



Warranty Manual

For U.S. and Canada

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Contact Information

Technical Support

Phone: 800-908-8726 or 214-379-6000 (press 9 at greeting)

Fax: 214-379-6085

Email: servicegroup@turbochef.com

Regular Hours: 7:00 AM–7:00 PM CST, 365 days a year

After Hours: 7:00 PM–7:00 AM CST, Help Desk Technician is on-call for emergency situations.

Claims Processing

Phone: 800-908-8726 ext. 6129, or 972-428-6129

Fax: 214-379-6073

Regular Hours: 8:00 AM–5:00 PM CST

Email: Warranty@turbochef.com

Parts Department

Phone: 800-908-8726 or 214-379-6000, press 3

Fax: 214-379-6090

Regular Hours: 8:00 AM–5:00 PM CST

Email: Parts@turbochef.com

Addresses

Global Operations

TurboChef Technologies, Inc.
4240 International Parkway, Suite 105
Carrollton, Texas 75007

Warranty Parts Return

TurboChef Technologies, Inc.
Attention: Warranty Parts
2801 Trade Center Drive, Suite 110
Carrollton, Texas 75007

Warranty General Information

What is covered?

The TurboChef warranty covers all defects in workmanship and material in all commercial cooking appliances manufactured by TurboChef Technologies, Inc., and sold within the US, Canada, and Puerto Rico.

Who is covered?

The warranty covers only the original purchaser of TurboChef commercial cooking appliances.

Policy Administration

TurboChef will strive to establish simple, easily-administered warranty policies. The warranty policies will be administered fairly and in a manner that understands the needs of our customers.

Warranty Statement

TurboChef will customize warranty features for certain customers to better meet their needs. We understand the value of a warranty after the sale and will strive to provide the best after-sales service to our customers.

Flexibility

TurboChef will administer its warranty policies with an understanding of how we are viewed by our customers. Our intention is to be fair at all times, drawing on adequate information in order to make sensible decisions pertaining to warranty coverage.

Installation Date

Ovens that have not been installed within 2 years of their manufacturing date are not covered by warranty. If you have any questions, TurboChef's service department can help identify the install date and warranty coverage if you provide the oven serial number.

Serial Number

The serial number can be viewed on the display screen or on the back of the oven on the serial number plate (Figure 1, below).



Figure 1: Serial Number Plates

Warranty Claims Guidelines

- ☑ Be professional, courteous, and strive to deliver the highest possible quality of service to our customers.
- ☑ TurboChef utilizes Warranty Central to log and dispatch service calls for all warranty work. All TurboChef Service Agents are required to utilize this easy-to-use program (see page 7 for instructions) to submit claims to TurboChef.
- ☑ All warranty work must be submitted within 60 days after it has been completed.
- ☑ Labor time will be based on time charts provided by TurboChef. A copy is available in this book and also upon request. TurboChef reserves the right to periodically modify time charts.
- ☑ If excess time is needed, call 1-800-908-8726 ext. 9 to speak with a TurboChef technician, who will authorize the additional time information in the notes of the claim. **Additional time will not be authorized if you do not speak with a TurboChef technician.**
- ☑ Payment for travel time exceeding two hours (round trip) and total mileage exceeding 120 miles (round trip) requires additional TurboChef authorization.
- ☑ Additional authorization will not be given for a particular claim after the claim has been submitted to TurboChef.
- ☑ Before submitting a warranty claim, please make sure that all information is accurate and each section is thoroughly completed. Once a claim has been processed, it will not be reopened for additional credit due to omission.
- ☑ Include any “out of the ordinary” information in the **Other Charges** section of the claim.
- ☑ All service work is warranted for 30 days. Return trips within the 30-day period for the same service issue are to be no-charge warranty trips.
- ☑ When it is evident that a store is experiencing callouts due to improper maintenance, abuse, or misuse, it is required that you contact the TurboChef call center prior to servicing the oven(s), as these are non-warranty issues which can void the manufacturer warranty.
- ☑ If an oven is not being properly maintained, notify a store manager about the improper procedure(s) and explain the correct procedure (especially with cleaning).
- ☑ Warranty Central automatically allocates a 10% handling fee to all parts invoiced by a service agent.

Entering a Claim in Warranty Central

Logging In

1. Go to www.warrantycentral.net.
2. Enter your preset login information (login preset by TurboChef for all agents)

Claim Staging Area Info

Every claim processed in Warranty Central for TurboChef will be started from the Claim Staging Area. The Claim Staging Area is a holding place for claims that have not yet been submitted, but have begun the submittal process. For accounts containing multiple manufacturers, the Claim Staging Area organizes each claim by manufacturer.

Claims in the Claim Staging Area are classified in one of the following ways:

Pre-Authorized

A claim cannot be submitted unless TurboChef pre-authorizes it. This status indicates that the manufacturer has started a claim that needs to be completed by the service agent. For instructions on completing a pre-authorized claim, see page 9.

NOTE: If you have any questions, contact the manufacturer for specific details and instructions on submitting Pre-Authorized claims.

Customer Information Needed

This status indicates that a claim is missing information required on the Customer Information page. To continue processing this claim, click [Customer Information Needed](#).

Service Information Needed

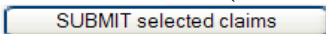
This status indicates that a claim is missing information required on the Service Information page. To continue processing this claim, click [Service Information Needed](#).

Parts Information Needed

This status indicates that a claim is missing information required on the Parts Information page. A claim will achieve this status only if it is a “Parts Only” claim. To continue processing this claim, click [Parts Information Needed](#).

Ready to Submit

This status indicates that all required information has been entered. To view details of a claim before submitting it, click [Ready to Submit](#).

To submit multiple claims from the Claim Staging Area screen, click the checkbox (in the **All Submit** column) for each claim you want to submit. Then click  .

Locating a Claim

1. Click the *Claim Staging Area* icon.

NOTE: If you need to submit a claim for work you have done and it is not in the Claim Staging Area, please contact the manufacturer for assistance.

2. In the <SEARCH BY:> field, select “Authorization #.”

3. Enter the Authorization number in the adjacent text field and click

NOTE: If you cannot locate the authorization number in the Claim Staging Area, please contact the Technical Support for assistance.

4. Click [Pre-Authorized](#) (per this example; the link may also be [Customer Information Needed](#), [Service Information Needed](#), [Parts Information Needed](#), or [Ready to Submit](#)).

All(submit)	All(delete)	Status	W/O #	Invoice	Auth #	Total	Date
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			12105960	0.00	9/26/2005 2:01:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			29621089	0.00	9/28/2005 1:28:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			19097102	0.00	10/2/2005 2:32:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Service Information Needed			11365908	0.00	10/3/2005 9:36:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			46088374	0.00	10/3/2005 9:49:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			64567202	0.00	10/3/2005 4:00:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			91692752	0.00	10/4/2005 8:56:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			52199519	0.00	10/4/2005 11:13:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			91627139	0.00	10/5/2005 8:21:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			6267947	0.00	10/5/2005 2:04:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			98049563	0.00	10/6/2005 5:57:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			31491816	0.00	10/8/2005 12:12:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			71194094	0.00	10/10/2005 11:44:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			15280879	0.00	10/10/2005 1:20:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			89271182	0.00	10/11/2005 4:29:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			83959597	0.00	10/12/2005 2:57:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			27594501	0.00	10/13/2005 10:52:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			80640811	0.00	10/13/2005 10:59:00 AM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			59216815	0.00	10/14/2005 1:03:00 PM
<input type="checkbox"/>	<input type="checkbox"/>	Pre-Authorized			18271601	0.00	10/15/2005 10:29:00 AM

Figure 2: Locating a Claim

Processing a Claim

Please note that any field with a **red *** means that the field is required. The system will not allow you to progress to the next screen until all required fields have been entered.

1. The next page is the Customer Location Information page. Here you will either fill out or verify all the customer information. Once you have filled out all the required information, click to go to the Warranty Service Information page.
2. On the Warranty Service Information page, enter information concerning the work done on the unit (see figure 3). Once you have filled out all the information, click .

Field	Action
Service W/O #	Enter the order number.
Invoice *	Enter the invoice number.
Factory Authorization # *	Do not fill in this field.
Factory Authorization by *	Do not fill in this field.
Your Name *	Enter your first and last name
Your Title *	Enter your title or brief description of your job
Date of Request *	Do not fill in this field.
Date Work Complete *	Enter the work completed date, using U.S. format (Month/Day/ Year)
Service Requested by *	Do not fill in this field.
Customer Acceptance Name *	Enter the name of the company contact
Supply Volts *	Enter voltage.
Amp Reading	Do not fill in this field.
W/C Pressure	Do not fill in this field.
Steam Pressure	Do not fill in this field.
Reported Complaint *	Do not fill in this field.
Probable Cause *	Explain what you think is the cause of the problem.
Action Taken *	Detail everything you did at the site.
Service Technicians Name *	Enter the name of the person who performed the claim/service call.
# of Trips *	Enter the number of times you went to the site.
Labor	Enter the number of hours of labor expended.
Overtime Labor	Enter the number of hours of overtime labor expended.
Travel	Enter the number of hours of travel time.
Overtime Travel	Enter the number of hours of overtime travel.
Transportation	Enter your roundtrip mileage.
Handling Allowance	Enter the cost of handling the paperwork.
Other Charges	Enter other charges (e.g., renting something necessary to the service call).

Figure 3: Warranty Service Information

3. If you have parts to add to the claim, click . If not, click and skip to step 8.

4. Enter the part number in the yellow field and click .

5. The part number will display on the screen. To add this part to your claim, click on the **part number** or **description**.

NOTE: Contact the manufacturer for assistance if you see a notice that says “No Results...Please Try Again!”

6. Enter information about the part needed (see figure 4) and click .

Field	Action
Quantity	Enter the quantity needed.
Disposition	For Service Agent internal use only.
Part Tag	Service Agent CFESA tag number.

Figure 4: part information

7. If you have another part to add, repeat steps 3–6.



NOTE: When a part is added, you have the option to edit or delete it from your list.

8. After clicking , review the entire claim before you submit it.

9. If adjustments need to be made, click on the field that needs adjusting, which will return you to the Warranty Service Information page. To save changes when adjustments are completed, click .

10. To submit the claim, click .

NOTE: If you are submitting a claim with a return part, you will be able to print your RA# after submitting the claim to the manufacturer.

WarrantyCentral Welcome: Greg Haun, Haun Enterprises  

Bulk Claims Processing [Home](#) | [Claim Entry](#) | [Logout](#)

Step 1 **Claims to submit**

Adjustments	Status	W/O #	Invoice #	MFG	Customer
OK	1. Cleared for Submission		123456789	Turbochef North America	Test Customer

Step 3 **Ship Parts with the following RA #'s**

[Print](#)
RA # 00035049

Please place the following parts in a box with RA# 00035049 marked on the outside and send to:
Turbochef North America 2801 Trade Center Dr. Suite 110, Carrollton, Texas 75007

Qty.	Part #	Description	Tag #
1	NGC-1025	ASSY,NGC BLOWER	12345

Figure 5: Parts Return Example

Warranty Claim Return Authorization #
00035049

Claims submitted 60 days following date of service will not be considered.

<p>Ship To: Turbochef North America Attn: Warranty Department 2801 Trade Center Dr. Suite 110 Carrollton, Texas 75007</p>	<p>Claim Equipment Serials: NGC-TRAINING2</p>
<p>From: Haun Enterprises (-) Attn: Warranty Department</p>	

Parts Return Contents

* All returned parts should be clearly marked with RA# and be accompanied with a copy of the "Bulk Claims Processing" print out or they will not be accepted.

Qty.	Part #	Description	Tag #	Invoice #	W/O #	Authorization #
1	NGC-1025	ASSY,NGC BLOWER	12345	123456789		27987313

Notes: Complaint: test Cause: . Action: .

Figure 6: Parts Return Example Screen 2

Other Warranty Central Functions

Looking Up a Claim

Claim lookup allows you to look up claims you have submitted using Warranty Central. To use Claim Lookup,

1. From the Warranty Central homepage, click the *Reports* icon.
2. Click the [Claim Lookup](#) link.
3. To narrow the search, select a manufacturer from the drop-down list and enter the invoice number in the adjacent yellow text field.
4. Click .

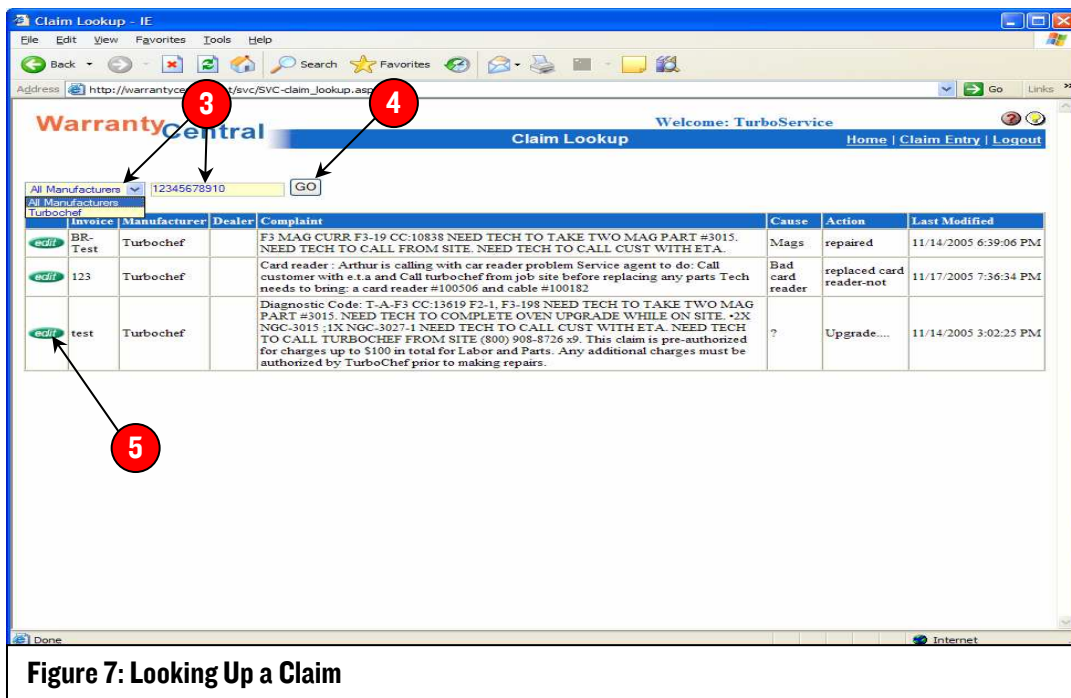


Figure 7: Looking Up a Claim

NOTE: If you cannot find a claim in Claim Lookup, double-check your invoice number. If you still cannot find the claim, call 888-727-8726 for assistance

5. To view a claim, click . This will bring up the **Claim Full View** screen.
6. To print the claim, click . To return to the previous screen, click .

Looking Up a Serial Number

Serial Number Lookup allows service agents to look up information on a particular unit.

1. From the main home page of Warranty Central, click the *Serial Number Lookup* icon.
2. Choose the manufacturer and whether you want to search by “Serial Number” or “Customer” (see Figure 8).
3. Enter the serial number (or customer name) and click **Search** (see Figure 4, below).

NOTE: The search function also locates matches if a partial number (or name) is entered.

NOTE: If you are not able to locate the serial number or customer name you are looking for, contact TurboChef Technical Support.

4. Locate the entry on the screen when the search completes and click the serial number link (see Figure 4, below). Details about the item will display.
5. From the detailed view screen, you can view details about the item.

Serial #	Model #	Customer	Address	City	State
c310165	C3/C	IR Mr Jim Hughes			Ireland
C321165	C3/C	Sportservice Corp.	Lincoln Financial Field	Philadelphia	PA
C32165	C3/C	ROBELAN DISPLAY	395 WESTBURY BLVD	HEMPSTEAD	NY
C3D3165	C3/C	HOTEL INDIGO	920 EAST NORTHWEST HWY	PALATINE	IL
HHB+-D01165	HHB-8602-1-2009	KWIK TRIP #687	415 N. WALES ROAD	WALES	WI
HHB+-D0165	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI
HHB+-D01651	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI
HHB+-D01652	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI
HHB+-D01653	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI
HHB+-D01654	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI
HHB+-D01655	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI
HHB+-D01656	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI
HHB+-D01657	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI
HHB+-D01658	HHB-8602-1-2009	KWIK TRIP #653	1324 E. WISCONSIN AVENUE	PORTAGE	WI

Figure 8: Looking Up a Serial Number

Open Claims General Information

Open claims is a section of Warranty Central that allows the user to check the status of submitted claims. There are two main sections of Open Claims— *Waiting for Manufacturer Response* and *Require Response (Inbox)*.

Waiting on Manufacturer Response

This section of Warranty Central displays claims you have submitted, but the manufacturer has not processed.

Require Response (Inbox)

This section of Warranty Central helps the user with the accounting side of Warranty Central. Every claim that is processed by a manufacturer will appear in the Inbox of your Open Claims. The status of your claims can be as follows:

CM# or CK# Pending Payment

Your claim was approved for payment.

Rejected

The manufacturer rejected your claim.

Need More Info

The manufacturer has sent your claim back for additional information. For instructions on responding to this type of claim, see page 15.

Accessing Open Claims

1. Click on the *Open Claims* icon from the main home page of Warranty Central.
2. Select either “Require Response (Inbox)” or “Waiting on Manufacturer Response” from the drop-down list (see Figure 9, page 15).

NOTE: See the previous section entitled **Open Claims General Information** for descriptions of each option.

3. If you selected “Require Response (Inbox),” select a status from the adjacent drop-down box (see Figure 9, page 15).
4. Click **Go**.
5. To open a claim, click on its status (link in blue text).

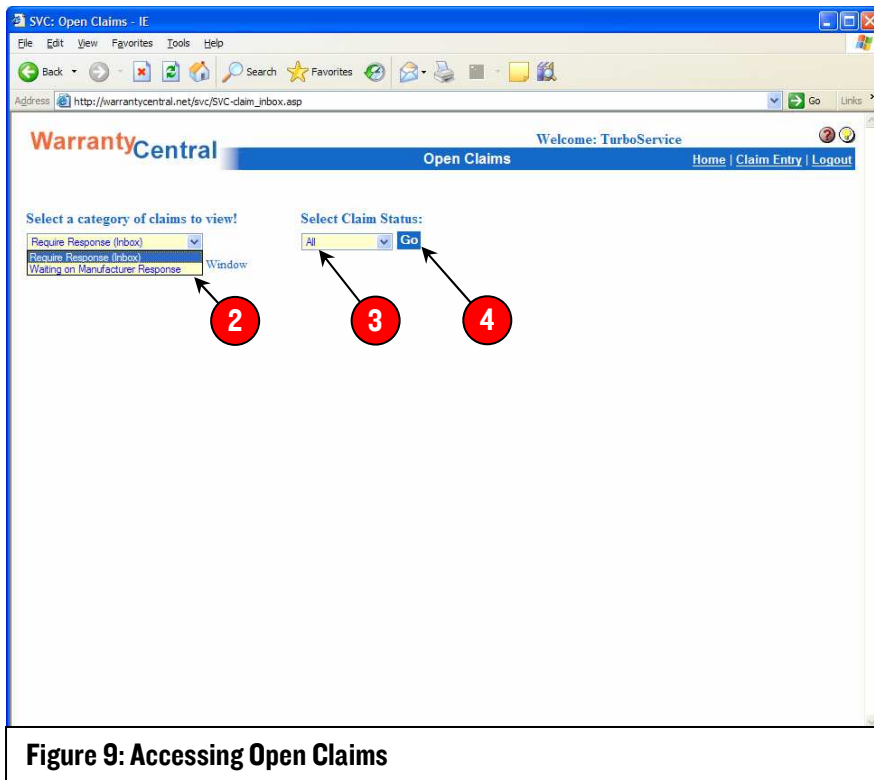


Figure 9: Accessing Open Claims

Removing Claims from Inbox

Once you receive payment for a claim, remove the claim from your Open Claims:

1. Click on the *Open Claims* icon from the main home page of Warranty Central
2. Select “Require Response (Inbox)” from the drop-down list and click **Go**.
3. For each item you want to remove, click the box in column **All**.
4. Click **Remove Selected Claims**.

Responding to “Need More Info” Claims

If a claim in your inbox is marked “Need More Info,” the manufacturer needs additional information about that claim before approving payment. To respond to a “Need More Info” claim,

1. Click [Need More Info](#) link to open the claim.
2. In the *Claim History* section of the claim, review the note from the manufacturer explaining what additional information is required.
3. Click on the part of the claim that requires additional information.
4. Review the section entitled “Entering a Claim in Warranty Central,” page 7, and complete additional information. When you are finished, be sure to click **Save and Load Full Claim**.
5. To re-submit the claim, click **Submit to Manufacturer**.

NOTE: Your claim cannot be processed until you resubmit the claim.

Standard Labor Allowance

The chart on page 17 contains the standard “authorized maintenance labor hours” for diagnosis and replacement of specific parts. **A combined maximum authorized labor time for any call is 1.5 hours.** If additional time is required, you must call the TC call center for authorization.

Target Time is the time it takes a reasonably competent technician to complete a task under normal circumstances. **Maximum Time** is the time it takes to complete a task under unusually difficult circumstances.

The given times include:

- How long it should take to complete the task. Any time above the maximum must be explained in detail on your Warranty Central invoice, at which point authorization will either be approved or denied.
- How long it should take to replace a single part. If multiple parts are replaced, approved labor time may be significantly reduced.

The given times **do not** include:

- Travel time. Also, please note that payment for travel time exceeding two hours round trip and/or total mileage exceeding 120 miles round trip requires additional authorization.
- Return trips. Service agents warranty their work for **30 days**. Return trips within 30 days for the same service issue are to be no-charge warranty trips.

Please Note:

Ovens are not to be removed from stores under any circumstance unless removal was pre-approved by TurboChef. If pre-approval is not attained, TurboChef will only pay the “authorized maintenance labor hours” associated with the repair in accordance with the standard labor allowance outlined above.

	NGC Oven		C3 Oven		High h Oven	
Task	Target Time	Maximum Time	Target Time	Maximum Time	Target Time	Maximum Time
Controls						
24V Power Supply	30 min.	30 min.	30 min.	30 min.	30 min.	30 min.
CC Thermocouple	30 min.	30 min.	45 min.	60 min.	30 min.	30 min.
Cooling Fan Thermostat	30 min.	30 min.	30 min.	30 min.	45 min.	60 min.
EMI Filter	60 min.	75 min.	60 min.	75 min.	60 min.	75 min.
Fuse Holder	30 min.	30 min.	30 min.	30 min.	30 min.	30 min.
I/O Board	30 min.	45 min.	30 min.	45 min.	30 min.	45 min.
Keypad	30 min.	30 min.	30 min.	30 min.	30 min.	30 min.
Low Voltage Harness	60 min.	75 min.	120 min.	150 min.	30 min.	45 min.
Mechanical Relays	45 min.	60 min.	45 min.	60 min.	45 min.	60 min.
Power Cord	45 min.	60 min.	45 min.	60 min.	45 min.	60 min.
Smart Card Reader	30 min.	30 min.	n/a	n/a	30 min.	30 min.
Solid State Relay	30 min.	45 min.	30 min.	45 min.	30 min.	30 min.
Tube Axial Fan	30 min.	30 min.	30 min.	30 min.	30 min.	30 min.
VF Display	30 min.	45 min.	30 min.	45 min.	30 min.	45 min.
Voltage Module	30 min.	30 min.	n/a	n/a	30 min.	30 min.
Convection						
Blower Motor Controller	30 min.	45 min.	30 min.	45 min.	30 min.	45 min.
Convection Heater	45 min.	60 min.	45 min.	60 min.	60 min.	75 min.
Convection Motor	30 min.	45 min.	90 min.	150 min.	30 min.	45 min.
Hi-Limit Thermostat	30 min.	30 min.	45 min.	60 min.	15 min.	15 min.
Top Heater Insulation Kit	15 min.	30 min.	n/a	n/a	n/a	n/a
Door						
Interlock Switches	30 min.	30 min.	30 min.	30 min.	30 min.	30 min.
Door Assembly	30 min.	60 min.	60 min.	90 min.	30 min.	45 min.
IR System						
IR Element	45 min.	75 min.	n/a	n/a	n/a	n/a
Microwave system						
Magnetron	30 min.	30 min.	45 min.	60 min.	n/a	n/a
HV Transformer	30 min.	30 min.	30 min.	30 min.	n/a	n/a
Filament Transformer	30 min.	30 min.	30 min.	30 min.	n/a	n/a
Capacitor	30 min.	30 min.	30 min.	30 min.	n/a	n/a
Diode	30 min.	30 min.	30 min.	30 min.	n/a	n/a
Magnetron Cooling Fan	30 min.	30 min.	30 min.	30 min.	n/a	n/a
Magnetron Thermostats	30 min.	30 min.	30 min.	30 min.	n/a	n/a
Waveguide Cover*	30 min.	60 min.	30 min.	60 min.	n/a	n/a
Waveguide*	30 min.	75 min.	n/a	n/a	n/a	n/a

* If replacing a waveguide, no additional time should be allocated if the waveguide cover also needs to be replaced.

Truck Stock

Service Agents are responsible for maintaining suggested truck stock. Return travel time and mileage due to inadequate truck stock are not billable to TurboChef. For a current truck stock list contact TurboChef Technical Support.

Expedited delivery fees for parts that should be in Service Agent inventory are not billable to TurboChef.

Parts Return Lists

Tornado (NGC) Mandatory Parts Return List

Warranty Return	TurboChef P/N	Description
◆	100083	Magnetron Fan
◆ c	100443	Motor Controller
◆	100518	AC Tubeaxial Cooling Fan
◆ c	NGC-1025	Assembly, NGC Blower
◆	NGC-1054-1	Assembly, Keypad/Display/Housing—Generic TurboChef
◆	NGC-1054-2	Assembly, Keypad/Display/Housing—Subway
◆	NGC-1054-3	Assembly, Keypad/Display/Housing—Starbucks
◆ c	NGC-3003	Service Kit, Bottom IR Element
◆	NGC-3005	Service Kit, Solid State Relay, Dual 40-amp
◆	NGC-3007	Service Kit, Blower Fan Blade
◆	NGC-3011	Service Kit, Top Convection Heater
◆ c	NGC-3023	Service Kit, VF Display w/Cable
◆	NGC-3033	Assembly, Switch (2) w/Bracket & Toggle
◆	NGC-3036	Service Kit, Waveguide Cover
◆	NGC-3061-1	Transformer, Filament
◆	NGC-3062-1	Transformer, HV, 2M244 Tube 208/240 VAC
◆	NGC-3067	Door Assembly
◆	NGC-3069	SERVICE KIT, NGC, POWER SUPPLY AND BRACKET, MEANWELL
◆ c	Varied	Service Kit, I/O PCB Replacement (All control boards)

- ◆ *Warranty Parts Return—U.S.A.*
- ◆ c *Warranty Parts Return—Canada*

C3 Mandatory Parts Return List

Warranty Return	TurboChef P/N	Description
◆	100860	Magnetron
◆ c	100443	Blower Motor Controller
◆	M9608	Power Supply, 24 VDC
◆	T0185	Catalytic Converter
◆ c	TC3-0213	Blower Motor
◆	TC3-3202	Rear Axial Fan (DV624), EBM
◆ c	TC3-3211-XXXX	I/O Control Board, 64 recipe (See menu listing for correct number)
◆	TC3-3222	Transformer, Filament
◆	TC3-3223	Transformer, High Voltage, 50/60 HZ 208-240VAC, 2M121A
◆	TC3-3230	Door Assembly, C3

- ◆ *Warranty Parts Return—U.S.A.*

◆ c *Warranty Parts Return—Canada*

High h Batch Mandatory Parts Return List

Warranty Return	TurboChef P/N	Description
◆ c	100443	Motor Controller
◆	101281	Solid State Relay, Dual 40-AMP
◆	HHB-3200	Assembly, Rack Motor
◆ c	HHB-3204	VF Display Service Kit
◆ c	HHB-3213-X	I/O Control Board Service Kit (See menu listing for correct number)
◆	HHB-3218	Door Assembly
◆ c	HHB-8106	Assembly, Motor, HHB

◆ *Warranty Parts Return—U.S.A.*

◆ c *Warranty Parts Return—Canada*

Return parts packaging must contain an RA Number and be accompanied by CFESA Form and returned to:

TurboChef Technologies, Inc.
Attention: WARRANTY PARTS
2801 Trade Center Drive, Suite 110
Carrollton, Texas 75007

Length of Warranty Coverage

North America Limited Warranty:

Standard Warranty— One year from ship date from factory.

Subway: Tornado Oven

Standard Warranty—One year from install date. Two additional years for magnetron, part only, no labor.

- **Subway Extended Warranty**— Full coverage while oven is in an extended warranty.

Refurbished Ovens

90-day warranty from install date. Refurbished oven serial numbers include an R at the end of the serial number. For example, C3DXXXX-R, NGC-XXXXX-R.

Magnetron Warranty—Applies Only to Subway

Magnetrons are covered for an additional 2 years beyond the 1-year warranty. Consider the following examples:

Example 1: Original manufacturer 1-year warranty

- Full coverage for one year.
- No extended warranty.
- Magnetrons are covered in years 2 and 3 as parts exchange warranty (labor is not under warranty).

Example 2: Original manufacturer 1-year warranty, plus 1 year extended warranty

- Full coverage while oven is in an extended warranty.
- Magnetrons are covered in year 3 as parts exchange warranty (labor is not under warranty unless oven is in an extended warranty).

Example 3: Original manufacturer 1-year warranty, plus 2 years extended warranty

- Full coverage while oven is in an extended warranty.

In order to receive an exchange part on the magnetron warranty, follow these steps:

1. Return replacement part to:

TurboChef
Magnetron Warranty Replacement Parts
2801 Trade Center Drive
Suite 110
Carrollton, Texas 75007

2. Include a copy of the CFESA work order and NGC magnetron form (page 25) with returned part.
3. Indicate the location of where to ship the replacement part.

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TurboChef Technologies, Inc.



NGC Magnetron Replacement Part(s) Warranty Form

Note: TurboChef Magnetron Replacement Part(s) - Require the following to receive proper credit:

1. P/N NGC-3015 used on NGC Tornado Ovens only.
2. Return Part(s) must be returned to TurboChef within 45-Days from the date of installation.
3. Return Part(s) are to be properly packed to prevent shipping damage.
4. Attach a complete Form to the part(s).

5. Ship Return Part(s) To:

TURBOCHEF TECHNOLOGIES, INC.
Magnetron Warranty Replacement Parts
2801 Trade Center Drive
Suite 110
Carrollton, Texas 75007

Return Part(s) will be function tested by TurboChef for final approval.

Replacement Part(s) will be ship after the function test approval.

Location Information			
Serial Number		Customer Name/Number	
Line AC Volts		Store #	
Original Mag Amps		Additional Installed Part(s) at Time of Repair	
New Mag Amps			
EPROM (P/N / Rev-#)			
Cook Count:			

Approved Replacement Part Ship To Address	
Name	
Address	
City/ST/Zip	
Contact	
Phone / Fax	

This section for TurboChef use only.

Return Parts Test Eval Info			TurboChef Receiving Inspection				
Part Number	Description	Qty	Date Received	Part(s) In Good Condition Y/N	Part(s) Test Approval Y/N	Test Date	Inspector Initials
<i>NGC-3015</i>	<i>Mag Svc Kit</i>						

Requested By: _____ **Approved By:** _____ **Date:** _____

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What the Warranty Does Not Cover

- ☑ Improper Installation, Operation, or Maintenance.
- ☑ Failure or damage resulting from failure to provide a suitable working installation and operating environment (including power and HVAC)
- ☑ Misuse abuse (which includes dropped ovens), neglect, power failure, power surges (over or under voltage)
- ☑ Damage from flood, fire, lightning or other natural or man-made disasters, or other Acts of God
- ☑ Equipment that has missing or altered serial numbers
- ☑ Equipment that has been modified or altered by persons other than TurboChef or its service agents. Repair of equipment by anyone other than TurboChef or its authorized service agents will void this warranty.
- ☑ Accessories and parts that are consumed in the normal course of Equipment operation or maintenance are excluded from warranty coverage.
- ☑ Failure of or damage to equipment or components from the use of non-approved chemicals, devices, or processes is also excluded from this warranty.
- ☑ Removal of ovens from site (unless TurboChef specifically approves removal).