

KYSOR/WARREN

5201 Transport Boulevard
Columbus, GA. 31907
706-568-1514

Installation & Operation Manual



RNW-950, NW-950 and S39NW-950 **Service/Self Service Warm Food Display Cases**



IMPORTANT – KEEP IN STORE FOR FUTURE USE

Table of Contents

Introductions – General Information	3	Electrical Connections – General.....	10
Case Description	3	Electrical Requirements	10
Receiving/Shipping Damage/Lost Items		Piping Diagram	15
.....	3	Operation.....	16
Plan View and Cross Section.....	4	Cleaning	16
Case Data	5	Frequently Asked Questions:	20
Case Installation.....	5	Service-Related Issues	20
Preparation	5	Warranty	21
Installation.....	6	One-Year Warranty.....	21
Unpacking.....	6	Parts Warranty Policy	23
Glass Cylinders	6	New Equipment Parts Shortages and	
Installing First Case	7	Defects	23
Installing Subsequent Cases.....	8	Parts Ordering Procedure	23
Operating Procedure Start-up	9	Return Authorization Procedure	24
Controls and Adjustments.....	9		
Waste Outlet (Drain Pipe) Description			
and Location.....	9		
Drains.....	9		
Drain Strainer.....	10		

Introductions – General Information

This manual has been prepared for our customers and the personnel involved in setting up and maintaining our cases.

ICON KEY



Caution



Special Note



Warning

The Kysor//Warren case is designed to provide years of trouble free service. The hot cases have been designed for display of products in an air-conditioned store where temperature and humidity are maintained at a **maximum of 75° dry-bulb temperatures and 55% relative humidity**. Case temperatures and operation will be adversely affected by exposure to excessively high ambient temperatures or humidity. Product temperature should always be maintained at a constant and proper temperature. This means that from the time the product is received, through storage, preparation and display, the temperature of the product must be controlled to maximize the life of the product. The moist air circulation that is available helps decrease dehydration and product shrinkage by maintaining a higher relative humidity within the case.

Case Description

Model	Description
RNW-950	Service Hot Case
NW-950	Self-Service Hot Case
S39NW-950	Service Hot Case (matches S39VL)

Receiving/Shipping Damage/Lost Items

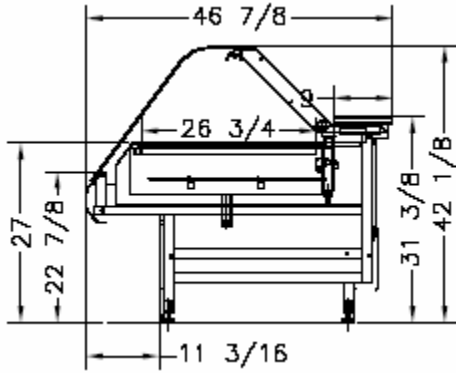
All equipment should be examined for shipping damage before and during unloading. If there is any damage, the carrier should be notified immediately and an inspection requested. The delivery receipt must be noted that the equipment was received damaged. If damage is of a concealed nature, you must contact the carrier within three (3) days following delivery. The consignee for all damages must file a claim with the carrier.



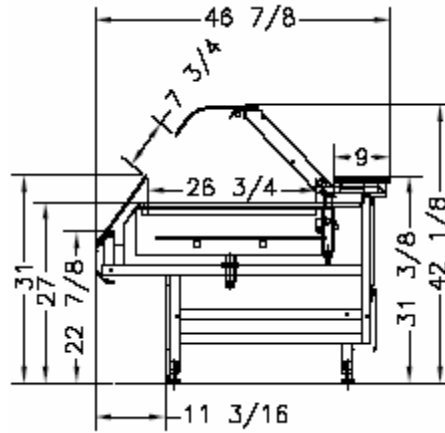
Note: All claims for shortages must be completed within 10 days after receipt of shipment.

Plan View and Cross Section

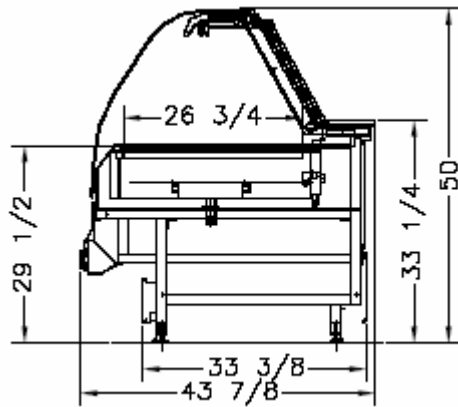
RNW-950/RP Hot Food Case



NW-950/RP Hot Food Case



S39NW-950 Hot Food Case



Case Data

RNW-950, NW-950 and S39NW-950

Capacities	4'	6'	8'
Square Footage	15.7	23.5	31.3
Dimensions	4'	6'	8'
Overall Length (w/o ends)	48.25"	72.25"	96.375"
Thickness-Glass Ends	3/8" ea	3/8" ea	3/8" ea
Thickness-Foamed Ends	1 1/2" ea	1 1/2" ea	1 1/2" ea
Case Data	4'	6'	8'
Number of Wells	3	5	7
Number of lights	2	4	5
Light Amps 230/1/60	2.6	8.7	10.9
Cal-Rods 30/3/60	9.8	19.5	22.8
Number of Fans	1	2	2

Case Installation

Preparation

Prepare the installation area as follows:

1. Clean area where case is to be installed.
2. Verify installation area is at least 15 feet from any outside entrances or heating and cooling outlets.
3. Verify at least 2 feet of distance between hot and cold cases.



Caution: To prevent condensation on the end panels of cases, a minimum of 6.0 inches between walls or other cases is required for airflow. If 6.0 inches is not possible, then the space between the cases must be completely filled and sealed or an updraft fan kit must be installed to provide air circulation through the space.

4. Ensure floor loading will support the case and the case contents.
5. Ensure proper AC power is available. Refer to case AC input requirements located in the electrical connections section of this manual.

Installation

The following instructions are provided for unpacking, moving, loading, and lifting the case prior to installation.



Note: READ ALL INSTRUCTIONS CAREFULLY BEFORE BEGINNING INSTALLATION

Unpacking

1. Remove all shipping tape from lamps and ensure that all lamp ends are snapped in place.



Caution: Use caution when removing the strapping in the following procedure, as the shelves are very heavy and could fall causing personal injury or equipment damage.

2. Move the case into position, install, and perform the operational checkout procedures following the instructions within this manual.



Caution: Be careful not to damage the factory-installed end while moving the case. Use the case lift points on the case to move it to the proper location.

Glass Cylinders

The gas cylinders, which allow the raising and lowering of the glass, have been carefully installed and tested for the proper tension before shipping. However, during shipping and storage, the lubricant inside the cylinders may have settled. This settling can cause excessive or uneven tension on the glass to the point of breakage. To avoid any damage, the following must be done before completely raising the front glass:

- Slowly raise and lower each glass section a few times to a height of 6”.
- Increase the height to about 12” and raise and lower the glass a few times.
- When opening the glass to the fully open position, be careful not to overextend the hinge.
- Then raise the glass to the full extension and lower.
- In the fully open position, if the glasses touch each other, make adjustment to the glass.

Installing First Case

The design and construction of these model beds enables them to be joined in line to give on continuous display including the angles. Leveling is a necessity to insure proper operation, water drainage and alignment. When joining, use a carpenters level and adjust the legs accordingly.

- Beds are marked alphabetically or numerically and the hardware required for proper installation are marked and boxed.
 - Check floor where cases are to be set for highest point.
 - Install the end panel on the first case.
 - Set first case and adjust legs to a minimum of 1 inch out and then level with highest point on floor. Case must be raised under legs only.
1. Ensure all preparation for installation, as outlined in the above paragraphs, have been fully complied with and are complete.
 2. If multiple cases are to be installed, find the highest area of the floor to place the first case.
 3. Allow a minimum of 6 inches between the rear of the case and the store walls and/or other cases. This space reduces the possibility of condensation problems. It may be necessary to provide forced air ventilation in some installations.
 4. All cases must be located on a firmly based floor and leveled within plus or minus 1/16 in.
 5. Use adjustable legs to level the entire length of your case(s). All legs of the case must be properly adjusted and in contact with the floor.
 6. If multiple cases are to be installed, refer to the floor plan and install the first case in the line up by snapping a chalk line where the front and rear of the cases are to be located.
 7. Continue the chalk line if multiple cases are to be installed. The first case is typically the case that is at the highest area on the floor.
 8. Connect water drain line. Reference waste outlet (drip pipe) description and location procedure later in this chapter.
 9. Connect input electrical power. Reference electrical installation procedure later in this manual.



NOTE: Do not install electrical or drain lines, until all the cases have been set/placed into position and properly leveled.

11. Install all ends, caps, and trim per the applicable instructions contained in this manual.
12. Remove shipping tape on fluorescent lamps and remove all other shipping material.
13. Refer to the operational start up procedures later in this manual. If multiple cases are to be installed, refer to the following paragraph for installing subsequent cases.

Installing Subsequent Cases

If additional cases are to be installed, follow the same procedures as described in the installing first case procedure (above), in addition to the following:

1. Move cases as near their permanent location as possible before removing shipping braces, skids or rollers. Note: All cases are factory numbered with line up and position numbers. Make sure that cases are installed in order (line up sticker found on the fan plenum or door and on the back panel of the case).
2. Remove skids and shipping braces.
3. Do not install case trim, ends, or caps until all cases have been set into position and properly positioned and leveled.
4. Before lining up cases using the front and rear edges as a baseline, inspect electrical connections and controls to insure cases are in proper line up and are in proper sequence.
5. Remove shipping tape on fluorescent lamps and remove all other shipping material.

Operating Procedure Start-up

Controls and Adjustments

The hot case has two (2) possible heating sources and their settings are as follows:

1. Halogen or quartz lamps are controlled by the light/dimmer switch.
2. The heating elements under each pan opening are controlled by the solid state thermostat located on the control panel.

FAN SPEED. The correct fan speed will vary with various settings stated before. It is recommended that the dial be turned counter-clockwise to the off position, then turned back on clockwise ½ turn – the 6 o'clock position (if ON/OFF is at 12 o'clock) at the start-up and then be adjusted according to the requirements of the product.

Waste Outlet (Drain Pipe) Description and Location



Caution: This equipment is to be installed with adequate backflow protection to comply with all applicable federal, state, and local codes.

These cases are equipped with a 1-3/4" main case drain line that has a red hand valve that is visible from the rear of the case. This valve is to remain in the closed position during normal operations.

Drains

Properly installed drains are of the utmost importance in insuring satisfactory case operation and protection from product loss. Below are recommendations to be followed when installing drains:

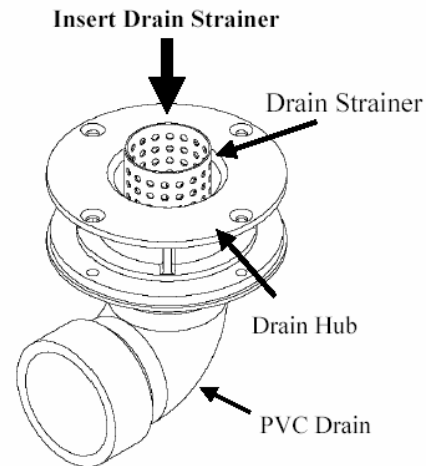
1. Always install drains in accordance with local codes.
2. Use the largest possible size for drains.
3. Trap all drains in accordance with local codes. Never double-trap drain lines. Doubletrapping will cause an air lock and prevent drainage.
4. Provide as much downhill slope as possible. Avoid long runs of drain lines. Long runs make it impossible to provide adequate slope for draining.
5. Wastewater from the case is drained from a 1-3/4" pipe at the rear of the case slightly left of center with a red shut off handle. All fan drains and condensation drains are run together under the case to a single drain at the rear center of the case. The 5/8" overflow (fan & condensation drain) **MUST** be piped directly to floor drain with no shut-off attached and no connection to main case drain.

Drain Strainer



Note: Not all of our cases have drain strainers. This information applies only to the cases equipped with the strainers.

- Purpose:** Keep debris or any foreign objects from entering the PVC drain, which could cause blockage.
- Installation:** Insert into drain until drain strainer stops – it will not be flush. Strainer will exceed hub by 1". DO NOT flatten drain strainer



Electrical Connections – General

Electrical Requirements

Specifications subject to change without notice.

*Other display options available.

Length Ft	Ft-Inch	# of Wells	# of Lights	Lights 230/1/60	Cal-Rods 230/3/60	# of Fans	Sweat Heaters
4FT	48"	3	3	2.6	9.8	1	0
6FT	72"	5	4	8.7	19.5	2	0
8FT	96"	7	6	10.9	22.8	2	0

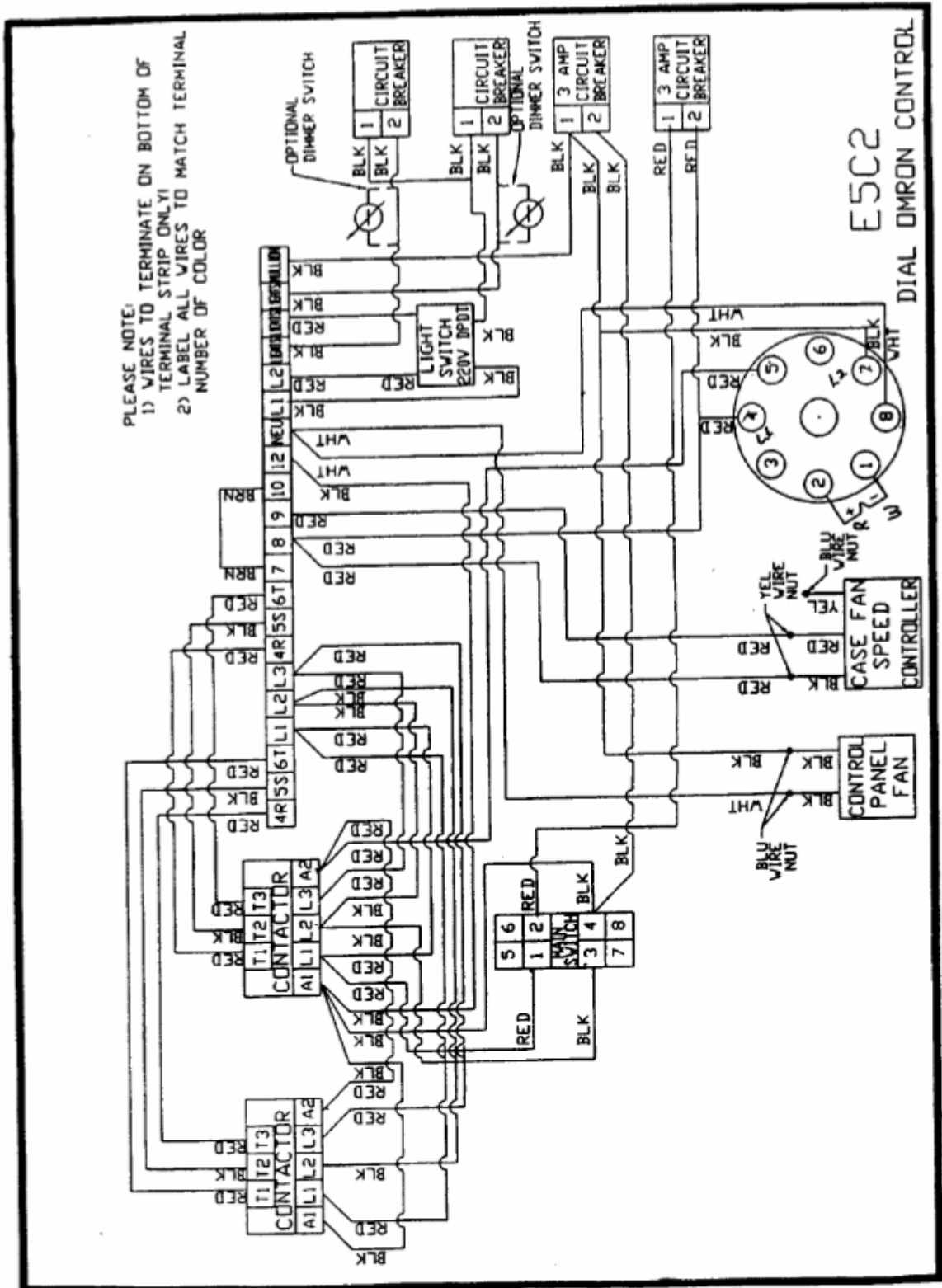


WARNING! Ensure the Kick plate does not come in contact with the case electrical wiring. Live electrical wiring that comes in contact with the case is a shock hazard that may cause severe injury or death by electrocution.



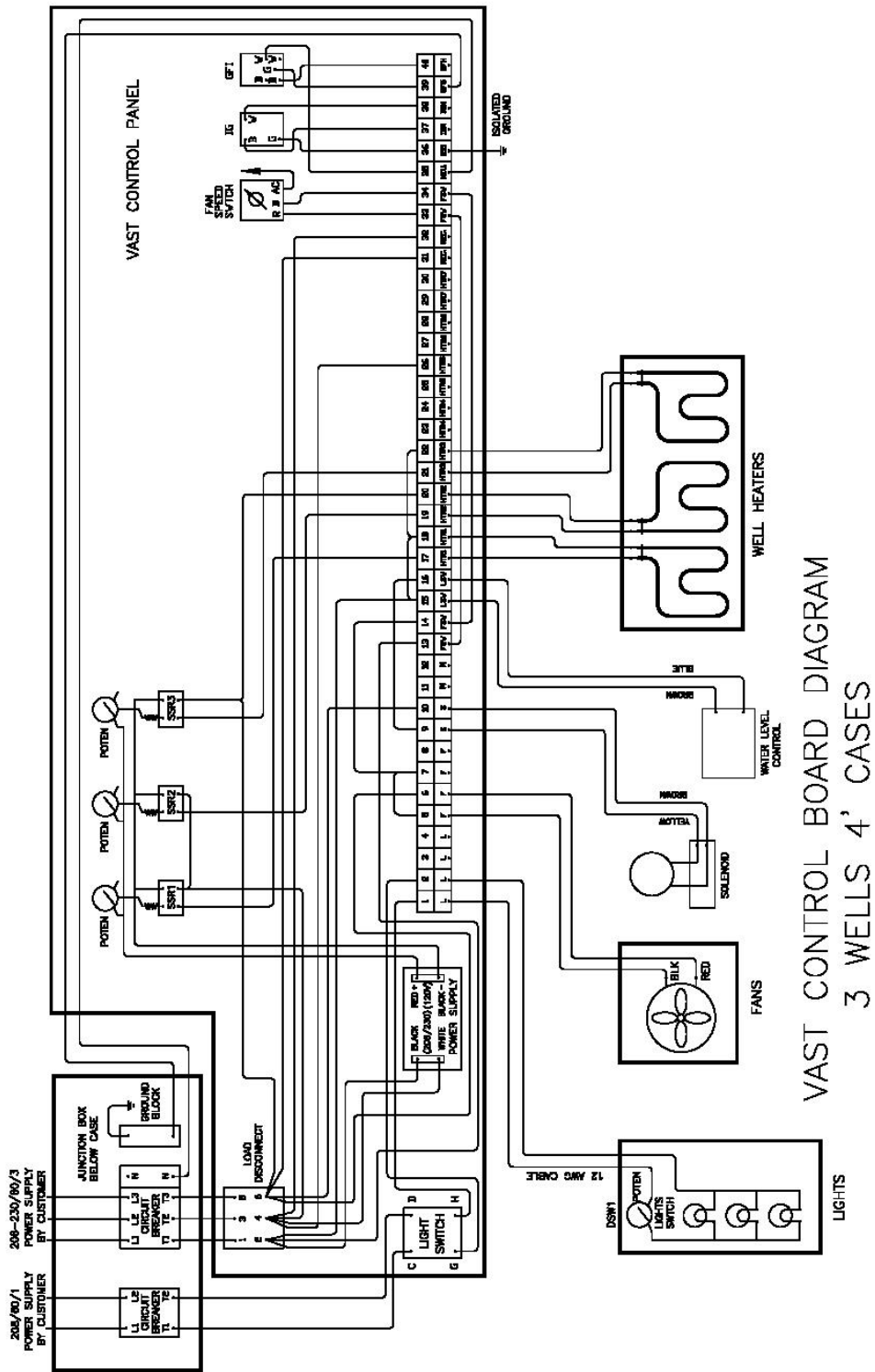
WARNING! Always disconnect the electrical power at the main disconnect when servicing or replacing any electrical component. This includes, but is not limited to, such items as fans, heaters, thermostats and light bulbs. Failure to disconnect the electrical power may result in personal injury or death.

WIRING DIAGRAM- DIAL OMRON CONTROL



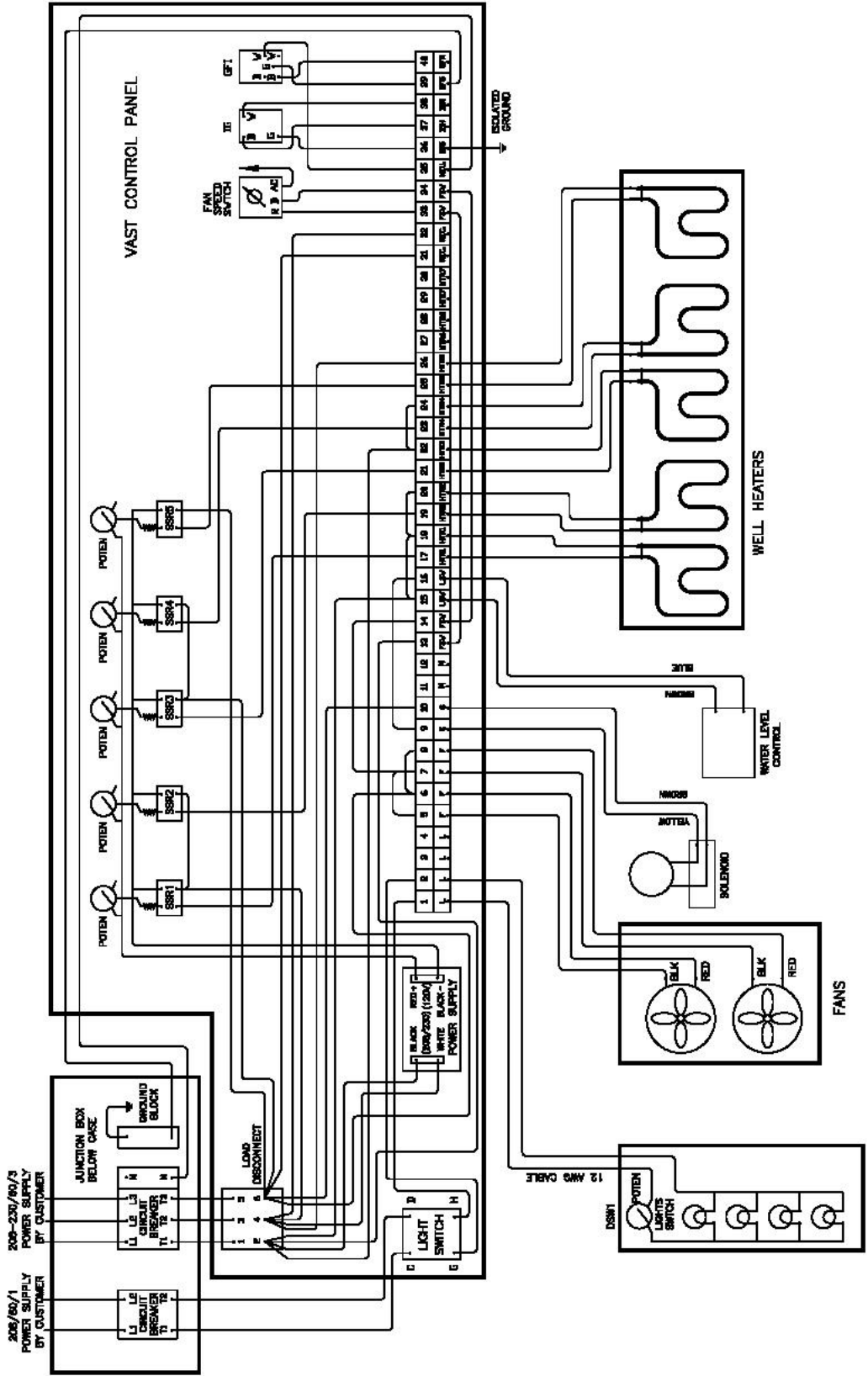
Wiring Diagram

3 Wells - 4' Case



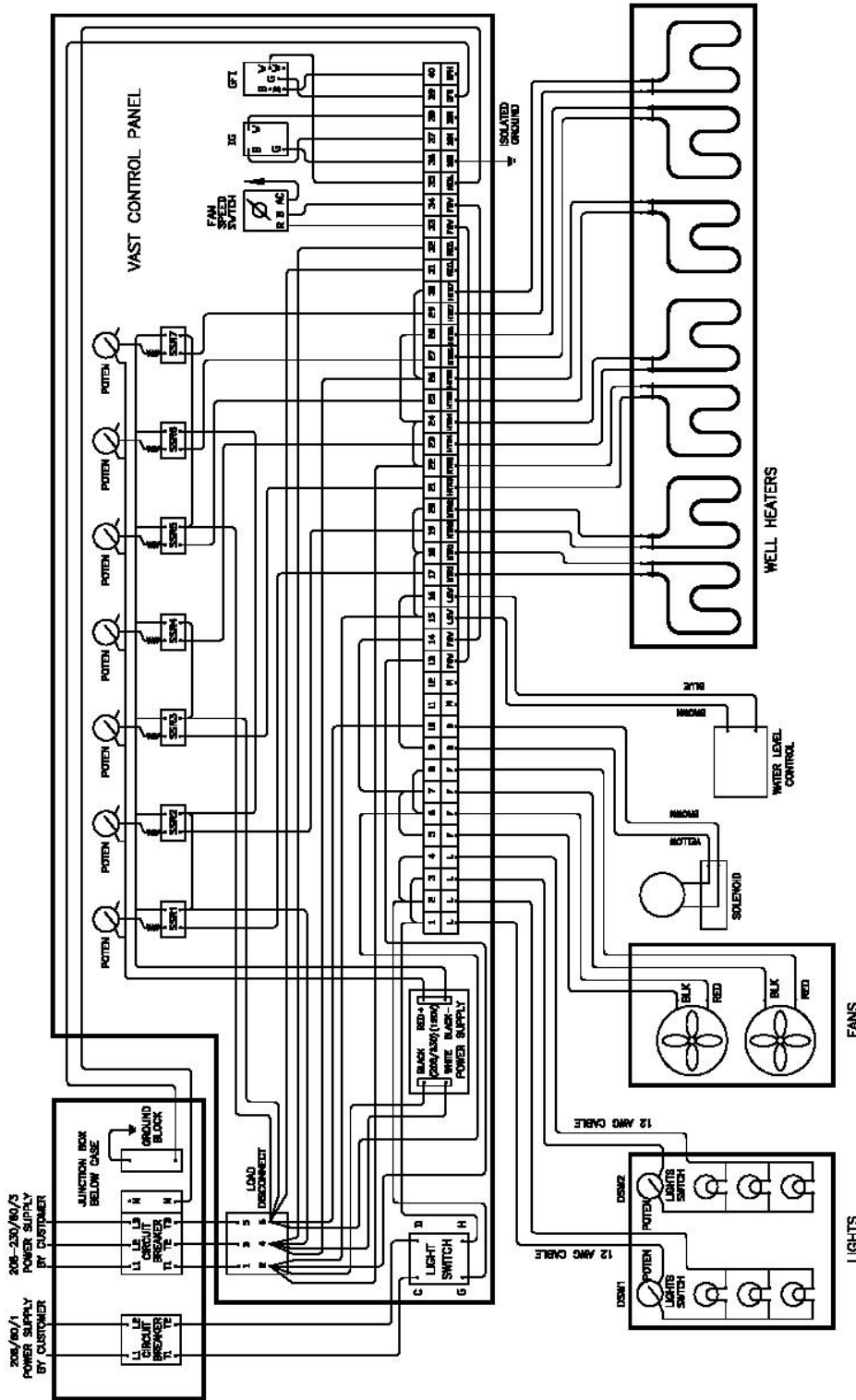
VAST CONTROL BOARD DIAGRAM
3 WELLS 4' CASES

5 Wells - 6' Case



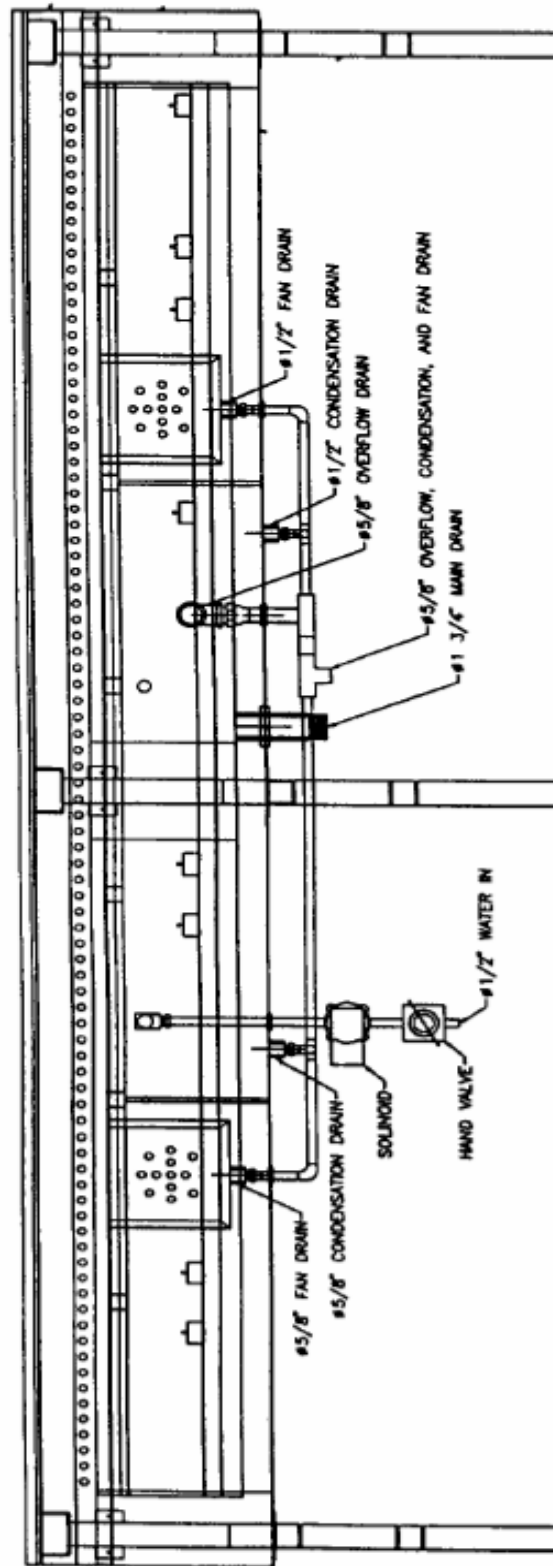
VAST CONTROL BOARD DIAGRAM
5 WELLS 6' CASES

7 Wells - 8' Case



VAST CONTROL BOARD DIAGRAM
7 WELLS 8' CASES

Piping Diagram



Operation



Warning! Do not walk on top of the cases! This could result in damage to the case and serious personal injury could occur. These cases are not designed to support excessive external weight. Do not use top of cases for storage.

Cleaning

SOVIS ULTRAVISION® tempered glass is used on these cases. This glass has specialized Anti-Reflective coatings on each surface of the glass. These coatings reduce the glare from lighting so that the products on display are more visible to your customers. While the Anti-Reflective coatings are durable, they are susceptible to scratching if abrasive materials are used for cleaning. Once the glass surfaces are scratched, it is impossible to restore the original finish. Special care must be taken to prevent damage when cleaning the glass. SOVIS recommends the following products for routine cleaning of ULTRAVISION® Anti-Reflective glass:

Cleaning Cloths – two products are recommended...

- Scotch-Brite® High Performance Cloth – manufactured by 3M® and available in most grocery stores under the name *Scotch-Brite® Microfiber Cleaning Cloth* in a 12” x 14” size. This cloth is washable and may be reused as long as it remains clean.
- Spontex® Microfibre Cleaning Cloth – distributed by Spontex® and available in most grocery stores under the same name in a 15.75” x 12” size. This cloth is washable and may be reused as long as it remains clean.

Cleaning Fluid – for more difficult cleaning jobs, these products are recommended...

- Windex® - standard product only (extra-strength or specialty products may not be suitable)
- Glass-Plus® - standard product only (extra-strength or specialty products may not be suitable)
- Exceed® Multi-Surface & Glass Cleaner – from Kay Chemical Company, Greensboro, NC
- Warm Water



Note: *Equivalent store-brand glass cleaning products are normally acceptable substitutes to the brand name products listed above.* The cleaning cloths named above will normally remove dust, grease, oil, and fingerprints without the need for cleaning fluids. A light spray of the cleaning fluids listed above will reduce the time required for cleaning. These materials have been tested and proven to clean ULTRAVISION® glass without scratching or damaging the Anti-Reflective coatings. If you need assistance with obtaining these materials, please contact your display case supplier.

If you have additional questions about cleaning SOVIS ULTRAVISION® glass, please contact your display case supplier.



Caution: DO NOT USE THESE MATERIALS!

Under no circumstances should the following types of materials be used for cleaning glass with ULTRAVISION® Anti-Reflective coatings.

- Coarse Paper Towels
- Scouring Pads or Powders
- Steel Wool or Steel Fiber Materials
- Blades
- Acidic or highly Alkaline detergents
- Fluorine based detergents



Note: Cleaning inside the case is recommended once a day after the case is emptied.

Make sure the water supply is stopped and open the drain valve. Open the front glass to its fully extended position. Remove the stainless steel product pans. Cleaning the float valve can be accomplished by spraying oven cleaner onto the post & bobber assembly, letting soak for 10-15 minutes & then rinsing. Make sure post is returned to vertical position. Then wash the pans and the stainless steel bed with a mild, non-abrasive cleaning solution.

Also make sure water does not enter discharge holes (all along back wall of case above product pans). Before starting the case up again, check and make sure the drain valve is closed. If your hot case has plug-in heating elements, we recommend you remove these for cleaning only once a month or so.

Special care must also be taken when cleaning the rear of the case where electrical outlets or humidifiers may be present. Care must be taken not to introduce moisture into electrical outlets or into seams and openings of the humidifier cover.

Exterior surfaces should be cleaned with warm water and mild soap to protect and maintain the finish. **Do not use cleaners containing abrasive materials or ammonia, which will scratch or dull the finish.** The waste outlet should be flushed with water following each cleaning.

Interior surfaces may be cleaned with most mild soap formulas, ammonia based cleaners and sanitizing solutions with no harm to the surface.



WARNING! Always shut power off during the cleaning process. Cleaning the case with electrical power applied is a shock hazard that may cause serious injury or death.



WARNING! DO NOT USE HOT water on COLD glass surfaces. This could cause the glass to shatter and could result in personal injury. Glass fronts and ends should be warm before applying hot water.



Caution: The following could damage the case:

Do not use solvent, oil or acidic-based cleaners on any interior surfaces as the surface may become damaged.

Do not use abrasive cleaners and scouring pads as these will mar the finish.

Never introduce water into the case faster than the waste outlet can release it.

DO NOT USE STEAM OR HIGH PRESSURE SYSTEMS TO CLEAN THE CASE AS SEALS MAY BE BROKEN WHICH WILL CAUSE THE CASE TO LEAK.

OPTIONAL EQUIPMENT

Following is a list of optional equipment that is available at this time. If you have any questions, please contact your sales representative, or the factory at (800) 866-5596.

Sliding rear doors

Scale stand

Paper roll holder

Electrical outlets

Cart bumper



Note: Standard parts are provided in the parts lists. Cases may be equipped with specialty parts that were incorporated into the case(s) at the time they were manufactured. It is important to have the case serial number when contacting Kysor//Warren for replacement parts.

Standard Hot Case Parts Lists

PART DESCRIPTION	PART #	MODEL TYPE USED
FLOAT SWITCH	0.162006	RNW / NW
FLOAT SWITCH	0.162005	S39NW
LIGHT DIMMER SWITCH	0.021036	ALL
CONTROL BOARD VAST	08A11154	ALL 8'
CONTROL BOARD VAST	08A11153	ALL 6'
CONTROL BOARD VAST	08A11152	ALL 4'
COIL SOLINOID INLET	0.021014	ALL
VALVE SOLINOID INLET	0.016033	ALL
WATER PRES REGULATOR	0.016052	ALL
HEATER ELEMENT	10K18002	ALL
HALOGEN LIGHT KIT	96A25014	ALL
LAMPHOLDER OR BULB SOCKET	10B11157	ALL
LIGHT BULB 300 WATTS	10A10312	ALL
CERAMIC TERMINAL BLOCK	10H12173	ALL
FAN MOTOR	0.021058	ALL
FRONT GLASS S39NW	14A13028	S39NW 4 & 8'
FRONT GLASS S39NW	14A13027	S39NW 6'
S39NW STRUT ASSY LH	18L10232	S39NW 4, 6 & 8'
S39NW STRUT ASSY RH	18L10233	S39NW 4, 6 & 8'
S39NW STRUT ASSY CEN	18L10234	S39NW 6 & 8'
FRONT STD GLS TOP NW950	14A13005	NW 4 & 8'
FRONT STD GLS LWR NW950	14A13217	NW 4 & 8'
FRONT NG GLS TOP NW950	14A13219	NW 4 & 8'
FRONT NG GLS LWR NW950	14A13215	NW 4 & 8'
FRONT STD GLS TOP NW950	14A13006	NW 6'
FRONT STD GLS LWR NW950	14A13218	NW 6'
FRONT NG GLS TOP NW950	14A13220	NW 6'
FRONT NG GLS LWR NW950	14A13216	NW 6'
NW STRUT ASSY LH	18L10227	NW / RNW 4, 6 & 8'
NW STRUT ASSY RH	18L10226	NW / RNW 4, 6 & 8'
NW STRUT ASSY CEN	18L10230	NW / RNW 6 & 8'
FRONT NG GLS RNW950	14A13023	RNW 6'
FRONT NG GLS RNW950	14A13024	RNW 4 & 8'
POTENTIOMETER VAST	0.021147	ALL
KNOW POTENTIOMETER VAST	0.021146	ALL
RELAY SOLID STATE VAST	0.021165	ALL
POWER SUPPLY VAST	0.021151	ALL
SWITCH MAIN LOAD VAST	0.021173	ALL

Standard parts are listed. Individual cases may have options different than listed and the serial number for these cases is required when ordering parts.

Frequently Asked Questions:

1. At what temperature should I keep my temp control?
 - a. Normally, a setting of between 180-210 degrees is adequate. (Keep in mind this number is a Relative setting - not to actual desired Product temperature setting) You may need to “fine tune” it to your particular store environment.
2. My halogen bulbs burn out too frequently- any suggestions?
 - a. Make sure you are using the proper bulb (220v 300w). Kysor//Warren provides these to all the stores through it's parts department.
 - b. Be certain the halogen light cover with glass is in place-food splattered onto the bulbs shortens their life.
3. When installing bulbs, make sure not to touch bulb surface with fingers- skin oil from your fingers can shorten the life of the bulb dramatically.
4. Why is it so important to check & clean the float assembly?
 - a. Lime deposits in your water system build up on the float “bobber” as well as the float post, effectively preventing this magnetic switch from making contact, often resulting in water overflow problems. To clean, spray oven cleaner onto post, inside and outside of bobber, leave for 10-15 minutes then rinse.
 - b. The float assembly must be in the vertical position to function properly.
5. My front glass will not stay in the up position.
 - a. Occasionally, the glass cylinders on your case will lose their resistance. If this happens to you, contact Kysor//Warren customer service.

Service-Related Issues

If I have a problem, what should I check for before I call Kysor//Warren?

1. No Lights, No heat, No water: Reset the 4 black circuit breakers on the side of your junction box under the case. If that does not resolve the problem, reset the 2 breakers at your main panel- they are usually located somewhere in the back of your store. If they trip again after resetting, call your service provider and do not attempt to use your case.

2. Lights and water OK, but no heat:
 - a. Check the double circuit breaker that controls the heating circuit in the case. Reset, and watch closely.
 - b. Check and make sure the plug-in heating elements are firmly plugged into sockets.

3. Lights and heat OK, but no water:
 - a. Check to see that someone has not shut off the main copper pipe providing the Hot Case with water. They usually have a hand valve in the line. Make sure the handle of the valve is in line (the open position) with the copper pipe- not perpendicular (closed position) to it.
 - b. Secondly, see if someone has inadvertently re-installed the float switch “bobber” upside-down after cleaning...it has a small dimple towards the bottom. You can test this by lifting up on the float bobber-if the water fills when lifted, it is on upside-down.

Also, make sure the float bobber and post assembly are thoroughly cleaned at least weekly, that the clip beneath the bobber is re-attached, and the post is returned to the vertical position.

Warranty

IN THE CONSTANT EFFORT TO IMPROVE OUR PRODUCTS, WE RESERVE THE RIGHT TO CHANGE AT ANYTIME SPECIFICATIONS, DESIGN, OR PRICES WITHOUT INCURRING OBLIGATION.

One-Year Warranty

KYSOR//WARREN warrants to the original purchaser this new equipment and all parts thereof, to be free from defects in material and workmanship under normal use and service. If any part or parts of the equipment should prove defective during the period of one year from installation date (not to exceed one year and thirty days from the date of original shipment from the factory), **KYSOR//WARREN** hereby guarantees to replace or repair, without charge (F.O.B. Columbus, Georgia), such part or parts as proven defective, and which **KYSOR//WARREN'S** examination disclosed to its satisfaction to be thus defective, with a new or functionally operative part. The liability of **KYSOR//WARREN** under this warranty shall be limited to claims made by the original purchaser to **KYSOR//WARREN** or its local distributor within the warranty period.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS, AND ALL OTHER OBLIGATIONS OR LIABILITIES OF KYSOR//WARREN.

I. GLAZING:

Glass is not guaranteed against breakage. If this refrigerator is equipped with a glazing assembly carrying the manufacturer's brand name (Thermopane, Twindow, etc.), the manufacturer's glazing warranty in effect at the time of this shipment is extended to that assembly. It is void outside the continental United States.

II. BULBS:

Light bulbs and fluorescent lamp tubes are not covered by any warranty for length of life or for any type of breakage.

III. THIS WARRANTY SHALL NOT APPLY:

1. To the condensing case used with refrigerated equipment unless it was sold and shipped by KYSOR//WARREN.
2. When this equipment or any part thereof is damaged by fire, flood, act of God, or when the original model and serial number plate has been altered, defaced, or removed.
3. When this equipment or any part thereof is subject to accident, alteration, abuse, misuse, tampering, operation on low or improper voltages, or is put to a use other than recommended by KYSOR//WARREN.
4. When this equipment or any part thereof is damaged, or when operation is impaired, due to failure to follow installation manual (improper installation is the responsibility of the installer).
5. Outside the continental United States, Canada and Mexico.
6. To labor cost for replacement of parts, or for freight or shipping expenses.
7. To freight or shipping charges or to customs duties to any country.
8. If the Warranty holder fails to comply with all the provisions, terms and conditions of this Warranty.

Parts replaced under this Warranty are warranted only through the remainder of the original Warranty. KYSOR//WARREN may, at its option and in its discretion, elect to honor this Warranty and to disregard the original purchaser's non-compliance with any of the provisions, terms and conditions of the Warranty.

THIS WARRANTY DOES NOT COVER CONSEQUENTIAL DAMAGES.

KYSOR//WARREN shall not be liable under any circumstances for any consequential damages, including loss of profits, additional labor costs, loss of refrigerant or food products, or injury to person or property caused by defective material or parts or for any delay in the performance of this Warranty due to causes beyond its control. The foregoing shall constitute the sole and exclusive remedy of any purchase and the sole and exclusive liability of KYSOR//WARREN in connection with this product.

Parts Warranty Policy

The following procedures are in accordance with Kysor//Warren's standard one-year warranty, which covers any part to be free of defects under normal use and service for one year from the date of installation. **Not to exceed one year and thirty days from the date of original shipment from the factory.**

New Equipment Parts Shortages and Defects

Any parts shortages or damage must be reported to Kysor//Warren no more than 10 working days from the date of delivery. After this time has expired Kysor//Warren will assume the parts were lost during installation and all parts required will be charged cost plus shipping to replace.

Parts Ordering Procedure

All parts must be ordered through the Kysor//Warren parts department with the following information:

- Store Name and Number
- Location
- Case or Cases Model and Serial Numbers
- Firm or Contractor Placing Order
- Shipping Address
- Parts Description
- Reason for Defect

If the order is for a replacement part under warranty, a Purchase Order Number will be required from the contractor placing the order. We will then issue a Return Material Authorization Tag (RMA) that will be sent to the firm or contractor who has ordered the part.

Return Authorization Procedure

Warranty parts must be returned postage prepaid to Kysor//Warren within 30 days from replacement part ship date and must be accompanied by a RMA in order to ensure the proper credit. The RMA should also be written on the outside of the box. Any parts not returned within 30 days will be invoiced to the firm or contractor who has placed the order.

IN THE CONSTANT EFFORT TO IMPROVE OUR PRODUCTS, WE RESERVE THE RIGHT TO CHANGE AT ANYTIME SPECIFICATIONS, DESIGN, OR PRICES WITHOUT INCURRING OBLIGATION.

KYSOR//WARREN
5201 Transport Boulevard
Columbus, Georgia 31907
706-568-1514

Telephone:

1-800-866-5596

Email:

solutions@kysorwarren.com

Website

<http://www.kysorwarren.com/>

Kysor//Warren, whose policy is one of continuous improvement, reserves the right to change at anytime, these specifications, designs or prices without incurring obligation.

KYSOR/WARREN®

