC-3763 WC-29018 WC-4320	SHOCK GUARD, RESET THERM

## ITEMS SPECIFIC TO ALPHA 1D, 2D, 3DR, 3DL, 5D, 6D (SEE IPB, PAGES 14, 15 & 16)

66 67 68 69 70 71 72	WC-6206 WC-5820 WC-6224 WC-39174 WC-39175 WC-6642 WC-6666	COVER, TOP ALPHA 1D, 3DR & 3DL
73 74	WC-5896 WC- 129	COVER, BOTTOM ALPHA 6D

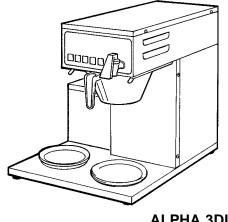
75 WC-3621 BREWCONE, UNIVERSAL PLASTIC <b>STD.</b>	
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## **ALPHA EXPORT COMPONENTS**

76	WC- 103	TOGGLE SWITCH, 220V
77	WC- 305	POWER BLOCK
78	WC- 701	TRANSFORMER, 220V - 120V
79	WC- 856	VALVE, INLET 220V
80	WC- 860	VALVE, DUMP 220V
81	WC- 922-04	ELEMENT, HEATING 3.5KW 220V W/JAM NUTS, SILICONE WSHR
82	WC-37163	KIT, WARMER ELEMENT 100W 220V

# **ALPHA 3DR & ALPHA 3DL**

THIS FIGURE ILLUSTRATES THE DIFFERENCES BETWEEN THE ALPHA 3DR/L AND THE ALPHA 3D. THE ALPHA 3DR/L HAS A PLAIN TOP COVER AND A WIDE BOTTOM COVER..



**ALPHA 3DL** 

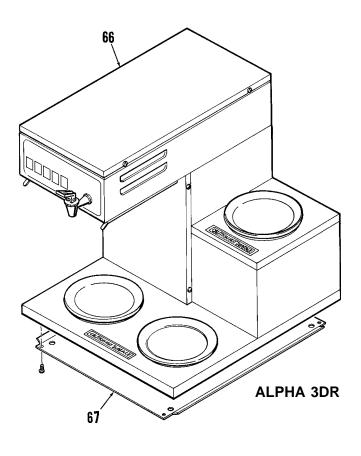


Figure 6. Illustrated Parts, Alpha 3DR & 3DL.

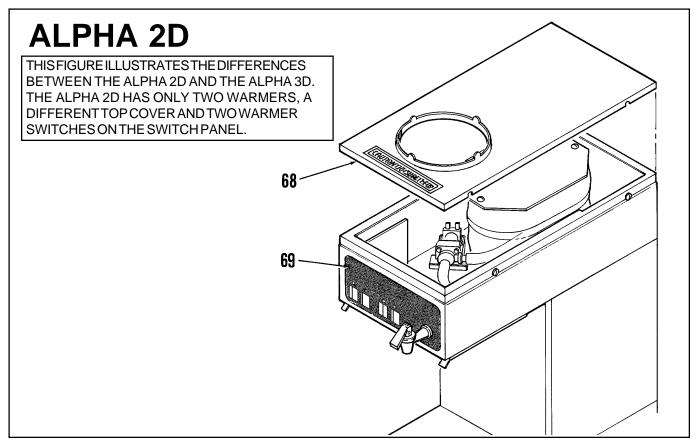


Figure 7. Illustrated Parts, Alpha 2D.

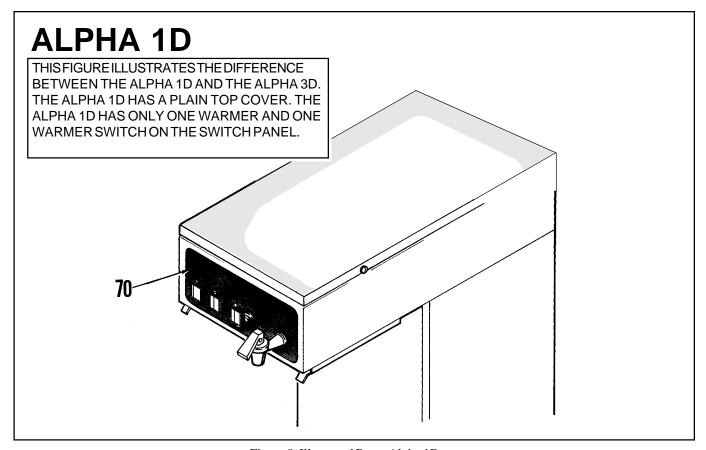


Figure 8. Illustrated Parts, Alpha 1D.

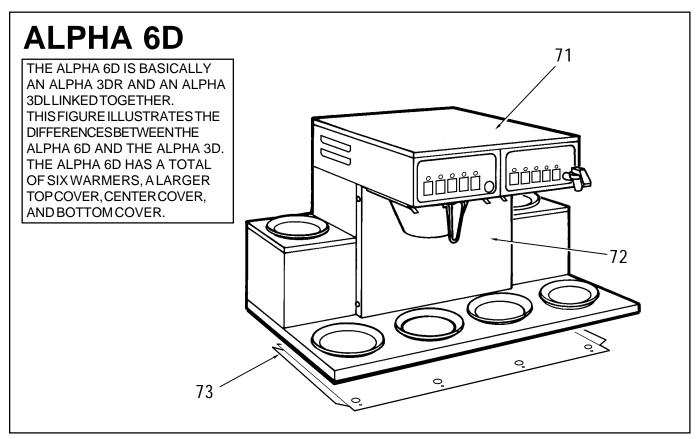


Figure 9. Illustrated Parts, Alpha 6D.

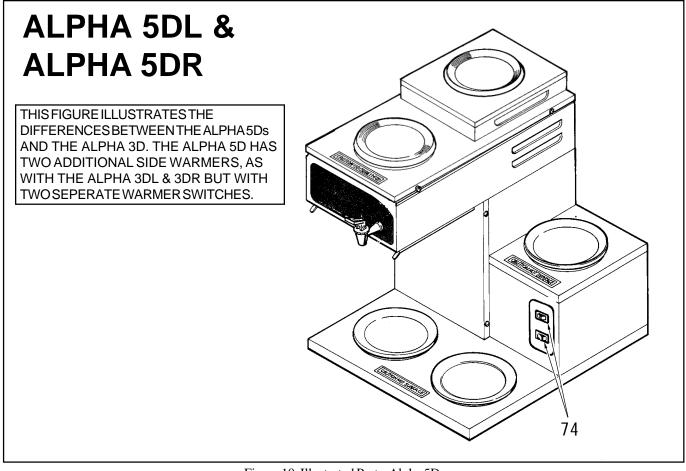
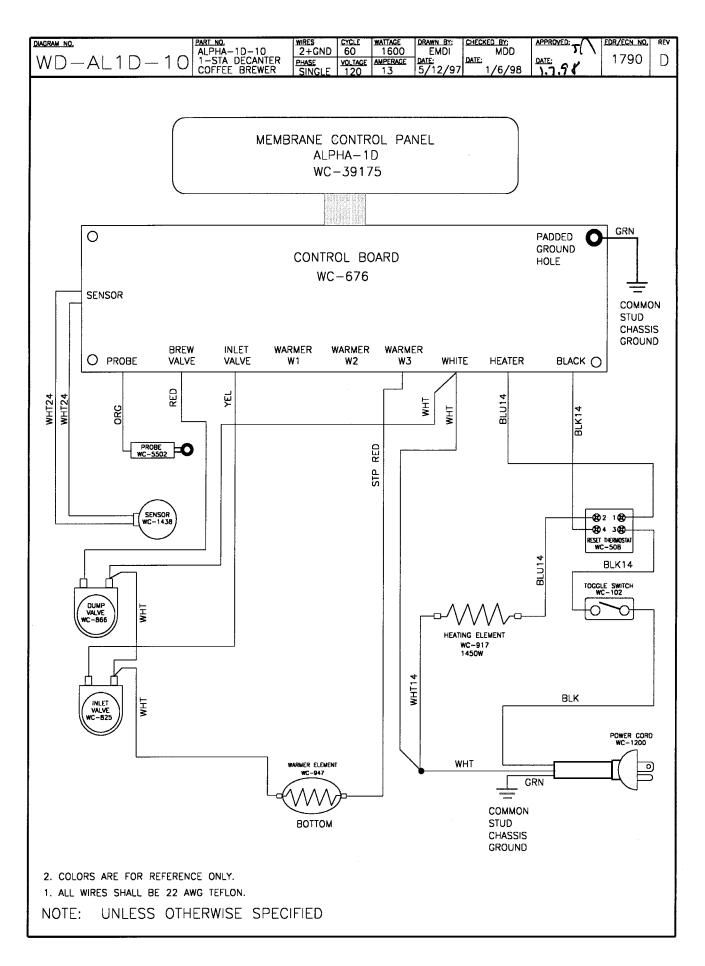
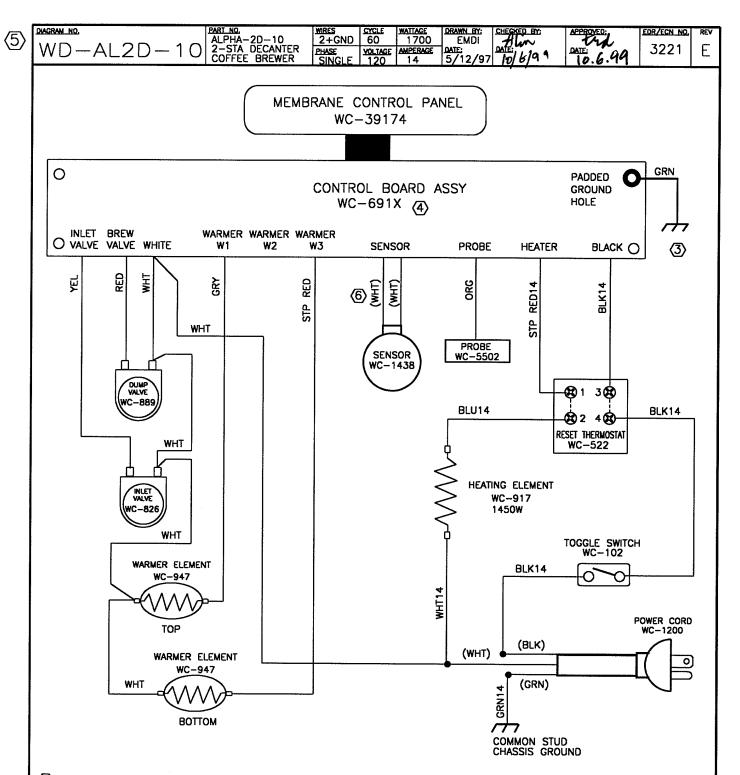


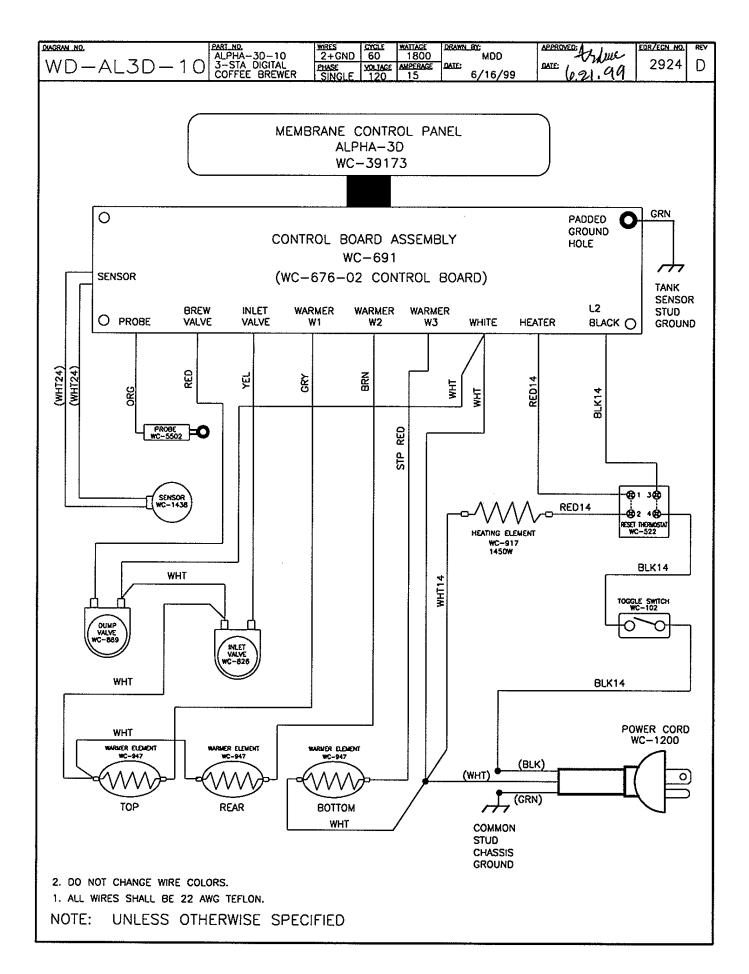
Figure 10. Illustrated Parts, Alpha 5D.

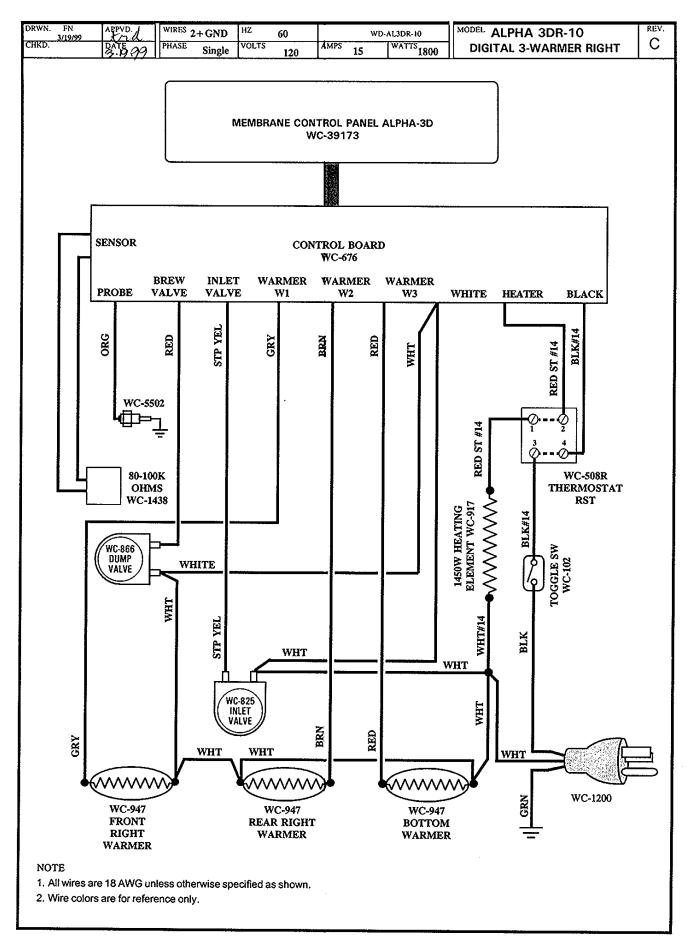


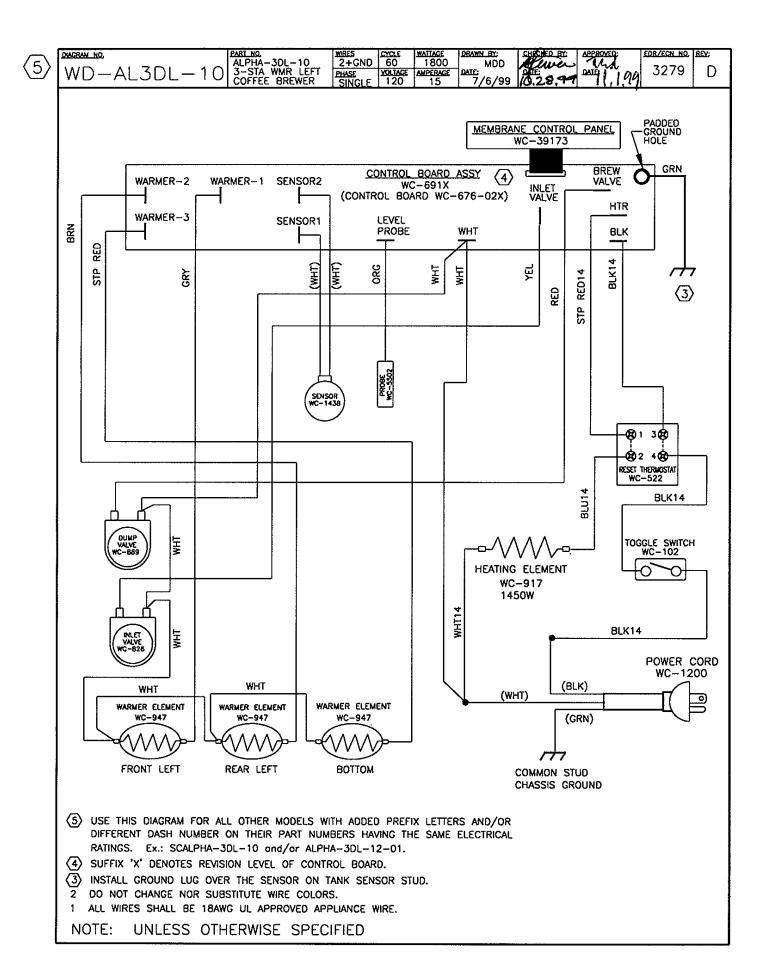


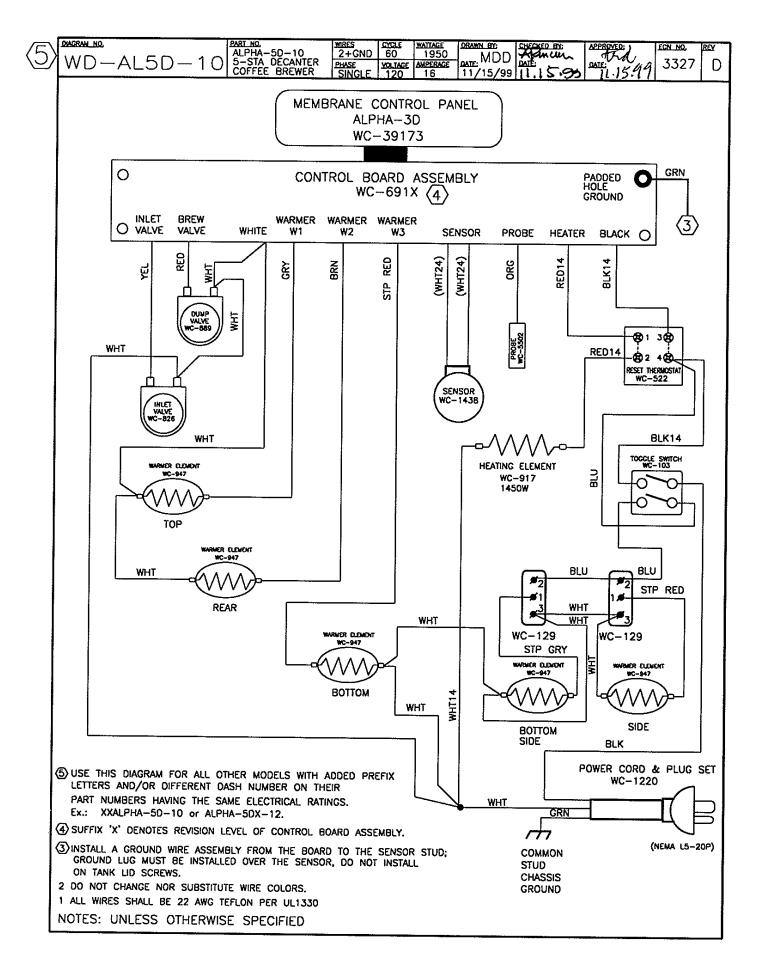
- (6) UL REQUIRES SEPARATE ROUTING FROM THE MAIN HARNESS ASSEMBLY ROUTING. SUPPORT AND SECURE.
- (5) USE THIS DIAGRAM FOR ALL OTHER MODELS WITH ADDED PREFIX LETTERS AND/OR DIFFERENT DASH NUMBER ON THEIR PART NUMBERS HAVING THE SAME ELECTRICAL RATINGS. Ex.: SCALP-2D-10 and/or ALP-2D-10-01.
- (4) CONTROL BOARD ASSEMBLY WITH SUFFIX 'X' ON PART NO. REPRESENTS THE REVISION LEVEL. EX: WC-691J IS J REVISION.
- ③ INSTALL GROUND LUG OVER THE SENSOR ON TANK SENSOR STUD.
- 2 DO NOT CHANGE NOR SUBSTITUTE WIRE COLORS.
- 1 ALL WIRES SHALL BE 22AWG TEFLON PER UL1330

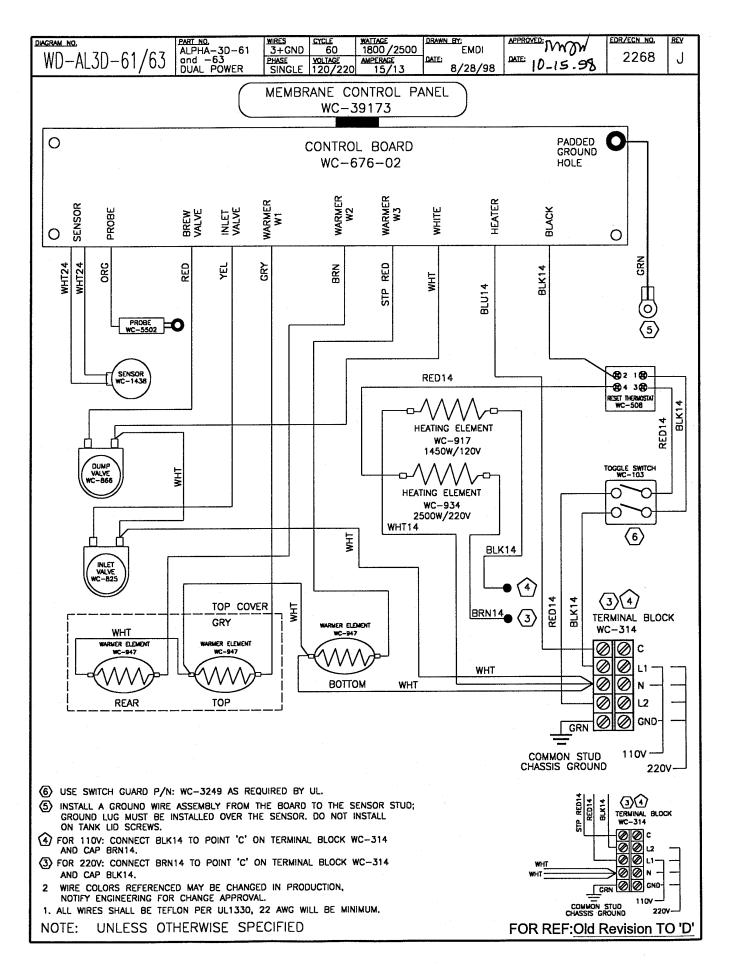
NOTES: UNLESS OTHERWISE SPECIFIED

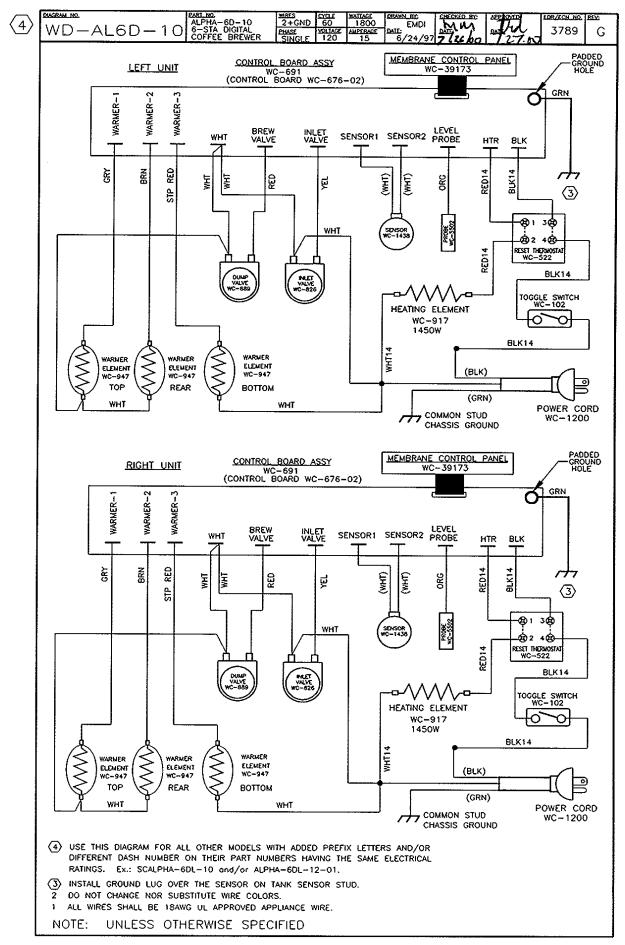


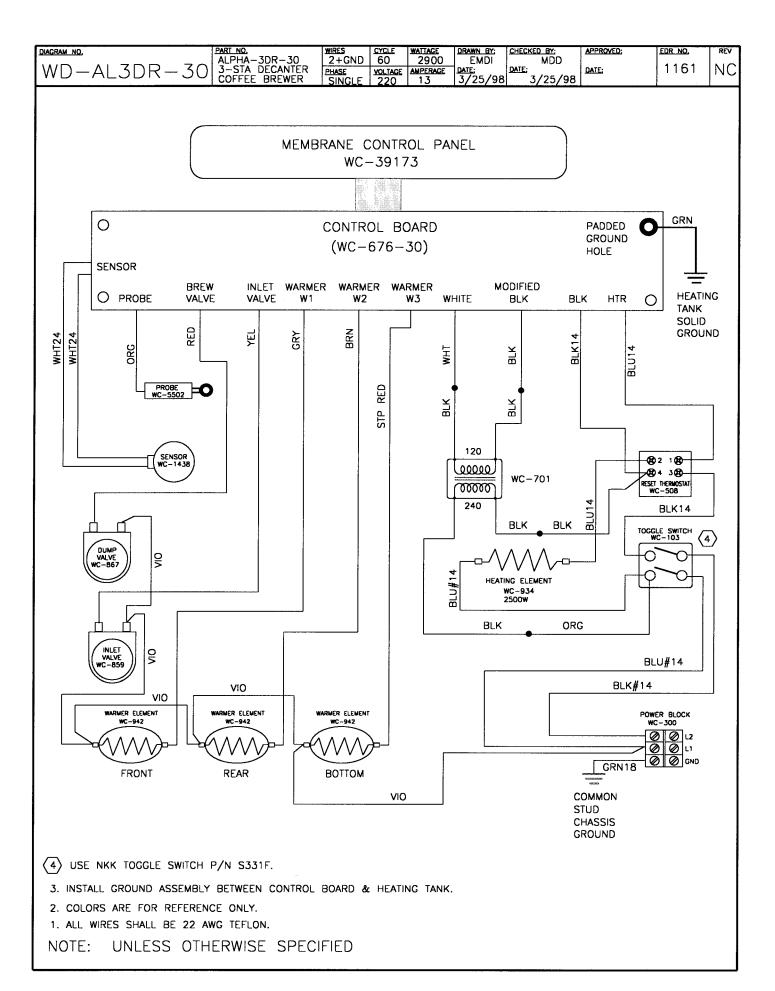












## **Product Warranty Information**

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

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 electrical components, fittings and tubing.

Additionally, the Wilbur Curtis Company warrants its Grinding Burrs for Forty (40) months from date of purchase or 40,000 pounds of coffee, whichever comes first. Stainless Steel components are warranted for two (2) years from date of purchase against leaking or pitting and replacement parts are warranted for ninety (90) days from 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 1-800-995-0417. Effective date of this policy is April 1, 2003.

Additional conditions may apply. Go to <u>www.wilburcurtis.com</u> to view the full product warranty information.

#### CONDITIONS & FXCFPTIONS

The warranty covers original equipment at time of purchase only. The Wilbur Curtis Company, Inc., assumes no responsibility for substitute replacement parts installed on Curtis equipment that have not been purchased from the

Wilbur Curtis Company, Inc. The Wilbur Curtis Company will not accept any responsibility if the following conditions are not met. The warranty does not cover and is void under the following circumstances:

- 1) Improper operation of equipment: The equipment must be used for its designed and intended purpose and function.
- 2) Improper installation of equipment: This equipment must be installed by a professional technician and must comply with all local electrical, mechanical and plumbing codes.
- 3) Improper voltage: Equipment must be installed at the voltage stated on the serial plate supplied with this equipment.
- 4) Improper water supply: This includes, but is not limited to, excessive or low water pressure, and inadequate or fluctuating water flow rate.
- 5) 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.
- 6) Damaged in transit: Equipment damaged in transit is the responsibility of the freight company and a claim should be made with the carrier.
- 7) Abuse or neglect (including failure to periodically clean or remove lime accumulations): 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.
- 8) Replacement of items subject to normal use and wear: This shall include, but is not limited to, light bulbs, shear disks, "0" rings, gaskets, silicone tube, canister assemblies, whipper chambers and plates, mixing bowls, agitation assemblies and whipper propellers.
- 9) Repairs and/or Replacements are subject to our 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. The Wilbur Curtis Company will allow up to 100 miles, round trip, per inwarranty service call.

RETURN MERCHANDISE AUTHORIZATION: All claims under this warranty must be submitted to the Wilbur Curtis Company Technical Support Department prior to performing any repair work or return of this equipment to the factory. All returned equipment must be repackaged properly in the original carton. 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). RMA NUMBER MUST BE MARKED ON THE CARTON OR SHIPPING LABEL. 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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