

Curtis® WILBUR CURTIS COMPANY, INC.

Service Manual, D1000GT & D500GT Airpot Brewers

Models Included

• D1000GT

• D500GT

Setup and Brewing, page 1 are similar for both brewers. Otherwise D500GT information starts on page 6

Important Safeguards/Conventions

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

- Do NOT immerse the unit in water or any other liquid
- To reduce the risk of fire or electric shock, do NOT open top or rear panel. There are no user serviceable parts inside. Repair should be performed only by authorized service personnel.
- Keep hands and other items away from hot parts of unit during operation.
- Never clean with scouring powders, bleach or harsh implements.

Conventions:



WARNINGS – To help avoid personal injury



Important Notes/Cautions



Sanitation Requirements

Curtis G3 Brewers are Factory Pre-Set and Ready to Go... Right out of the Carton. Following are the Factory Settings for your Airpot Coffee Brewing System:

- Brew Temperature = 200°F
- Brew Volume = Set to dispensing vessel requirements (2.2 liters)

Generally there will never be a reason to change factory programming. However, should you need to make slight adjustments to meet your brewing needs, programming instructions are provided later in this manual.

System Requirements:

- Water Source 20 – 90 PSI. Must have a minimum flow rate of ½ GPM (preferred flow rate is 1 gpm).
- Electrical: See attached schematic for standard model or visit www.wilburcurtis.com for your model.

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

SETUP STEPS

The unit should be level (left to right and front to back), located on a solid counter top. Connect a water line from the water filter to the brewer. NOTE: Some type of water filtration device must be used 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:

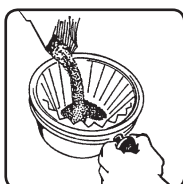
1. A quick disconnect or additional coiled tubing (at least 2x the depth of the unit) so that the machine can be moved for cleaning underneath.
2. In some areas an approved backflow prevention device may be required between the brewer and the water supply.

1. A 3/8" NPT x 1/4" Flare elbow has been supplied for water line connection. Use tubing sized sufficiently to provide a minimum of ½ 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 GT brewers, 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). This will be indicated when the screen reads READY TO BREW.
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.

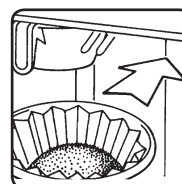
BREWING INSTRUCTIONS

1. Brewer should be ON (Confirm at rear toggle switch, then press ON/OFF button). Ready to Brew on screen.
2. Open lid on an empty airpot and place on deck, ready to receive coffee.
3. Place a new filter in brewcone.

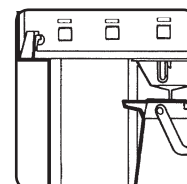
4. Pour ground coffee into brewcone.



5. Position brewcone into brew rails.



6. Press Brew button.



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 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.

IMPORTANT To avoid temperature drop when first brewing coffee into the airpot, preheat the airpot with hot water.







WILBUR CURTIS COMPANY
Montebello, CA 90640

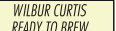
QUICK START

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 . Press ON/OFF button and the screen will display . After three seconds,  is displayed.

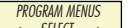
Water will fill the tank (approximately 2-3 minutes depending on water flow rate). When the proper level is reached  will appear on the screen. It takes approximately 20 minutes to reach setpoint temperature of 200°F.

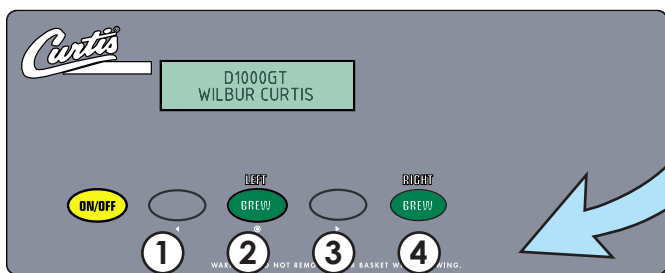
Control will display  when temperature reaches the setpoint (200°F). Unit is now ready to brew.

To Go Into Programming

Turn off (dark display) by pressing ON/OFF button ② (yellow). Press and hold BREW button ④ (green) and then press and release ON/OFF button.

Continue holding BREW button. Display will read , wait until  is displayed Enter the 4-digit access code, the digits 1-4 correspond to the buttons (see illustration below).

The default code set at the factory is 1-2-3-4. Then  will be displayed.

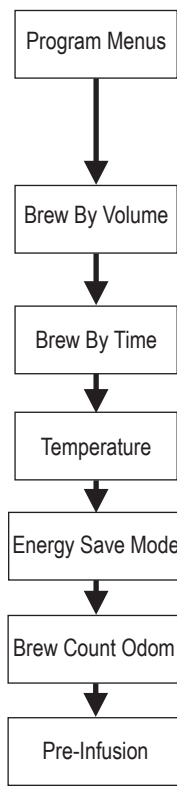


All programming selections are performed with the three center buttons.

The symbols below the buttons are:

- ◀ Scroll LEFT ①
- ⊙ SELECTION or ENTER to save new parameter ②
- ▶ Scroll RIGHT ③

PROGRAM MENUS



Program Menus

From Program Menu press > display will now show the next feature.

Selecting Brew by Volume or Brew by Time depends on whether you know your brew time before starting.



Each brew button volume is independently programmable for Brew Volume (volume or time), Pre-infusion, and Pulse Brew. During actual brew cycle a 2-minute drip mode is added to the brew time.

Brew by Volume (Factory set to 72 oz)

Press ⊙ to Select, display will now show Select Button. Select desired Brew button. To Begin... Press the BREW button then hot water starts running, when correct volume is reached press BREW button again to stop the flow. Now the volume has been set. Pressing > button will display the subsequent menu features.

Brew by Time (Factory set to 3 min – 0 sec)

Press ⊙ to Select, display will now show Select Button. The current time is now shown. By pressing < > you can toggle back and forth from minutes to seconds to exit (ex). Change the time or set and exit by pressing ⊙.

Temperature (Factory set to 200°F)

Press ⊙ to Select. Press < > to move to desired temperature and then ⊙ to set. Temperature is programmable from 170°F to 204°F in 2-degree increments.

Energy Save Mode (Factory set to OFF)

Press ⊙ to Select, <, >, ON, OFF or ON 140°F, ⊙ to set. When in ON, unit will automatically shut off 4 hours from last brew. When feature is OFF, unit does not have the energy saving mode. In the ON 140°F position, temperature goes down to 140°F. If unit has not brewed in 4 hours. This feature will save energy by not heating the tank during periods of non-operation.

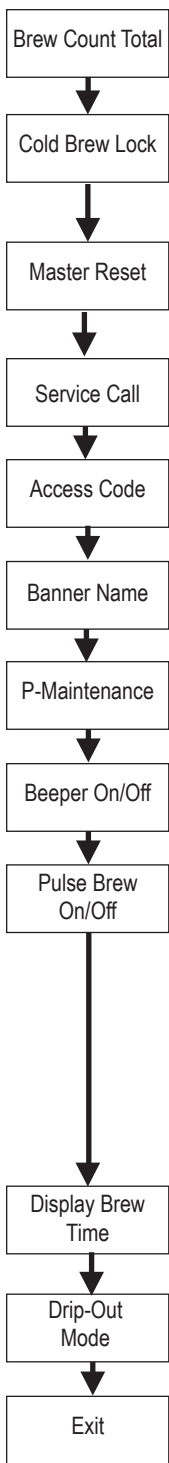
Brew Count Odom.

Press ⊙ to display total gallons brewed. Press ex or Reset

Pre-Infusion (Factory set to OFF)

Press ⊙ to Select. Display will now show Select Button. Select desired Brew button. 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 to Delta 1 within 5°F of set point and Cold Brew Lock and Pulse Brew disappears from the list of program selections.



Brew Count Total

Press **⊙** to Select, Shows total gallons and total brew cycles on the unit. Not resettable.

Cold Brew Lock . . . (Factory set to 15°)

Press **⊙** to select, < > to select desired setting (CBL 5, 15 or OFF), **⊙** 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

Press **⊙** to display Are You Sure?

Then < for Yes, > for No.

Brewer factory defaults are then reset.

Service Call (Phone number Factory set to [800] 995-0417)

Press **⊙** 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 (Factory set to 1-2-3-4)

Press **⊙** to display number and change number, (the number can be change 1 to 4) or < to move place and ex to exit when complete.

Banner Name (Factory set to Curtis)

Press **⊙** 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.

P-Maintenance (Factory set to OFF)

Press **⊙** to Select, Set gallons brewed to indicate P-Maintenance. Press < > to adjust from Off to 3000 gallons. Press **⊙** to exit.

Beeper On/Off (Factory set to ON)

Press **⊙** to display ON or OFF. Pressing either < > toggles between on and off. **⊙** to set.

Pulse Brew (Factory set to OFF)

Press **⊙** to select. Display will now show Select Button. Select desired Brew button to program. The next screen will prompt you to press < > to select OFF or one of four pulse patterns (A to E) .

Guidelines for Pulse Brew:

This feature allows tuning of the coffee flavor. The pot level should always be set first with this option OFF. Depending on your grind profile and water conditions, the five Pulse Brew options help "tune" or change the coffee flavor. Filter Pack type coffees typically extract better with the A and B pulse setting. Decaffienated 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. There are two additional settings (D and E) that allow you to manually set the ON TIME pulses and OFF TIME.

If Pulse Brew is selected (ON), Cold Brew Lock is set to Delta 1 within 5°F of set point. Cold Brew Lock and Pre-infusion disappears from the list of program selections. When Pulse Brew is ON, Pre-Infusion disappears from the list of program selections.

Display Brew Time (Factory set to ON)

Press **⊙** to display ON or OFF. Pressing either < > toggles between on and off. **⊙** to set. When on, the Display Brew Time feature allows you to see the remaining time in the brewcycle counting down.

Drip-Out Mode (Factory set to 2 min)

Press **⊙** to select. Press > to increase time (to a maximum of 5 minutes) or < to decrease the time and turn OFF. Time counts up in 5 second increments. Press **⊙** to set.

Exit

Press **⊙** to select, exits program mode and returns unit to operation. Pressing > returns you to Brew By Volume.

Brew Volume – Easy Access

To access the brew volume without entering the program mode.

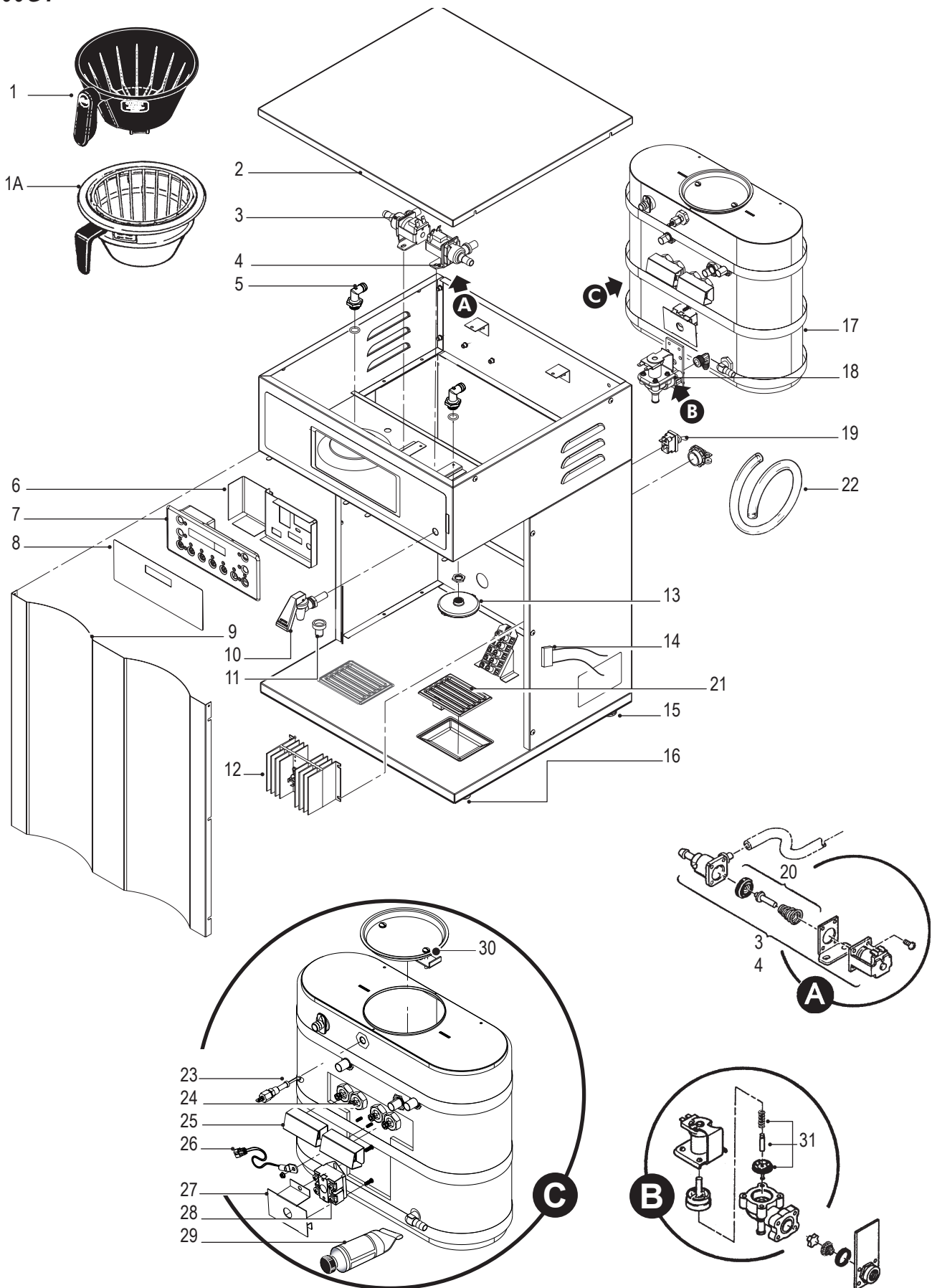
The UCM must be on. To adjust the D1000GT brewer, press and hold down the center, Select button **②**. The screen will read Vol. Adj: <-0> Oz.
- Select + pressing < or > will adjust the brew volume up or down, ± 20 oz, in 1 ounce increments.

Tank Temperature Check

Turn on brewer at the control panel ON/OFF button. Press and hold **③** button (see illustration, page 2) for 5 seconds. Water Temperature will be displayed (temperature in heating tank).

D1000GT

PARTS DIAGRAMS D1000GT

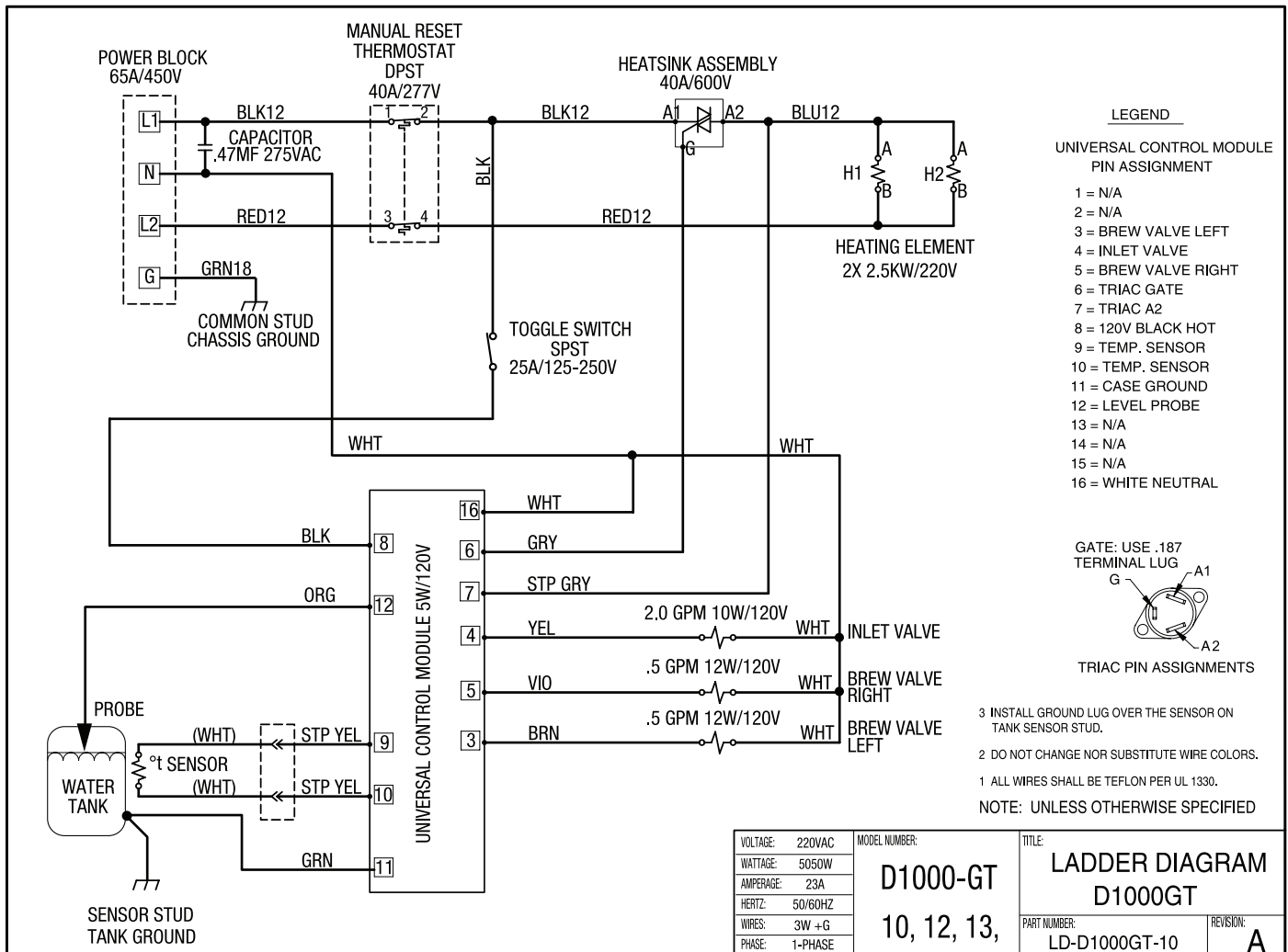


**PARTS LIST
D1000GT**

Nº	Part Nº	Description	Nº	Part Nº	Description
1	WC-3621-101	BREWCONE, UNIV7 1/8" BLK PLASTIC	16	WC-3503	LEG, 3/8-16 STUD SCREW
1A	WC-3316	BREW CONE, ASSY S.S. (OPTIONAL)	17	WC-75285	TANK, COMPLETE D1000GT W/ULTEM FTNG
2	WC-5421	COVER, TOP	18	WC- 847*	VALVE, INLET 2GPM
3	WC- 889*	VALVE, LIQUID DISPENSING LEFT 120VAC	19	WC- 102*	SWITCH, TOGGLE 125/250 VAC RESISTIVE
4	WC- 817*	VALVE, DUMP 120V 12W RIGHT	20	WC-3763*	KIT, VALVE REPAIR USE ON WC-889 /WC-817
5	WC-2962	FITTING, SPRAYHEAD ASSY ENHANCED FLW	21	WC-6221	GRID, DRIP TRAY AIRPOT (OPTIONAL)
5A	WC-2977-101	FITTING ASSY, SPRAYHEAD (OLDER UNITS)	22	WC-5310*	TUBING, SILICONE, 5/16" I.D. (1 FT.)
6	WC-67101	BRACKET, UCM	23	WC-37278	KIT, LIQUID LEVEL PROBE GT
7	WC-37177*	KIT, UCM & OVERLAY D1000GT	23A	WC-5502-01*	PROBE ASSY, WATER LEVEL (OLDER UNITS)
8	WC-39396	LABEL, DUAL UCM PANEL	24	WC- 934-04*	ELEMENT, HEATING 2.5W 220V
9	WC-62050	COVER, FRONT SS D1000GT SHORT	25	WC-4394	GUARD, SHOCK HEATING ELEMENT
9A	WC-5847	COVER, FRONT (UNITS PRIOR TO 12/1/08)	26	WC-1438-101*	SENSOR, HEATING TANK
10	WC-1809	FAUCET, HOT WATER W/JAMNUT	27	WC-43055	GUARD, SHOCK RESET THERMOSTAT
11	WC-1806	SEAT CUP, SILICONE (USE ON WC-1809)	28	WC- 522	THERMOSTAT, HI LIMIT HEATER CONTROL
12	WC-8560	HEAT SINK, 1PH ASSEMBLY	29	WC-5231*	COMPOUND, SILICONE 5 OZ TUBE
13	WC-29025*	SPRAYHEAD, PURPLE ADVANCE FLOW	30	WC-37008*	KIT, HEATING TANK LID
14	WC-8591*	CAPACITOR, X2	31	WC-3765L*	KIT, VALVE REPAIR USE ON WC-847
15	WC-3518	LEG, GLIDE 3/8-16 STUD SCREW			

* Suggested Parts to Stock

**ELECTRICAL SCHEMATIC
D1000GT**



QUICK START

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 **WILBUR CURTIS**. Press ON/OFF button and the screen will display **<Airpot Brewer> WILBUR CURTIS**. After three seconds, **WILBUR CURTIS FILLING** is displayed.

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

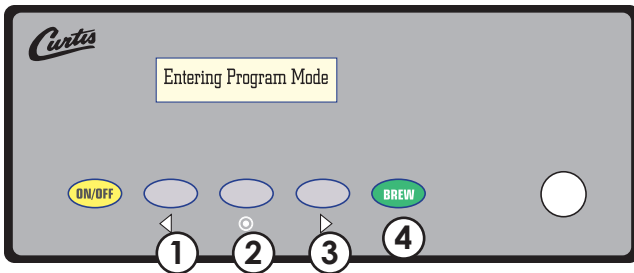
Control will display **WILBUR CURTIS READY TO BREW** when temperature reaches the setpoint (200°F). Unit is now ready to brew.

To Go Into Programming

Turn off (dark display) by pressing ON/OFF button (yellow). Press and hold BREW button (green) and then press and release ON/OFF button (yellow).

Continue holding BREW button. Display will read **ENTERING PROGRAM MODE**, wait until **ENTER CODE** is displayed. Enter the 4-digit access code, the digits 1-4 correspond to the buttons (see illustration below).

The default code set at the factory is 1-2-3-4. Then **PROGRAM MENUS < SELECT >** will be displayed.



All programming selections are performed with the three center buttons. The symbols below the buttons are:

- ◀ Scroll LEFT
- ⊙ SELECTION or ENTER to save new parameter
- ▶ Scroll RIGHT



Model Select - D500GT ONLY. Always perform this first. This feature re-sets all settings to the factory defaults.

Scroll through menu to Model Select. Choices are: ALPHA-1, ALPHA-2, ALPHA-3/4/5, Airpot Brewer and Thermo-Alpha. **Select only Airpot Brewer.**

PROGRAM MENUS

Program Menus

Program Menus

From Program Menus press > display will now show the next feature. Selecting Brew by Volume or Brew by Time depends on whether you know your brew time before starting.

Brew By Volume

Brew by Volume (Factory set to 74oz)

Press ⊙ to Select, display will now show Press BREW to Start. Press the BREW button. The unit will start spraying hot water into the brewcone. When correct volume is reached press BREW button again to stop the flow. Now the volume has been set. Pressing > button will display the subsequent menu features.

Brew By Time

Brew by Time

Press ⊙ to Select, display will now show Select Button. The current time is now shown. By pressing < > you can toggle back and forth from minutes to seconds to exit (ex). Change the time or set and exit by pressing ⊙.

Temperature

Temperature (Factory set to 200°F)

Press ⊙ to Select. Press < > to move to desired temperature and then ⊙ 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)

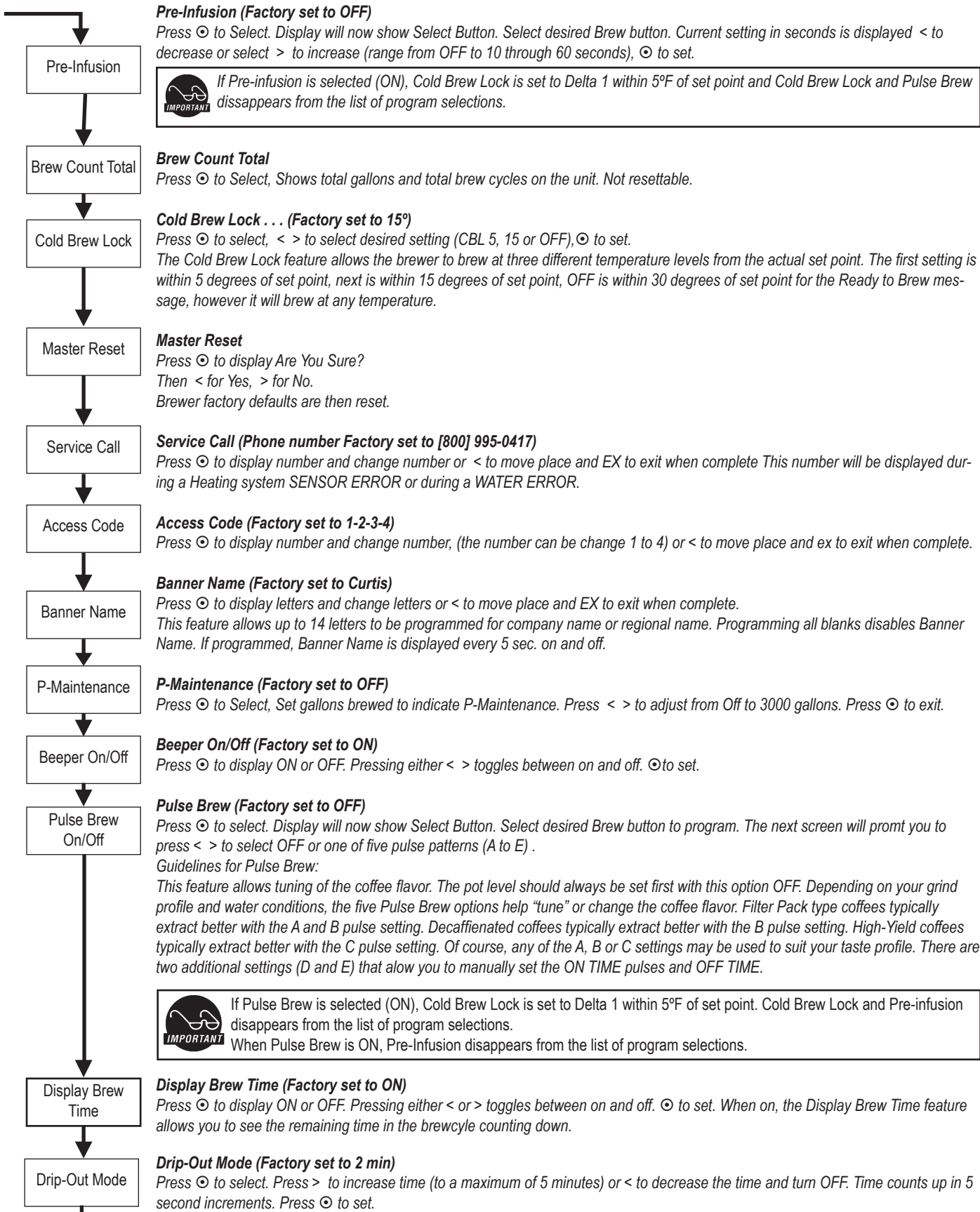
Press ⊙ to Select, < , >, ON, OFF or ON 140°F, ⊙ to set. When in ON, unit will automatically shut off 4 hours from last brew. When feature is OFF, unit does not have the energy saving mode. In the ON 140°F position, temperature goes down to 140°F. If unit has not brewed in 4 hours. This feature will save energy by lowering the tank temperature during periods of non-operation.

Brew Count Odom

Brew Count Odom.

Press ⊙ to display total gallons brewed. Press ex or Reset

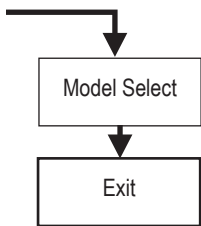
Continued, Page 7



IMPORTANT If Pre-infusion is selected (ON), Cold Brew Lock is set to Delta 1 within 5°F of set point and Cold Brew Lock and Pulse Brew disappears from the list of program selections.

IMPORTANT If Pulse Brew is selected (ON), Cold Brew Lock is set to Delta 1 within 5°F of set point. Cold Brew Lock and Pre-infusion disappears from the list of program selections. When Pulse Brew is ON, Pre-Infusion disappears from the list of program selections.

D500GT



Model Select

Press **⊙** to select, < or >. Be sure that Airpot Brewer is selected. Screen choices are: ALPHA-1, ALPHA-2, ALPHA-3/4/5, Airpot Brewer and Thermo-Alpha. Press **⊙** to set. All menu settings will default to factory standards whenever a new model is selected.

Exit

Press **⊙** to select, exits program mode and returns unit to operation. Pressing > returns you to Brew By Volume.

Brew Volume – Easy Access

Units produced beginning January 2008 can be easily adjusted from the front panel. Written into the software on the D500GT UCM, is a feature to access the brew volume without entering the program mode.

The UCM must be on. To adjust the D500GT brewer, press and hold down the center, Select button **②**. The screen will read pressing < or > will adjust the brew volume up or down, ± 20 oz, in 1 ounce increments.

Vol. Adj. < -0 > Oz.
- Select +

Tank Temperature Check

Turn on brewer at the control panel ON/OFF button. Press and hold **③** button (see illustration, page 6) for 5 seconds. Water Temperature will be displayed (temperature in heating tank).

Parts List D500GT

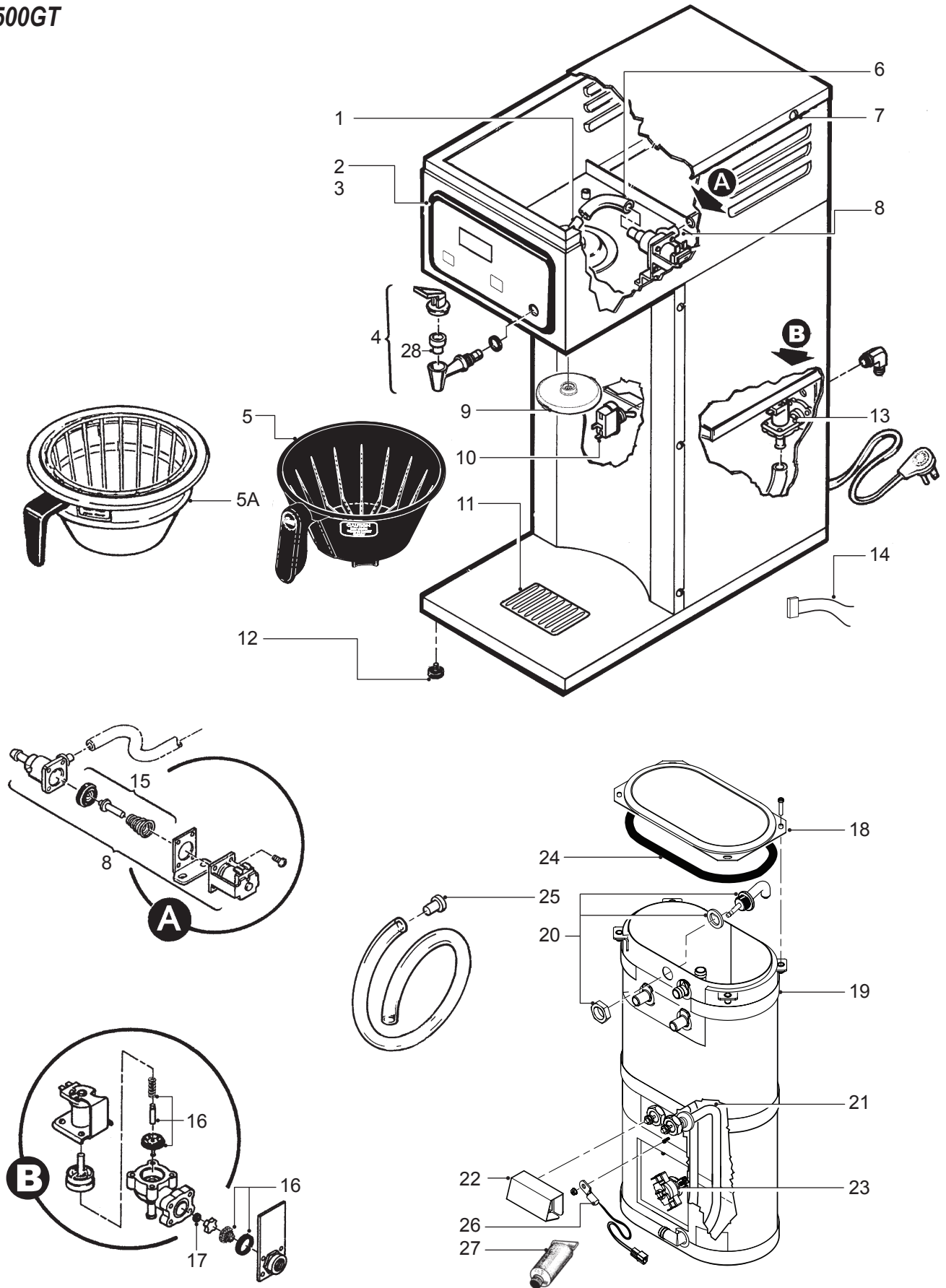
Item N ^o	Part N ^o	Description
1	WC-2977-101	FITTING ASSY, SPRAYHEAD
1A	WC-2962	FITTING, SPRAYHEAD ASSY PLTD
2	WC-37064*	KIT, LABEL & UCM D500GT CURTIS
3	WC-39346	LABEL, CNTRL PNL (CURTIS LOGO)
4	WC-37252	KIT, HOT WATER FAUCET RPLCMNT
5	WC-3621-101	BREWCONCONE, UNIV7 1/8" BLK PLASTIC
5A	WC-3316	BREWCONCONE, ASSY S.S. (OPTIONAL)
6	WC-5310	TUBING, SILICONE, 5/16" I.D. (1 FT.)
7	WC-5450	COVER, TOP (OLDER MODELS)
7A	WC-58117**	COVER, TOP D500GT
8	WC- 889*	VALVE, DUMP LEFT 120V
9	WC-29025*	SPRAYHEAD, PURPLE ADVANCE FLOW
10	WC- 102*	SWITCH, TOGGLE 125/250 VAC RESISTIVE
11	WC-6221	GRID, DRIP TRAY AIRPOT (OPTIONAL)
12	WC-3503	LEG, SCREW BUMPER 3/8-16 STD
12A	WC-3518	LEG, GLIDE 3/8"-16 STUD SCREW
13	WC- 826L*	VALVE, INLET 1 GPM 120V 10W

Item N ^o	Part N ^o	Description
14	WC-8591	CAPACITOR, X2
15	WC-3763*	KIT, VALVE REPAIR USE ON WC-889
16	WC-3765L*	KIT, VALVE REPAIR USE ON WC-826
17	WC- 830	WASHER, FLW 1/2" 1.0 GPM USE W/WC-826
18	WC-5853-102	COVER, TOP HEATING TANK GEN USE
19	WC-6277	TANK COMPLETE, D500GT 120V
20	WC-37278*	KIT, LIQUID LEVEL PROBE GT
21	WC- 917-04	HEATING ELMNT 1450W 120V W/NUTS
22	WC-4394	GUARD, SHOCK HEATING ELEMENT
23	WC- 523	THERMOSTAT, MANUAL RESET
24	WC-43062	GASKET, HEATING TANK
25	WC-43058	PLUG, TANK DRAIN, PP RED
26	WC-1438-101*	SENSOR, HEATING TANK
27	WC-5231*	COMPOUND, SILICONE 5 OZ TUBE
28	WC-1806	SEAT CUP, SILICONE (USE ON WC-1809)
29	WC-62049	COVER, FRONT SS D500GT SHORT
29A	WC-6217	COVER, FRONT (UNITS PRIOR TO 12/1/08)

* SUGGESTED PARTS TO STOCK

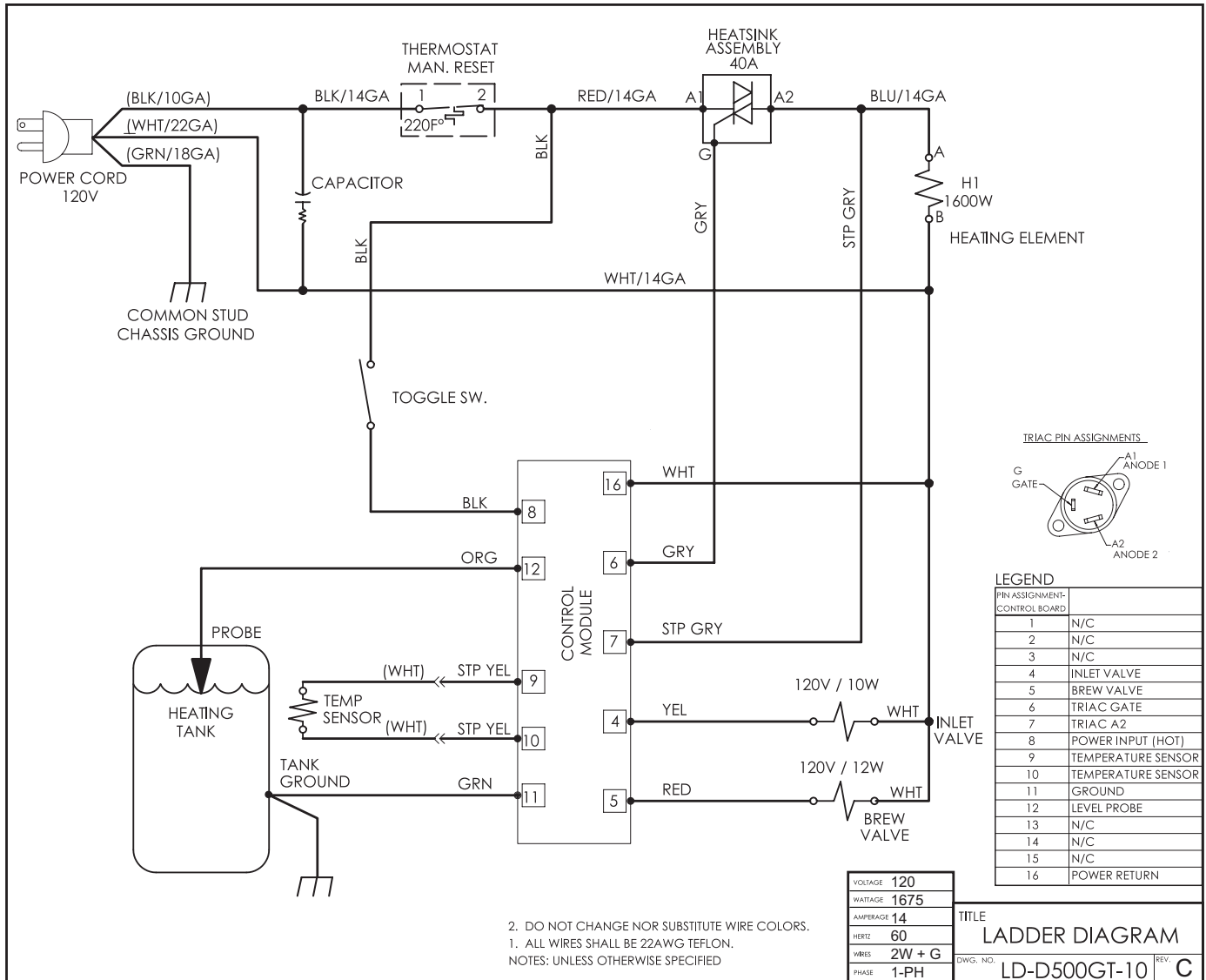
** FOR UNITS MADE BEFORE 5/2004

PARTS DIAGRAMS
D500GT



D500GT

Electrical Schematic D500GT



CLEANING

Regular cleaning of the airpot brewer will maintain the highest quality coffee your equipment is capable of producing. Proper cleaning is essential to maintain that fresh, appealing look to your coffee service.

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

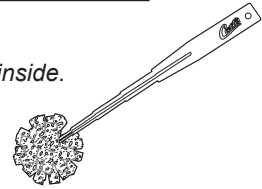


CAUTION

Do not use harsh powders or cleansers containing chlorine.

Cleaning Airpots:

- Clean with warm water and dishwashing detergent. Use a sponge cleaning brush to scrub inside.
- Rinse thoroughly with hot water.
- Do not immerse airpots in water. Do not place in dishwasher.



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 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

♦ Web Site: www.wilburcurtis.com

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