



# WILBUR CURTIS COMPANY, INC. Service Manual – GEMTS/SS

## Models

- GEM TS
- GEM SS

## Important Safeguards/Conventions

This appliance is designed for commercial use. Any servicing other than cleaning and preventive maintenance should be performed by an authorized Wilbur Curtis service technician.

- DO NOT immerse the unit in water or any other liquid
- To reduce the risk of fire or electric shock, DO NOT open service panels. No user serviceable parts inside.
- Keep hands and other items away from hot surfaces of unit during operation.
- Never clean with scouring powders, bleach or harsh chemicals.

### Conventions



WARNINGS – To help avoid personal injury



Important Notes/Cautions – from the factory



Sanitation Requirements

Your Curtis Gemini is Factory Pre-Set and Ready to Go... Right from the Box.

Following are the Factory Settings for your interLock Coffee Brewing Systems:

- Brew Temperature = 200°F
- Brew Volume = Large set to vessel requirements.
- Water Bypass = On LARGE & MEDIUM brew only
- Energy Save Mode = Off

### System Requirements:

- Water Source 20 – 90 PSI (Minimum Flow Rate of 1 GPM)
- Electrical: See attached schematic for standard model or visit [www.wilburcurtis.com](http://www.wilburcurtis.com) for your model.

## SETUP STEPS

The unit should be located on a solid counter top and leveled (left to right and front to back).. Connect a water line from the water filter to the brewer.

NOTE: A water filtration system must be installed to maintain a trouble-free operation. (In areas with extremely hard water, we suggest that a sedimentary and taste & odor filter be installed.) This will prolong the life of your brewing system and enhance coffee quality.



NSF International requires the following water connection:

1. A quick disconnect or additional coiled tubing (at least 2x the depth of the unit) so that the machine can be moved for cleaning underneath the unit.
2. This equipment is to be installed with adequate back flow protection to comply with applicable federal, state and local codes.
3. Water pipe connections and fixtures directly connected to a potable water supply shall be sized, installed and maintained in accordance with federal, state, and local codes.

1. A 3/8" Flare x 3/8" Male pipe elbow is supplied with the brewer for water line connection. Use tubing sized sufficiently to provide a minimum of 1.0 GPM.
2. Connect the unit to an appropriate electrical power circuit.
3. Turn on the toggle (STANDBY/ON) switch behind the unit. The heating tank will start to fill. When the water level in the tank rises to the correct volume, the heating elements will energize automatically. With ADS Systems there is no danger of element burnout caused by an empty tank.
4. The heating tank will require 20 to 30 minutes to reach operating temperature (200°F), indicated when READY TO BREW is displayed on the LCD screen.
5. Prior to brewing, dispense 12 ounces of hot water through the hot water faucet.
6. Brew a cycle of at least 12 ounces, to purge the water lines of any air that may be trapped after filling.

## BREWING INSTRUCTIONS

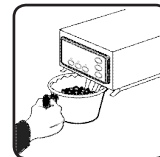
1. Brewer should be ON (Confirm at rear toggle switch, then press the ON/OFF button). Ready-to-Brew should be on the display. If the brewer is connected to an InterLock grinder, the grinder should be on. When Interlock connection is made, grind coffee at this time.
2. Place an empty Satellite under the brewcone and press the warmer switch to pre-heat the Satellite.



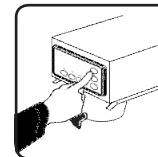
3. Place a clean filter into the brewcone.



4. Fill brewcone with ground coffee.



5. Transfer filled brew cone to brewer.



6. Press Brew button. Brewing will begin immediately.



**WARNING:** TO AVOID SCALDING, Do not remove brewcone while brew light is flashing.

FOR THE LATEST SPECIFICATIONS AND INFORMATION GO TO [WWW.WILBURCURTIS.COM](http://WWW.WILBURCURTIS.COM)

**IMPORTANT** CAUTION: Please use this setup procedure before attempting to use this brewer. Failure to follow the instructions can result in injury or the voiding of the warranty.

**IMPORTANT** IMPORTANT: Equipment to be installed to comply with applicable federal, state, or local plumbing/electrical codes having jurisdiction.

**IMPORTANT** CAUTION: DO NOT connect this brewer to hot water. The inlet valve is not rated for hot water.

**WARNING** HOT LIQUID, Scalding may occur. Avoid splashing.



ISO 9001:2008

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Montebello, CA 90640  
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# Quick Start

# GEM TS & GEM SS

Your Curtis ADS System is Factory Pre-Set for Optimum Performance.

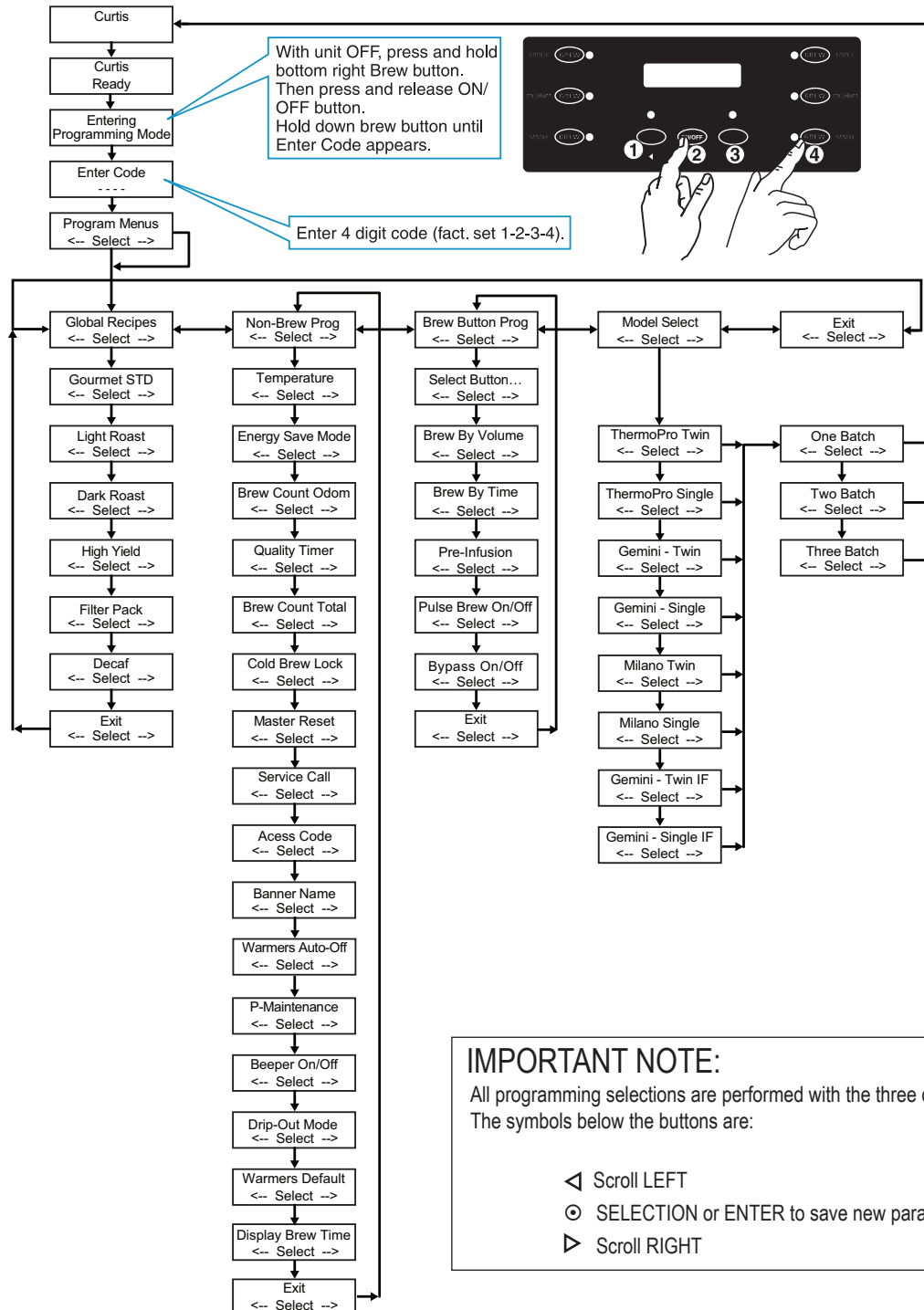
After connection to water and power; the rear toggle switch must be on. You will hear a beep sound, indicating power is available to the controller.

The control displays **CURTIS**. Press ON/OFF button and the screen will display **<GEMINI TWIN> WILBUR CURTIS**. After three seconds, **CURTIS FILLING** is displayed.

Water will fill the tank (approximately 2-3 minutes depending on water flow rate). When the proper level is reached **CURTIS HEATING** will appear on the screen. It takes approximately 20 minutes to reach setpoint temperature of 200°F.

Control will display **CURTIS READY TO BREW** when temperature reaches the setpoint (200°F). Unit is now ready to brew.

## PROGRAM MENUS



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## Program Menus GEMTS/SS Brewer

Program Menus

From **Program Menus** press > display will show the next feature Global Recipes.

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### GLOBAL RECIPES

Global Recipes

**Global Recipes** (Factory set to Gourmet STD)

Press  $\odot$  to select. If selected, press < or > to choose a recipe based on the type of coffee being brewed. Selections are Gourmet STD, Light Roast, Dark Roast, High Yield, Filter Pack, or Decaf. Press  $\odot$  to select the desired recipe.

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### NON-BREW PROGRAMMING

Temperature

**Temperature** (Factory set to 200°F)

Press  $\odot$  to Select. Press < or > to move to desired temperature and then  $\odot$  to set. Temperature is programmable from 170°F to 206°F in 2-degree increments.

Energy Save Mode

**Energy Save Mode** (Factory set to OFF)

Press  $\odot$  to Select, < or > ON, OFF or ON 140°F,  $\odot$  to set. When in ON, unit will automatically shut off 4 hours from last brew. When feature is OFF, unit does not utilize the energy saving mode.

In the ON 140°F position, temperature lowers to 140°F, if unit has not brewed in 4 hours. This feature will save energy by maintaining a lower temperature in the tank in periods of non-operation.

Brew Count Odom

**Brew Count Odom**

Press  $\odot$  to display total brew cycles. Press EX or Reset.

Quality Timer

**Quality Timer** (Factory set to OFF)

Press  $\odot$  to select, press < or > to choose desired setting. Range 20 min – 240 min, in 10 minute increments. The timer does two things. It turns on and off a red indicator light and turns off the warmer element. The indicator light signals when a predetermined time has expired. The warmer shuts off 12 hours after the indicator light comes on.

Brew Count Total

**Brew Count Total**

Press  $\odot$  to Select, Shows total gallons and total brew cycles on the unit. Not resettable.

Cold Brew Lock

**Cold Brew Lock** . . . (Factory set to 5°)

Press  $\odot$  to select, < or > to select desired setting (CBL 5, 15 or OFF),  $\odot$  to set.

The Cold Brew Lock feature allows the brewer to brew at three different temperature levels from the actual set point. The first setting is within 5 degrees of set point, next is within 15 degrees of set point, OFF is within 30 degrees of set point for the Ready to Brew message, however, it will brew at any temperature.

Master Reset

**Master Reset**

Press  $\odot$  to display Are You Sure?

Then < for Yes, > for No. Brewer factory defaults are then reset.

Service Call

**Service Call** (Phone number Factory set to 1-800-000-0000 X0000)

Press  $\odot$  to display number and change number or < to move place and EX to exit when complete. This number will be displayed during a Heating system SENSOR ERROR or during a WATER ERROR.

Access Code

**Access Code** (Factory set to 1-2-3-4)

Press  $\odot$  to display number and change number, (the number can be changed 1 to 4) or < to move place and EX to exit when complete.

Banner Name

**Banner Name** (Factory set to CURTIS)

Press  $\odot$  to display letters and change letters or < to move place and EX to exit when complete

This feature allows up to 14 letters to be programmed for company name or regional name. Programming all blanks disables Banner Name. If programmed, Banner Name is displayed every 5 sec. on and off.

Warmers Auto-Off

**Warmers Auto – Off** (Factory setting – Disabled)

Press  $\odot$  to Select. Press < or > to adjust from 1 hour to 12 hours. This feature advances in 1 hour increments.

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## Program Menus GEMTS/SS Brewer

P-Maintenance

**P-Maintenance** (Factory set to OFF)

Press **⊙** to Select, Set gallons brewed to indicate P-Maintenance. Press < or > to adjust from Off to 9500 gallons. This feature advances in 100 gallon increments. Press **⊙** to exit.

Beeper On/Off

**Beeper On/Off** (Factory set to ON)

Press **⊙** to display ON or OFF. Pressing either < or > toggles between on and off. **⊙** to set. When ON, this feature allows you to hear a short beep each time a button is pressed.

Drip-out Mode

**Drip-out Mode** (Factory set to 2 minutes)

Press **⊙** to Select. Press < or > to move to desired time. Settings are OFF, 1, 2, 3, 4 and 5 minutes. Press **⊙** to Select time.

Warmers Default

**Warmers Default** (Factory setting - MED)

Press **⊙** to Select. Press < or > to adjust from OFF, HIGH, MED or LOW. Power setting for HIGH is 100W watts MED is 82 watts. LOW is 66 watts.

Displ. Brew Time

**Displ. Brew Time** (Factory set to ON)

Press **⊙** to display ON or OFF. Pressing either < or > toggles between on and off. After Display Brew Time an EXIT screen will return you to Non-Brew Prog.

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## BREW BUTTON PROGRAMMING

Brew By Volume

**Brew by Volume** (Factory settings: LARGE 200oz ±8oz. MEDIUM 132oz±4oz. SMALL 64oz±4oz.)

Press **⊙** to Select. Display will ask you to select a brew button, Large, Medium or Small. Press the desired brew button to begin... when desired volume is reached press the same brew button to stop the flow. Now the volume has been set.

Brew By Time

**Brew by Time** (Factory settings: LARGE 5min-25sec. MEDIUM 3min-32sec. SMALL 1min-52sec.)

Next item in the sequence is Brew by Time. Press **⊙** to Select to change the brew time. Display will now show the current time. By pressing < or > you can toggle back and forth from minutes to seconds to exit (ex). Change the time or set and exit by pressing the **⊙** button.

Pre-infusion

**Pre-Infusion** (Factory Disabled)

Press **⊙** to Select. Current setting in seconds is displayed < to decrease or select > to increase (range from OFF to 10 through 60 seconds), **⊙** to set.

If Pre-infusion is selected (ON), Cold Brew Lock is set within 5°F of set point and Cold Brew Lock disappears from the list of program selections. When Pre-infusion is ON, Pulse Brew disappears from the list of program selections.

Pulse Brew

**Pulse Brew** (Factory setting C)

Press **⊙** to select, < or > to select OFF or one of five pulse patterns (A to E) . The five Pulse Brew options help “tune” or change the coffee flavor.

Guidelines for Pulse Brew:

Filter Pack type coffees typically extract better with the **A** and **B** pulse setting.

Decaf coffees typically extract better with the **B** pulse setting.

High-Yield coffees typically extract better with the **C** pulse setting. Of course, any of the **A**, **B** or **C** settings may be used to suit your taste profile.

Settings **D** and **E** are manual pulse counts.

To exit from the Pulse Brew mode, select **0** for the time.

If Pulse Brew is on, Cold Brew Lock is set within 5°F of set point and Cold Brew Lock disappears from the list of program selections. When Pulse Brew is on, Pre-infusion disappears from the list of program selections.

By-Pass

**By-Pass** (Factory settings: LARGE 35%. MEDIUM 10%. SMALL Off.)

The By-Pass option helps with controlling extraction with larger brews. Contact time that is too long will extract undesirable bitter, harsh flavor compounds. By-passing some of the brew water around the coffee bed will balance the extraction.

Press **⊙** to display current setting. Press < or > to change settings; OFF, 5% to 50%, in 5% increments. Press **⊙** to set.

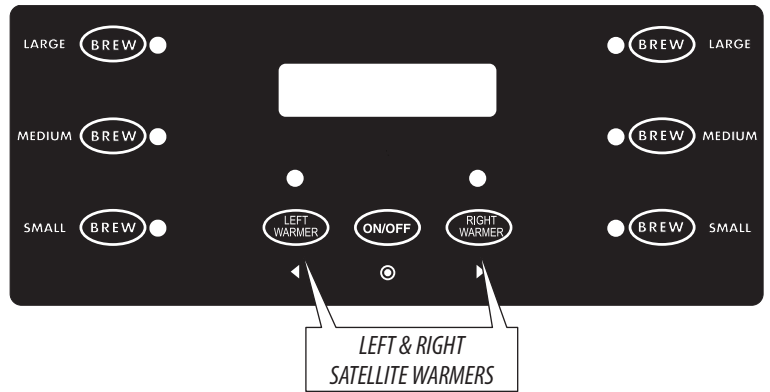
Model Select

**Model Select** (Factory set to Gemini-Twin IF)

Press **⊙** to select, < or > to select model. The selections are: ThermoPro-Twin, ThermoPro-Single, Gemini-Twin, Gemini-Single, Milano-Twin, Milano-Single, Gemini-Twin IF, and Gemini-Single IF. Press **⊙** to set. When the Model Select feature is changed, all settings are reset to the defaults of the newly selected model.

## Warmers


The warmer, under the brewcone will turn on automatically whenever a coffee brew cycle is started. The warmers may be switched on and off using the WARMER buttons on the control panel.



## Error Message

An error message will appear on the screen in the event of a malfunction under the following conditions:

1. Water Level Overflow.
2. Break in Temperature Control Circuit
3. Excess Temperature in Heating Tank

To turn off an error message, press the  button for five seconds.

ERROR MESSAGE	DESCRIPTION	CAUSE
1-(800)-000-0000 Water Level Error	Fill run error/Overflow	The fill solenoid has either run for more than 10 minutes on the initial tank fill or 1 minute, 30 seconds in normal operation.
1-(800)-000-0000 Sensor Error	Open Probe	Break in the temperature thermistor circuit.
1-(800)-000-0000 Over Temp. Error	Excess Temperature	The sensor is reading the temperature in the heating tank has risen above 210°F.

## CLEANING

Regular cleaning of your coffee brewer will maintain the highest quality coffee your equipment is capable of producing. A proper cleaning is essential in preserving the appearance of the brewer.

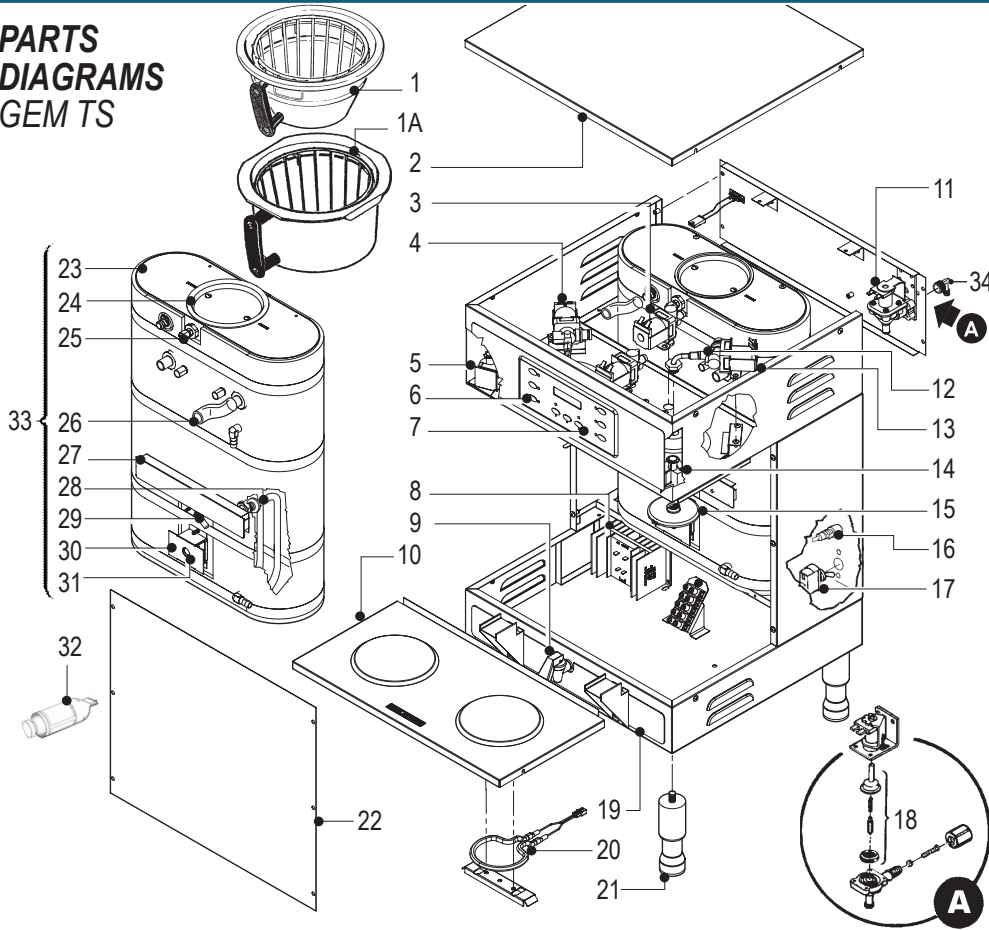
1. Turn off the unit at the button on the front control panel.
2. Wipe exterior surfaces with a damp cloth, removing spills and debris.
3. Slide the brewcone out and clean it. Thoroughly soap the sprayhead area with a mild detergent solution.
4. Wash the brew basket. Use a soft bristled brush for hard to clean areas. Wash both parts with a detergent solution or put these parts through a dishwasher.



**CAUTION:** DO NOT use undiluted bleach or chlorine.



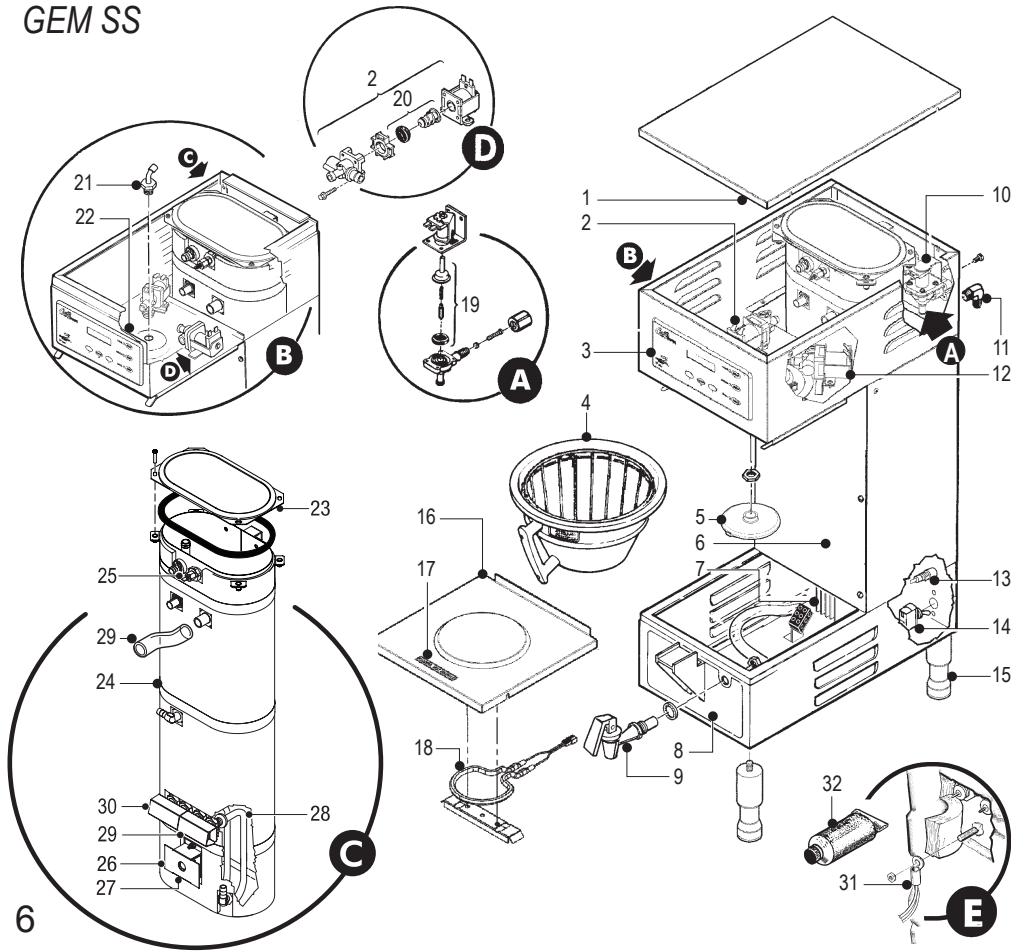
# PARTS DIAGRAMS GEM TS



Nº	Part Nº	Description
1	WC-3357	BREWCONE W/HANDLE
1A	WC-3354	BREWCONE, GOURMET LRG CAP
2	WC-8421	COVER, TOP
3	WC-844-101*	KIT, VALVE BY-PASS NON-ADJUST
4	WC-37121 *	KIT, DUMP VALVE LEFT
5	WC- 441	SOLENOID, LOCK BREWCONE LEFT
6	WC-39395	LABEL, UCM OVERLAY DUAL TWIN
6A	WC-39440	LABEL, CONTNL PANEL 3 BATCH
6B	WC-39439	LABEL, CONTNL PANEL 2 BATCH
6C	WC-39438	LABEL, CONTNL PANEL 1 BATCH
7	WC-37176*	KIT, UCM CONTROL MODULE
8	WC-8559	RELAY, SOLIDSTATE 40A W/HT SNK
9	WC-1809 *	FAUCET, HOT WATER
10	WC-8423	DECK ASSY NO HEATING ELMTS
11	WC- 847 *	VALVE, INLET
12	WC-2977-101	FITTING, SPRAYHEAD ULTEM
13	WC-37122 *	KIT, DUMP VALVE RIGHT
14	WC- 442	SOLENOID, LOCK BREWCONE RIGHT
15	WC-29050	SPRAYHEAD, AFS-AMBER
16	WC-1501	FUSE HOLDER ASSY W/5A FUSE
17	WC- 102 *	SWITCH, TOGGLE
18	WC-3765L*	KIT, VALVE REPAIR
19	WC-39462	LABEL, BOTTOM PANEL GEMTS
20	WC-37102*	KIT, WARMER ELEMENT
21	WC-3528 *	LEG, 4" ADJUST 3/8-16 THRD ITALIAN
22	WC-61393	COVER, FRONT W/IA GEMTS TALL
22A	WC-5829	COVER, FRONT (5/2010 AND EARLIER)
23	WC-54287	TANK, ASSY TPS1T/GEMTS
24	WC-37008*	KIT, TANK LID ROUND
25	WC-37278	KIT, LIQUID LEVEL PROBE GT
25A	WC-5502-01*	PROBE ASSY, WTR LVL(OLDER UNITS)
26	WC-5350	TUBE, 1/2" ID x 1/8W SILICONE
27	WC-4382	GUARD, SHOCK HEATING ELEMENT
28	WC-934-04*	ELEMENT HEATING 2.5KW 220V
29	WC-1438-101*	SENSOR, HEATING TANK
30	WC-43055	GUARD, SHOCK RESET T-STAT
31	WC- 522 *	THERMOSTAT, RESET
32	WC-5231 *	COMPOUND, SILICONE
33	WC-62033	TANK, CMLPT GEMTS W/ULTEM FTNG
34	WC-2402	ELBOW, 3/8"FL x 3/8" M. PIPE

\* Recommended parts to stock.

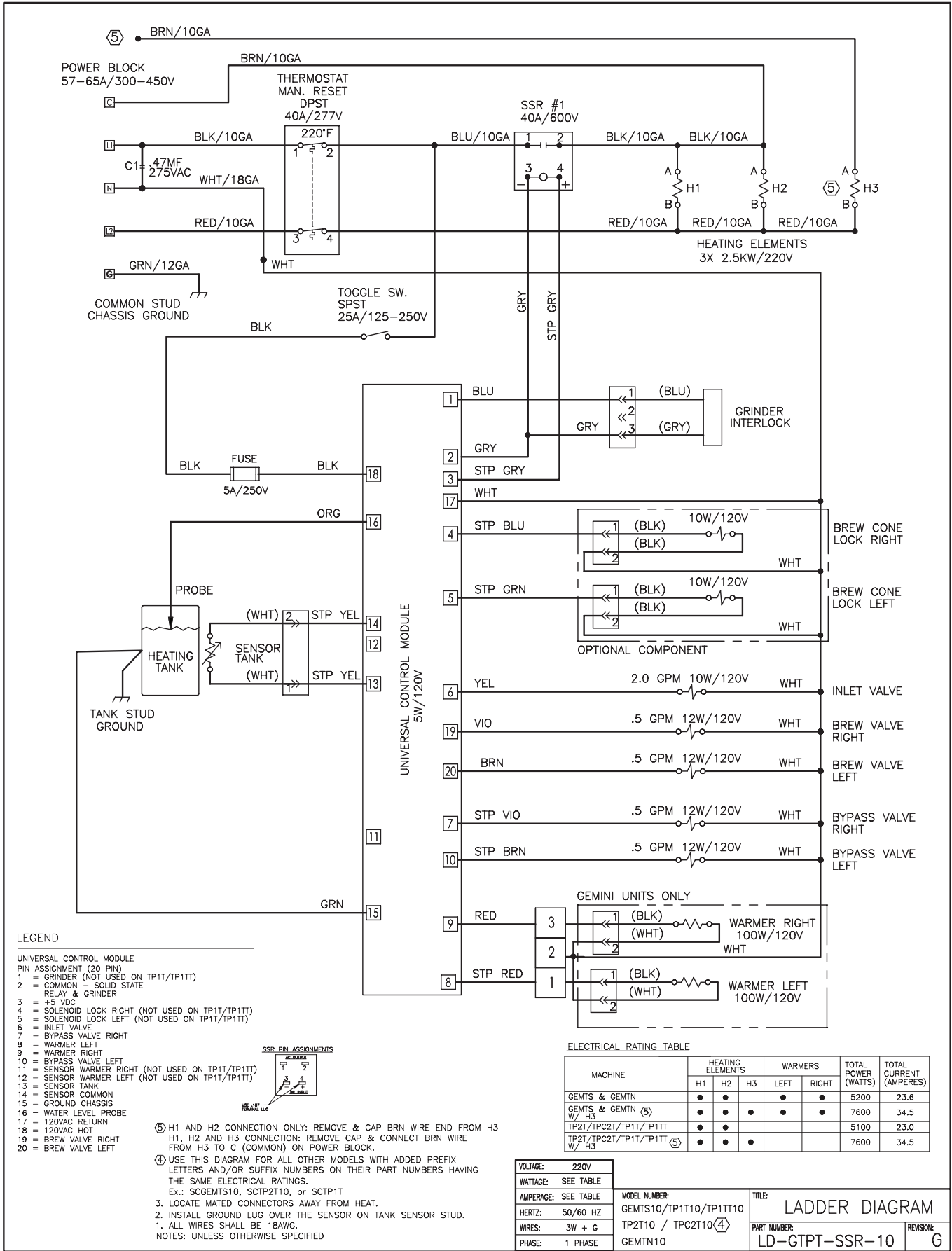
# GEM SS



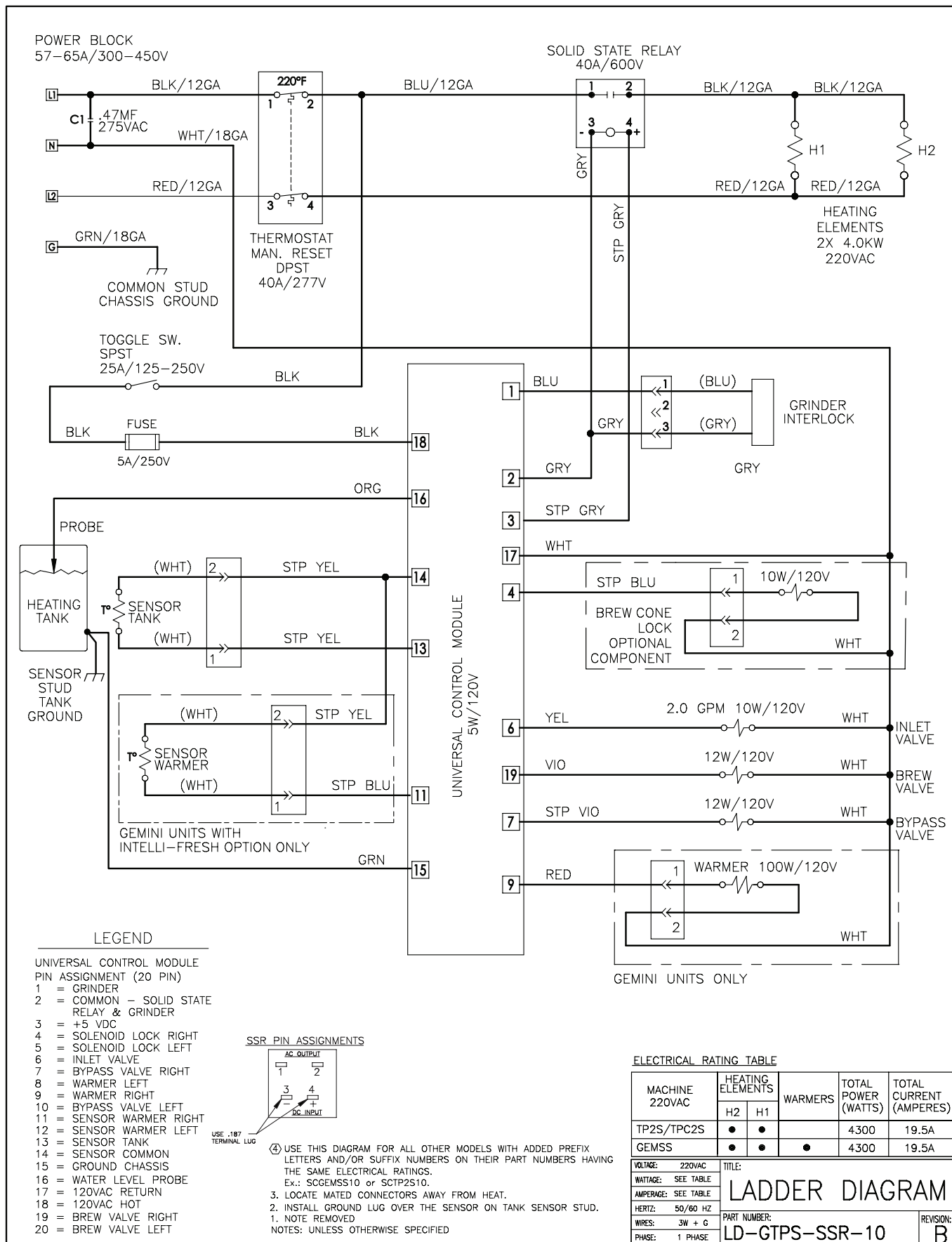
Nº	Part Nº	Description
1	WC-58117	COVER, TOP
1A	WC-5450	COVER, TOP (OLDER UNITS)
2	WC-37122*	KIT, DUMP VALVE RIGHT
3	WC-39436	LABEL, CONTROL PANEL 3 BATCH
3A	WC-39432	LABEL, CONTROL PANEL 1 BATCH
3B	WC-39434	LABEL, CONTROL PANEL 2 BATCH
4	WC-3357	BREWCONE ASSY COMPLETE
5	WC-29050*	SPRAYHEAD, AFS-AMBER
6	WC-61396	COVER, FRONT GEMSS TALL
6A	WC-5452	COVER, FRONT (5/2010 AND EARLIER)
7	WC-8559 *	RELAY, SOLID ST W/INTGRD HT SNK
8	WC-39448	LABEL, BOTTOM WRAP GEMSS
9	WC-1809 *	FAUCET, HOT WATER
10	WC- 847 *	VALVE, INLET 2GPM 120V 10W
11	WC-2402	ELBOW, 3/8"FL x 3/8" M. PIPE
12	WC-37130*	KIT, VALVE BYPASS
13	WC-1501	FUSE HOLDER ASSY W/5A FUSE
14	WC- 102 *	SWITCH, TOGGLE 125V, 80A
15	WC-3528	LEG, 4" ADJUST 3/8-16 THRD ITAL
16	WC-5451	WARMER DECK - NO HTG ELMTS
17	WC-38310	LABEL, CAUTION HOT SURFACE
18	WC-37102*	WARMER ELEMENT
19	WC-3765L*	KIT, VALVE REPAIR
20	WC-37132*	KIT, VALVE REPAIR
21	WC-2977-101	FITTING, SPRAYHEAD ULTEM
22	WC-37176*	KIT, UCM & LABEL INSTRUCTIONS
23	WC-5853-102	COVER, TOP HEATING TANK GEN USE
24	WC-62035	TANK, COMPLETE GEMSS W/ULTEM
24A	WC-62034	TANK, COMPLETE GEMSS DV ULTEM
25	WC-37278	KIT, LIQUID LEVEL PROBE GT
25A	WC-5502-01*	PROBE ASSY, WTR LVL(OLDER UNITS)
26	WC- 522 *	THERMOSTAT, RESET
27	WC-43055	SHOCK GUARD, RESET THERMOSTAT
28	WC- 906-04*	HEATING ELEMENT, 2000W 220V
28A	WC- 904-04	ELEMENT, HEATING 1.6KW 120V
29	WC-5350	TUBE, 1/2" ID x 1/8W SILICONE
30	WC-43801	SHOCK GUARD, HEATING ELEMENTS
31	WC-1438-101*	SENSOR, TEMP HEATING TANK
32	WC-5231 *	COMPOUND, SILICONE 3/4 OZ TUBE

\* Recommended parts to stock.

# ELECTRICAL SCHEMATIC – GEM TS



# ELECTRICAL SCHEMATIC – GEM SS



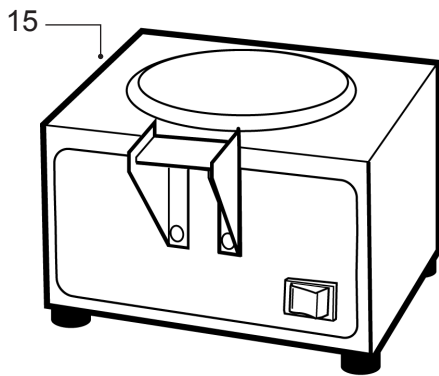
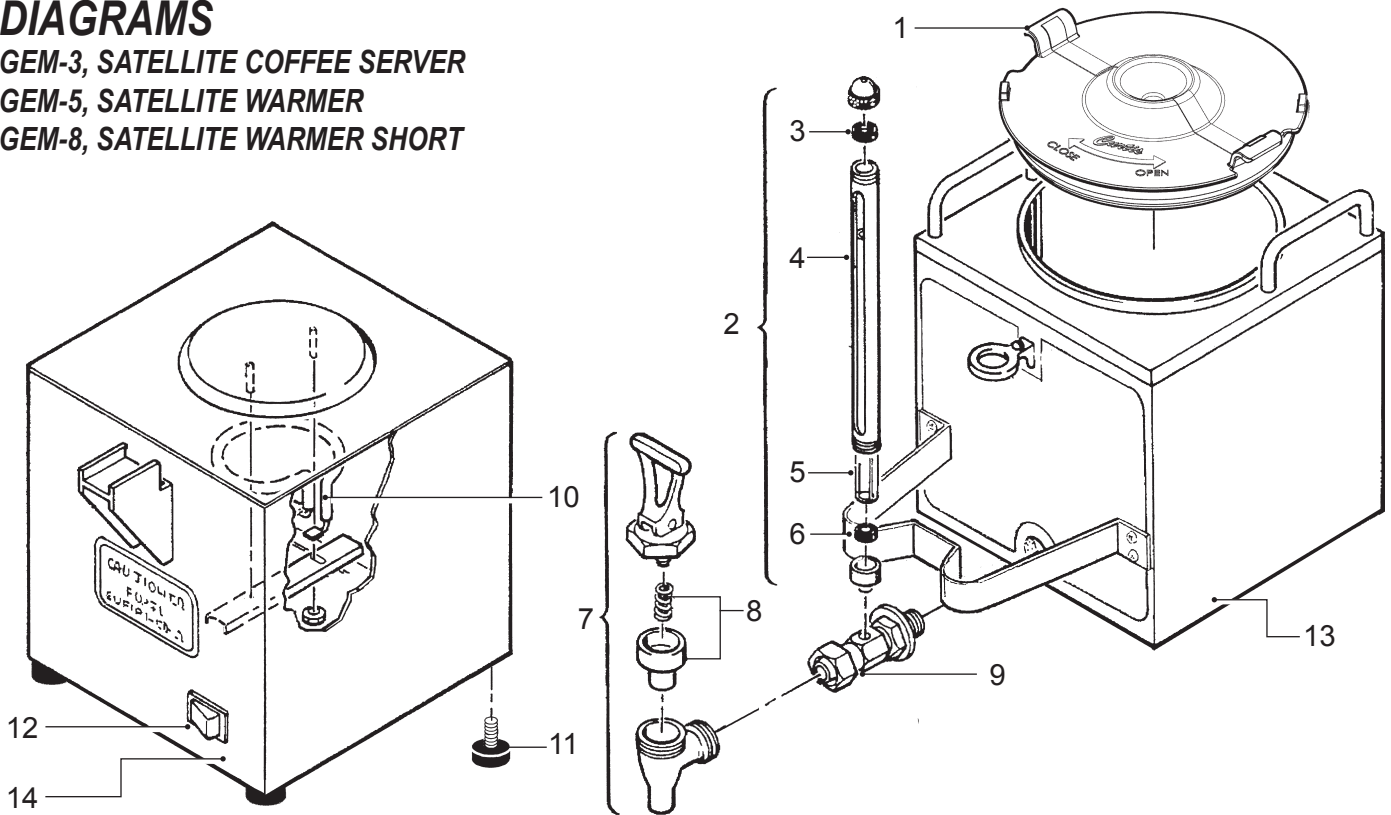


# PARTS DIAGRAMS

GEM-3, SATELLITE COFFEE SERVER

GEM-5, SATELLITE WARMER

GEM-8, SATELLITE WARMER SHORT



Nº	Part Nº	Description
1	WC-5622	LID, SATELLITE PLASTIC GEM3
1A	WC-3307	LID, SATELLITE STAINLESS (OLDER UNITS)
2	WC-2102	GAUGE GLASS ASSEMBLY 8"
3	WC-2005*	WASHER, SHIELD CAP 1/8"
4	WC-2010C	SHIELD, 8 INCH GAUGE GLASS
5	WC-2025*	GAUGE GLASS, 8 INCH
6	WC-2006*	WASHER, SHIELD BASE 3/16"
7	WC-1800	FAUCET, S' NON LOCKING
7A	WC-1841	FAUCET, ESP BLACK NON-LOCKING PLASTIC
8	WC-3705*	KIT, FAUCET S' SERIES
9	WC-1901A	SHANK, FAUCET W/SHIELD BASE
10	WC-37102	KIT, WARMER ELEMENT 100W 120V
11	WC-3503	LEG, SCREW BUMPER 3/8"- 16 STD
12	WC- 114R	SWITCH, ROCKER (RED) 120V NEON SPST 15A 250V
13	GEM-3	SATELLITE SERVER 1/2 GALLON
14	GEM-5	SATELLITE WARMER STAND 120V 100W 1A 1PH 2W+G
15	GEM-8	SATELLITE WARMER STAND, SHORT 120V 100W

\* Suggested parts to stock for servicing.

## 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 [www.wilburcurtis.com](http://www.wilburcurtis.com) to view the full product warranty information.

### CONDITIONS & EXCEPTIONS

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, "O" 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 in-warranty 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.*



**WILBUR CURTIS CO., INC.**

6913 Acco St., Montebello, CA 90640-5403 USA

Phone: 800/421-6150 ♦ Fax: 323-837-2410

♦ Technical Support Phone: 800/995-0417 (M-F 5:30A - 4:00P PST) ♦ E-Mail: [techsupport@wilburcurtis.com](mailto:techsupport@wilburcurtis.com)

♦ Web Site: [www.wilburcurtis.com](http://www.wilburcurtis.com)