



QB-5/10



SERVICE & REPLACEMENT GUIDE

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Your QB-5/10 has been designed to be serviced quickly and easily. In fact, any individual who has average mechanical ability can do the work. Our Service Department is also available to you Monday through Friday from 7:00 a.m. to 5:00 p.m. (Central Standard Time) should you find yourself with a situation or problem other than what is outlined here. Call NU-VU® at (800) 338-9886 and ask for our Service Department to order replacement parts, ask questions, or offer comments.

This *SERVICE AND REPLACEMENT GUIDE* has been prepared to cover normal service problems. If this "trouble-shooting" information does not provide a solution for your particular problem we ask that you call us for direct assistance. Calling our Service Department before calling in a repair technician can usually save you both time and unnecessary expense, it is also required prior to any warranty work is performed. We want to do everything we can to minimize your "down-time".

You may need to remove an Access Panel for servicing. **DO NOT** allow any access panels to drop. When work on the component is finished replace the panel with care, making sure that all wires are properly placed and not pulled or pinched. If more than one component is being worked on try to remove only one component at a time.

*** NOTICE ***

NATIONAL SANITATION FOUNDATION (NSF) GUIDELINES REQUIRE THAT ALL INTERIOR PARTS BE REMOVABLE WITHOUT THE USE OF TOOLS. THIS EQUIPMENT HAS BEEN FACTORY ASSEMBLED TO SAFELY ACCOMMODATE ROUGH HANDLING THROUGH SHIPMENT AND ORIGINAL INSTALLATION. AFTER ANY MAINTENANCE, CLEANING OR REQUIRED SERVICE WORK, THE INTERIOR SHEET-METAL PARTS SHOULD BE REASSEMBLED AND FASTENED HAND-TIGHT ONLY, BUT STILL REMAIN TIGHT ENOUGH TO PREVENT ANY RATTLE OR MOVEMENT OF PARTS.

DOOR TEST PROCEDURE:

- A. Cut one or two strips of paper (do not use deli paper) approximately 1" wide and 8" - 10" long.
- B. Open the door slightly, insert a strip of paper between the gasket and door and close the door.
- C. Slowly pull the paper strip out. You should feel some resistance as you pull the strip from between the gasket and door of a properly adjusted door. Test the fit at regular 2" to 3" intervals around the entire Door.
 1. If you feel NO resistance at a particular spot the door is too loose.
 2. If you feel HEAVY resistance at a particular spot the door is too tight.

DOOR GASKET, How To Replace:

Follow these instructions to correctly and easily replace your door gasket with minimal problems. If you have any problems or questions please call the NU-VU® Service Department at (800) 338-9886 Monday through Friday from 7:00 a.m. until 5:00 p.m. for assistance.

Replacing the Oven Gasket - -

- A. Remove the old gasket.
- B. Replacement gasket for the oven door is supplied to you as a single formed piece of high-temperature material.
- C. Place the formed gasket over the channel in the face of the unit and press it firmly into place. Start at the corners and work toward the center.
- D. The replacement gasket requires nothing further. You may begin using your oven as soon as the gasket has been installed.

Replacing the Proofer Door Gasket - -

- A. Remove the old gasket.
- B. Replacement gasket for the proofer door is supplied to you as a single formed piece of high-temperature material.
- C. Place the formed gasket over the channel in the face of the unit and press it firmly into place. Start at the corners and work toward the center.
- D. The replacement gasket requires nothing further. You may begin using your proofer as soon as the gasket has been installed.

NU-VU® EQUIPMENT WARRANTY

NU-VU® products are warranted against defects in workmanship and materials from the original date of shipment only. NU-VU® does not warrant against any damage that may occur during shipment or storage of the equipment. Any claim for such damage must be filed against the carrier or storage company. No other express warranty, written or oral, applies. No person is authorized to give any other warranty or assume any other liability on behalf of NU-VU®, except by written statement from an officer of NU-VU®.

Your NU-VU® equipment warranty is limited to the following time periods for the original owner only:

	<u>PARTS</u>	<u>LABOR</u>
Inside the United States and Canada	24 Months	12 Months
All other areas	24 Months	12 Months

These time limits will apply in all cases unless prior arrangements have been made and agreed to in writing.

The NU-VU® equipment warranty is composed of the following:

PARTS:

This limited warranty covers certain electrical, electronic and mechanical parts for the time periods shown above with the exception of those items detailed under Warranty Limitations. Customers who maintain an open account may purchase against their account. MasterCard, Visa and American Express credit cards are also accepted.

The return of defective parts is required. An RGA # is required for parts being returned. The return of a defective part or component must be made prior to the issuance of a credit on an open account. If a part that is returned tests satisfactory in the NU-VU® factory or at an authorized NU-VU® dealer or service agency, NU-VU® may withhold issuing credit. Replacement parts will be warranted for a period of *ninety (90) days* provided they are installed and used in a manner authorized by NU-VU®.

LABOR:

We require that you call our NU-VU® Service Department at (800) 338-9886 for service authorization BEFORE any service is performed if you wish to claim a labor expense under this warranty. We may be able to solve your problem over the telephone, or we will schedule a warranty service call by a reliable service agency in your area.

This warranty covers the replacement and installation of parts and components which are included under **PARTS** for the time period listed above. This coverage is limited to the normal mileage allowance for a maximum travel radius of up to fifty (50) miles, and the normal labor rate times the allowable hours for performing the work as set forth in the following listing:

STANDARD TIME ALLOWANCES FOR WARRANTY REPLACEMENTS

<u>Change performed</u>	<u>Change time</u>	<u>Test time</u>	<u>Total time</u>
Oven heating element	1 hr.	½ hr.	1½ hr.
Oven motor	1 hr.	½ hr.	1½ hr.
Programmable controller	½ hr.	½ hr.	1 hr.
Control sensor	½ hr.	½ hr.	1 hr.
Proofer heating element	½ hr.	½ hr.	1 hr.
Contactors	½ hr.	5 min.	½ hr.
Proofer motor	½ hr.	5 min.	½ hr.

These times are based on servicing a unit that has been installed with allowance made for access panels on the unit. If the unit is built into a wall that makes servicing very difficult or impossible without removing part of the counter, wall, trim, etc., the extra time for gaining access shall be charged to the owner of the unit. NU-VU® has determined that the listed times, which are based on the period necessary for a trained service person to perform the work noted, are fair and reasonable. If a problem is not diagnosed within a half-hour, the service person must contact the NU-VU® Service Department via telephone. Additional time for problem solving will not be allowed unless this procedure is followed. An appointment for servicing a unit should be set up since time will not be allowed for waiting to service a unit. Unless the service person justifies extra time for performing the work noted, charges for work performed by the service person in excess of the allowed time shall either be billed to the owner of the equipment or denied.

IMPORTANT: NU-VU WILL NOT PAY FOR ANY SERVICE CALLS AS WARRANTY WORK IF A NU-VU® AUTHORIZED SERVICE AGENCY DETERMINES THAT YOUR EQUIPMENT IS SET UP AND OPERATING PROPERLY!

WARRANTY LIMITATIONS:

NU-VU® will pay for parts and labor under warranty if there is a defective component, but not for:

- Normal operational wear and tear on the following parts -
 - ┌ Light bulbs
 - ┌ Door gaskets
 - ┌ Door handles and catches
 - ┌ Fuses
- Damage attributable to customer abuse, including -
 - ┌ Proofer water pan allowed to run dry and burn.
 - ┌ Proofer fan motor damaged from not following outlined DRYOUT procedure.
 - ┌ Lack of regular cleaning or maintenance.
- Power supply problems, including -
 - ┌ Insufficient or incorrect voltage.
 - ┌ Damage to electrical components caused by a power surge or spike.
 - ┌ Incorrect installation (i.e., equipment not supplied with separate neutral or ground as required, or incorrect location of high-voltage power leg for 240-volt 3-phase units).
 - ┌ Damage to electrical components resulting from use of an incorrect power supply cord or circuit breaker.
- Operational problems resulting from customer's failure to follow established procedures outlined in the Owner's Manual.
- A service call if nothing is found to be wrong (any returned parts work as per spec when tested).
- Recalibration of temperature and humidity controls (all controls are carefully calibrated and tested at our facility before shipment).
- Any equipment moved from the place of original installation unless NU-VU® agrees in writing to continue the warranty after the relocation.
- Ongoing operational adjustments due to changing environmental conditions or normal wear and tear.
- Any overtime charges. NU-VU® will pay straight time only for any work performed on NU-VU® equipment.

Products must be installed and maintained in accordance with NU-VU® instructions. Users are responsible for the suitability of the products to their application. There is no warranty against damage resulting from accident, abuse, alteration, misapplication, inadequate storage prior to installation, or improper specification or other operating conditions beyond our immediate control. Claims against carrier damage in transit must be filed by the buyer; therefore, the buyer **must inspect** the product immediately upon receipt.

THE USE OF NON-OEM REPLACEMENT PARTS WITHOUT PRIOR EXPRESSED WRITTEN AUTHORIZATION FROM NU-VU® WILL VOID ANY AND ALL WARRANTIES.

***THIS WARRANTY DOES NOT COVER ADJUSTMENTS
DUE TO NORMAL ON-GOING USE OF THE UNIT!!!***

PARTS RETURN PROCEDURE AND CONDITIONS:

The following procedure shall be followed for the return of parts to the factory for credit consideration:

- All parts received by NU-VU® must have a completed RETURN AUTHORIZATION FORM as supplied by NU-VU® with the replacement part. An RGA # is require for parts being returned.
- Package all return parts securely so that in-transit damage cannot occur.
- Prepay shipment. Any parts returned collect will be refused by our receiving department. Credit will be considered on proper returns only.
- As soon as parts are tested and confirmed to be defective credit will be issued against them.
- If the engineering test shows the component is not defective and is in good working condition it may be returned to you along with your request for payment.

Please use this space to record the MODEL NUMBER and complete 12-digit SERIAL NUMBER from the nameplate on the side of your NU-VU® equipment. You will need both of these numbers if you ever need to contact our Service Department concerning adjustments, replacement parts or other service.

MODEL NUMBER: Q B - 5 / 1 0

SERIAL NUMBER: _____ (12 Digits)