

# ACP. Inc, & FSS Service and Support

## 1-2-3 STEPS TO FAST SERVICE

### STEP 1

If you have a problem with your oven:

- Retrieve model & serial numbers (see over)
- Note store number & address where oven is located
- Call the FSS toll free number **1-800-668-8765**
- Explain the service issue
- FSS service representative will attempt to resolve

OR go to FSS website and **fill out service intake form** and a representative will contact you. Skip step 2 & 3 and we'll be with you soon!

### STEP 2

FSS Rep will contact ACP Authorized Service Agent:

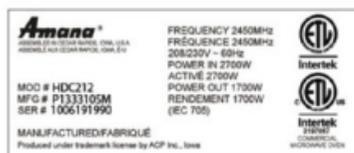
- Explains the service issue to Service Agent
- Dispatches any identified parts
- Requests Service Provider to contact you directly for scheduling

### STEP 3

FSS Rep will dispatch Warranty Service, and:

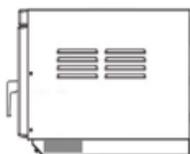
- Explain next steps for service agents arrival
- Create a note of the service call/issue Monitor
- service records for completion

# Service and Support Model/Serial number Locator



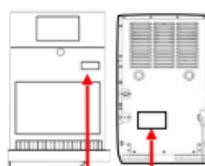
Example serial plate

XPRESSCHEF™ 2c



Right side bottom

XPRESSCHEF™ 3i



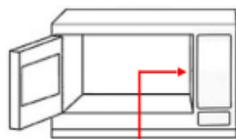
Above cavity, right (or back)

XPRESSCHEF™ 4i



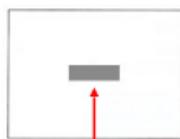
Right side bottom

LD SERIES



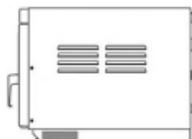
Interior right side wall

RMS/MMS RFS/MFS RCS/MCS ALD



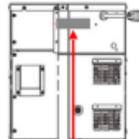
Back of the oven

RC/MRC



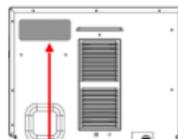
Right side bottom

AOC/MOC



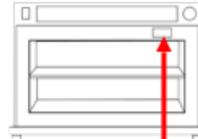
Back top

HDC/MDC/DEC



Back upper left

AMSO/MSO



Above cavity, right (or back)