

SERVICE BULLETIN

NO. 239

DATE: 9/15/04



180 Kehoe Boulevard • P.O. Box 8770 • Carol Stream, IL • USA 60188

PH: 630.784.1000 • TF 877-392-7854 • FAX: 630.784.1655 www.ajantunes.com

To: All North American Service Agencies

SUBJECT: LIMITED WARRANTY

Attached you will find the latest version of our Limited Warranty sheet as well as well as a copy of our Bulletin # 197 which tells you how to break down the Equipment's serial number to determine if a piece of Equipment qualifies for warranty. Also attached are several new Owners' Manuals that should be added to your Equipment binder. We ask that you share this with all individual in you organization that would benefit but remind you it is confidential and as such should stay within your organization.

There are several things we want to call to your attention to, the first being the recent release of our Steamer Scale, Model STS-200, for the Arby's chain. This unique piece of Equipment both weighs and steams their products. Because this piece of Equipment is so new, we need to get back any of the first units that may malfunction. Therefore, should you get a call regarding the STS-200, please call us so we can make the necessary arrangements to get the unit back so we can analyze the problem, document our findings and then repair and return it to the Arby's end user.

We also want to call to your attention to our new 12 egg cooker. There are two versions of this Egg Cooker, one for McDonald's, our Model MEC-1200, and one for the general public, our Model ES-1200. These new units double the capacity of the former Egg Cookers, Model MEC-6 and ES-60, both of which have also been upgraded and renamed "MEC-600" and "ES-600" respectively. All of these new Models incorporate a new Phase Control Timer, part # 7000390 and an A/C Line Isolator Board, part # 7000391.

The MEC-600 and MEC-1200 are not specifically listed in the accompanying sheet but fall under the McDonald's umbrella, and like all McDonald's Equipment manufactured and sold after January 1, 2003 have a limited 2 year on- site parts and labor warranty with the travel provision limited to 50 miles/80 kilometers (100 miles/160 kilometers, 2 hours round trip).

Please note that the ES-600 and ES-1200, both for the general public, carry our Standard Limited Warranty which does not include any travel, mileage or call out fees.

As always, we want to thank you for your continued support and partnership. Should there be any questions or concerns about this or any other matter regarding our products or policies please do not hesitate to contact us.

Technical Service Department
A. J. Antunes & Co

CONFIDENTIAL – FOR AUTHORIZED SERVICE AGENCY REFERENCE ONLY!

LIMITED WARRANTY

Equipment manufactured by the **Antunes Food Service** Division of **A. J. Antunes & Co.** has been constructed of the finest materials available and manufactured to high quality standards. **Standard warranty** for mechanical and electrical failures in our product line is limited to **one (1) year parts & labor** from date of original installation not to exceed 18 months past shipment from our factory. **Our standard warranty does not provide for on-site service.**

EXCEPTIONS

Damage caused by carelessness, neglect and/or abuse, such as dropping, using the wrong voltage, tampering with or altering electrical components, including plugs. Consumable items & non-electrical solenoid failures are NOT warranted for any Model in our product line. **See specific Owner's Manual for exceptions.**

McDonald's - All McDonald's equipment manufactured after Jan 1, 2003 has a **GLOBAL two (2) year on-site warranty.** This travel provision is **limited to 50 miles/80 kilometers (100 miles/160 kilometers, 2 hours round trip).**

Taco Bell – for the **first 3 months ONLY**, Models TBS-1X & 2X have **on-site coverage with NO MILEAGE RESTRICTION.** The **remaining 9 months** carry our **standard warranty.** **Travel provision is for the US only.** All other locations carry our Standard Warranty. **Generators on TBS-X units manufactured after January 1, 2003 have a 2 year part & labor warranty.** **Travel is only applicable for first 3 months of service.** **Additionally, ALL Taco Bell Generators purchased as a spare part after Jan. 1, 2003 have a 2 year part and labor warranty, no travel.** See Exceptions below.

Burger King – VCT-20 (Mfg. # 9200584) & VCT-2000 (Mfg. # 9210104 & 9210204). Models have a **GLOBAL 1 year parts and labor on-site warranty.** Travel provision is **limited to 50 miles/80 kilometers (100 miles/160 kilometers, 2 hours roundtrip).** The VCT-20/2000 has an **additional 2nd year part only warranty** (no labor or travel).

Arby's (T. J. Cinnamon's) – STS-200 (Mfg # 9100920) and the VCT-20 or 2000 (Mfg. # 9200650 or 9210102) have a **two (2) year parts & labor, the first year on-site.** **Travel provision is for US and Canada and limited to 50 miles/80 kilometers (100 miles/160 kilometers, 2 hours round trip).** DCH-220 (Mfg. # 9500931 w/mirrored doors) has a **two (2) year parts & labor warranty.** The **first 90 days ONLY**, carry an **on-site warranty.** The **remaining 18 months** falls under our **Standard Warranty.**

Braum's – VCT-2000 has **one (1) year on-site parts & labor warranty.** The **travel provision is for US only** and **limited to 50 miles/80 kilometers (100 miles/160 kilometers, 2 hours round trip).**

All Display Cases (**DCH**), Sausage Corrals (**SC**), & Vertical Display Cabinet, **Model PBD-300** carry **on-site coverage for the first 90 days only.** This travel protection is **limited to 50 miles (100 miles, 2 hours roundtrip).** The **remaining 9 months** carry our **Standard Warranty.** **Travel provision is for the US only.** All other locations carry our Standard Warranty detailed above.

SPARE PARTS - Once the equipment is out of warranty, all genuine factory spare parts have a **90 day part warranty.** This spare part warranty is for the part only – no labor no travel.

EXCEPTIONS:

Once the Equipment is out of warranty **ALL McDonald's Solid State Controls** have a **one (1) year part only warranty** from date of purchase, no labor or travel.

Once the Equipment is out of warranty, **ALL Taco Bell TBS-X series generators** purchased as a Spare Part after **January 1, 2003** have a **2 year part and labor warranty, no travel.**

Sonic - All Sonic Equipment has a limited one (1) year parts and labor on-site warranty. Travel provision is limited to 50 miles/80 kilometers) 100 miles/160 kilometers – 2 hours round trip. This limited on-site coverage is retroactive for all units purchased on or after December 1, 2000. Travel provision is for U.S. only.

Sonic Equipment includes:

<u>Model</u>	<u>Mfg. #</u>
DFW-100	9100101
DFW-200	9100111
DFWT-100	9100121
MS-255	9100460
MS-255	9100462
WD-21A	9400110
HDC-50A	9300360
HDC-50A	9300374
VCT-2000	9210108

180 Kehoe Blvd. Carol Stream, Illinois 60188 U.S.A.
Phone: (630) 784-1000 Fax: (630) 784-1655 Web: www.ajantunes.com
Toll Free: 877-392-7854

SERVICE BULLETIN

NO. 197

DATE: 2/13/03



180 Kehoe Boulevard • P.O. Box 8770 • Carol Stream, IL • USA 60188

PH: 630.784.1000 • TF 877-392-7854 • FAX: 630.784.1655 www.ajantunes.com

SERIAL NUMBERS USED ON ALL A. J. ANTUNES & ROUNDUP EQUIPMENT

In order to assist you in understanding our serial numbers, we have listed below a diagram of our serial number system. As always, should any questions arise, please do not hesitate to contact us in the Technical Service Department at (630) 784-1000. Our Toll Free Number for North America is (877) 392-7854.

NOTE: If the serial number indicates the unit is more than one year old, a proof of purchase (POP) is required for all warranty processing. All claims require the Model No., Manufacturing No., and the Serial No. to be included on all warranty claim forms. All of this data is found on the Equipment's spec plate located at the rear of the Equipment.

Numerical Serial Number Identification Effective January 1, 2001

