Service Manual – Omega Twin

Important Safeguards/Symbols

This equipment is designed for commercial use. Any servicing other than cleaning and routine maintenance should be performed by an authorized Wilbur Curtis Company Service Technician.

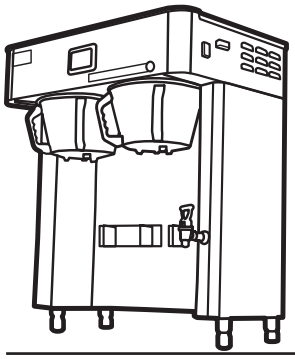
- DO NOT immerse the unit in water or any other liquid
- To reduce the risk of fire or electric shock, DO NOT open service panels. There are no user serviceable parts inside.
- Keep hands and other items away from hot areas of the unit during operation.
- Never clean with scouring powders or harsh chemicals.

Symbols:

WARNINGS – To help avoid personal injury

Important Notes/Cautions – from the factory

Sanitation Requirements



Model
- OMGT

This Curtis G4 Unit is Factory Pre-Set and Ready to Go Right from the Box.
Following are the Factory Settings for your G4 Coffee Brewing System:

- Brew Temperature = 200°F
- Water Bypass = On for LARGE & SMALL Brew Only
- Brew Volume = Set to Vessel Requirement.

System Requirements:

- Water Source 20 – 90 PSI (Minimum Flow Rate of 4 GPM)
- Electrical: See attached schematic for standard model or visit www.wilburcurtis.com for your model.

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: Equipment to be installed to comply with applicable governmental plumbing/electrical codes having jurisdiction.

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

SETUP STEPS

1. The unit should be level (left to right - front to back), on a secure surface.
2. Connect the water line to the water inlet fitting at the rear of the unit. Water volume flow to the machine should be consistent. Use tubing sized sufficiently to provide a minimum flow rate of four gallons per minute.

NOTE: A water filtration system must be used to help maintain trouble-free operation. In areas with extremely hard water, we highly recommend the use of a Curtis approved water filter. For our full line of filters, please log on to www.wilburcurtis.com. A water filtration system will greatly prolong the life of the unit and enhance the quality and taste of the product.

NSF International requires the following water connection:

1. *A quick disconnect or additional coiled tubing (at least 2x the depth of the unit) is required so that the unit can be moved for cleaning.*
2. *This unit must 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.*

3. Connect the unit to electrical outlet with appropriate amperage rating (see serial tag on machine).
4. Once power has been supplied to the unit, flip the main power switch to the 'ON' position (located on the right side of the unit), the water tank will begin to fill. When the water level in the tank reaches the probe, the heating element(s) will turn on.
5. Water in the heating tank will require approximately 45 minutes before reaching operating temperature (factory setting of 200°F). Where applicable, turn on the Universal Control Module (UCM). When the unit reaches operating temperature, it will display "READY TO BREW".

ISO 9001:2008 REGISTERED

WILBUR CURTIS CO., INC.
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For the latest information go to
www.wilburcurtis.com
Tel: 800-421-6150
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QUICK START

Your Curtis G4/Gold Cup Series is Factory Pre-Set for Optimum Performance.
After connection to water and power; turn on the brewer at the rear toggle switch. You will hear a beep and the status lights will come on for a moment.

The screen will display MODEL NUMBER / CONTROL BD NUMBER *. Next* FILLING *is displayed. Water will fill the tank (3-5 minutes depending on water flow rate).*

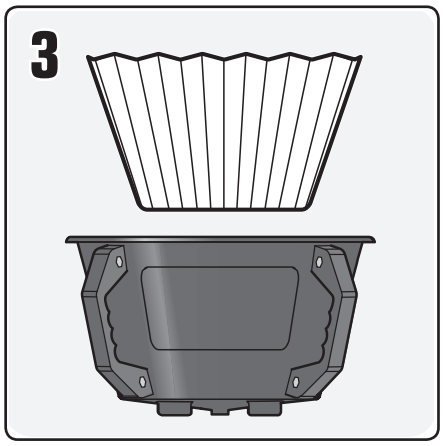
When the proper level is reached HEATING *will appear on the screen. It takes approximately 45 minutes to reach the set point temperature.*

Control will display READY TO BREW *when temperature reaches the set point. The unit is now ready to brew.*

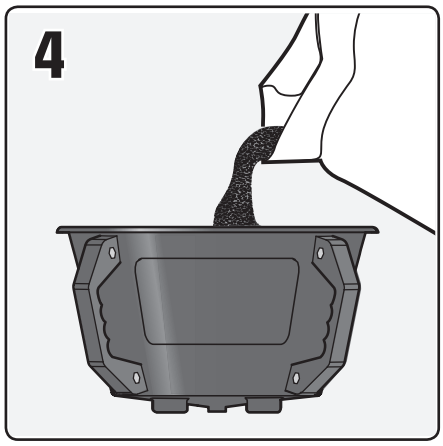
COFFEE BREWING INSTRUCTIONS

1. Brewer should be ON. Confirm this at the toggle switch on the right side of the brewer. The touch screen should read Ready to Brew.
2. Place an empty coffee container centered beneath the brew cone.

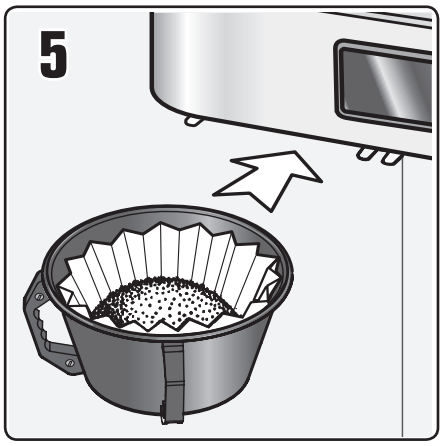
WARNING – AVOID SCALDING: USE BOTH HANDLES FOR BETTER CONTROL. The brew cone may be filled with hot coffee grounds and is difficult to manage with one hand.
The coffee vessel is heavy when full. Take precautions to avoid dropping while moving.



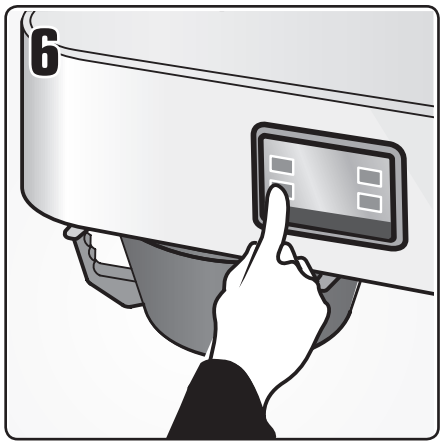
3. Place a new paper filter into the brew cone.



4. Fill the brew cone with the proper amount of ground coffee.



5. Transfer the filled brew cone to the brewer.



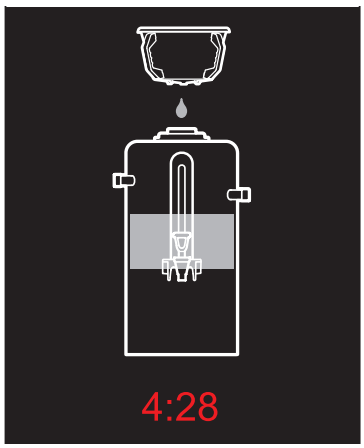
6. Start the brew cycle by hold your finger on the desired brew icon. As soon as you hear the click of the brew valve, the brew cycle has started and you can lift your finger.

Brew Code: You may find that when a brew button is pressed, a key pad appears on the screen. This is a brew lock-out feature that

requires a code to be entered before a brew will start. The default is OFF.

CAUTION: When enabled, as soon as you enter the brew code a brew cycle starts.

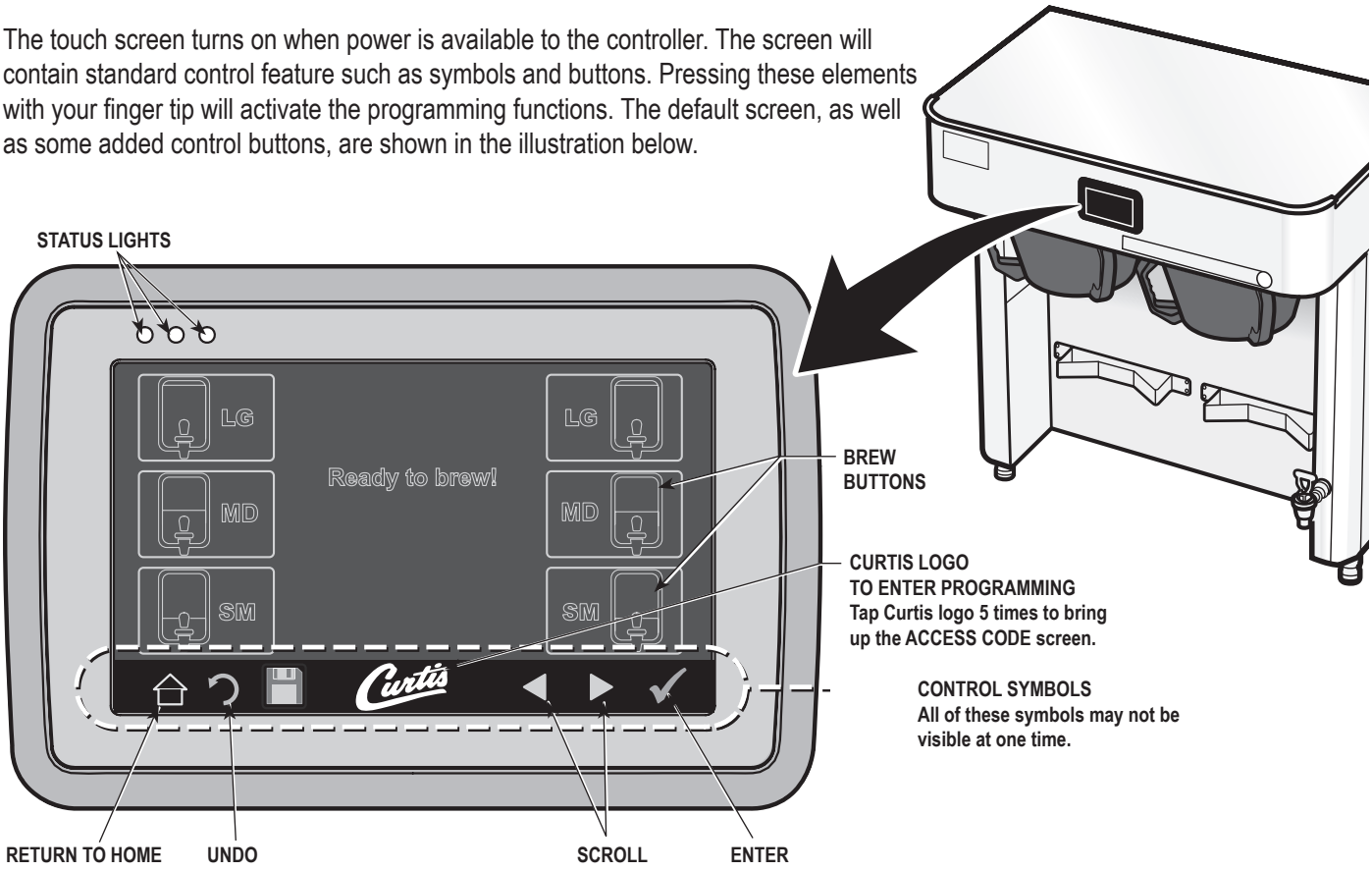
Refer to page 8 for more information about the Brew Code.



During the brew cycle, an animated 3 gallon server icon will appear on the screen and a brew timer will count down the time remaining on the brew cycle.

Touch Screen Control Module

The touch screen turns on when power is available to the controller. The screen will contain standard control feature such as symbols and buttons. Pressing these elements with your finger tip will activate the programming functions. The default screen, as well as some added control buttons, are shown in the illustration below.



PROGRAMMING

ACCESS CODE screen. Default is 1 2 3 4. Once the code is entered, press OK. The Main Menu screen will appear.

The access code can be reset in Control Settings, PASSWORDS.

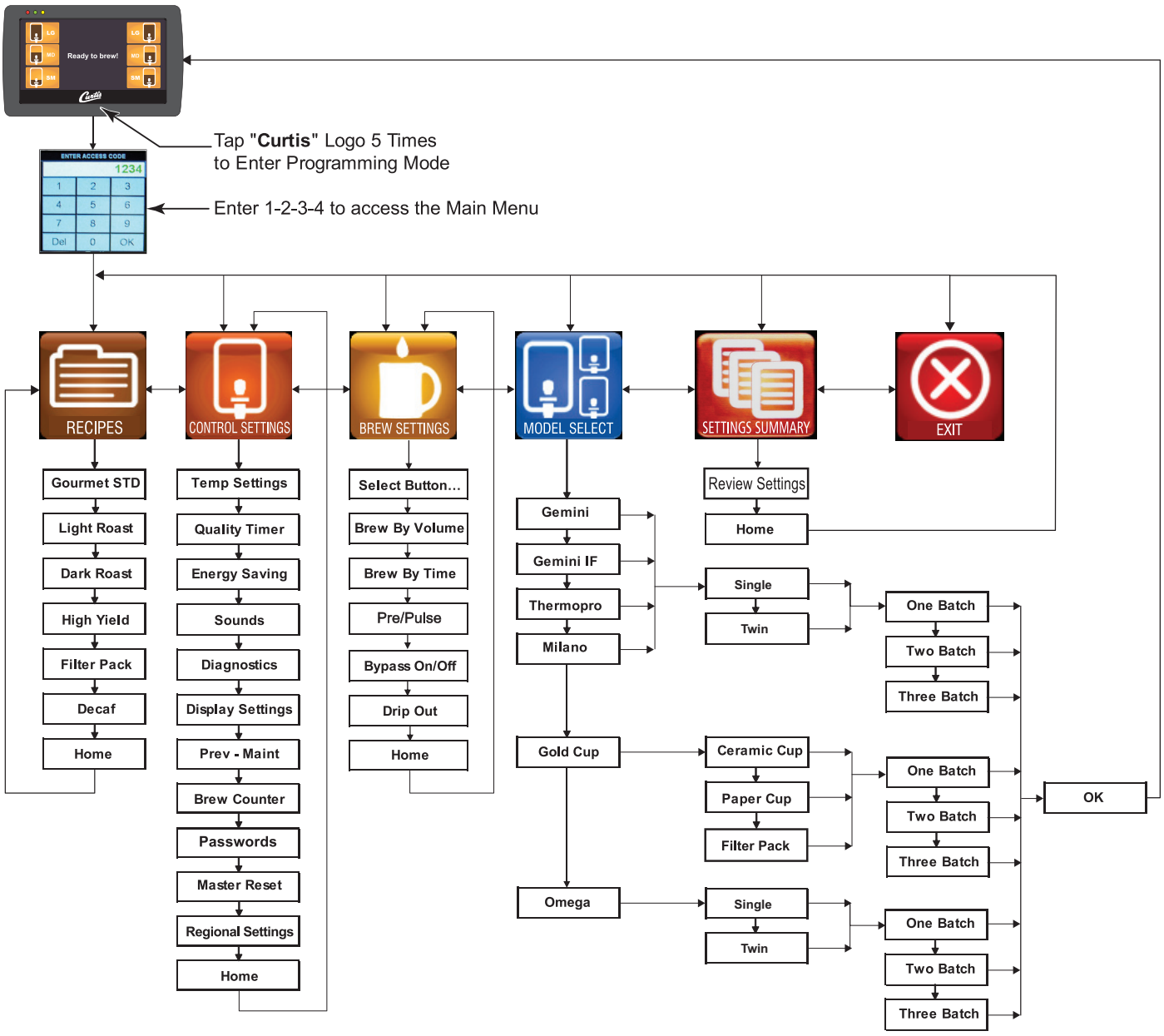
MAIN MENU screen contains six control icons:

RECIPES, CONTROL SETTINGS, BREW SETTINGS, MODEL SELECT, SETTINGS SUMMARY and EXIT.

PROGRAMMING Continued . . .

Menu Tree

This chart explains how to enter the program mode and menu selections available from the MAIN MENU.



Menu Features

RECIPES

FUNCTION TO SET	SETTING RANGE	FACTORY SET DEFAULT	NOTES / COMMENTS
Global Recipes	Gourmet STD, Light Roast, Dark Roast, High Yield, Filter Pack, Decaf, Home	Gourmet STD	

CONTROL SETTINGS

FUNCTION TO SET	SETTING RANGE	FACTORY SET DEFAULT	NOTES / COMMENTS
Temperature Settings	175°F - 206°F , 1°F Increments	Tank Temp = 200°F	
		Minimum Brew Temp = 195°F	
Warmer Settings	Disabled, 1 Hr - 12 Hr, 1 Hr Increments.	<Disabled on GEMT/GEMS>	Note: This function is only visible on Gemini Units.
	1 Hr - 12 Hr, 1 Hr Increments.	<10 Hr. on GEMTIF/GEMSIF>	
	<OFF>, <HIGH>, <MED.>, <LOW>	<MED.> During Brewing	
Quality Timer	Disabled, 20min - 240min, 10 Minute Increments.	<Disabled on GEMT/GEMS/TP2T/TP2S/OMG/TPC2T/TPC2S> <120min on GEMTIF/GEMSIF>	Audible alarm when time is expired. (Only shows available when a machine has Warmer Elements). (Also this function is visible when Gemini models are selected).
Energy Save Mode (Activates after 4 Hours of Inactivity)	No Change	No Change	Tank temperature is maintained at the temp setpoint default
	Turn Tank Heater Off		Tank is turned off.
	Reduce tank temp to: 140°F		Tank temperature maintained at 140F.
Sounds	Beeper On/Off	On	Turns Board sounds Off or On
Diagnostics	-	Auto Test	Runs Diagnostic Tests
Display Settings	Brew Timer-Hide/Show	Show	Displays Brew Time
	Quality Timer Hide/Show	Hide (Models: GEMT/GEMS/TP2T/TP2S/OMGT/OMGS)	Displays Quality Timer
		Show (Models: GEMTIF/GEMSIF)	
	"Rinse Server"-Hide/Show	Show	Displays "Rinse Server" Message
	Screen Saver	Off	Displays Screen Saver
	Display Name	Blank	Displays Banner Name
Prev. Maintenance	Maintenance Interval	Off	Off, 1000 to 20000 Gallons, 1000 Increments
	Service Telephone Number	1-800-000-0000 x0000	
Brew Counter	Resettable	Resettable	For maintenance purpose (Resettable)
Passwords	Programming	1234	Reprogrammable; allows access to programming screens
	Brew (Enabled/Disabled)	Disabled	Reprogrammable; allows access to brewing screens
Master Reset	Reset	Are you sure? (Yes / No)	Select to Reset to Restore Factory Defaults
Regional Settings	SI/US	US	US Units or Metric Units
Home	-	-	Select to go to Home Page

Menu Features

FUNCTION TO SET	SETTING RANGE	LARGE BREW FACTORY DEFAULT	MEDIUM BREW FACTORY DEFAULT	SMALL BREW FACTORY DEFAULT	NOTES / COMMENTS
Brew by Volume	OFF, 30sec to 19Min.59sec.	LARGE BREW: 384oz ± 16oz			To Set: Press Brew to start / Press Brew to stop.
			MEDIUM BREW: 288oz ± 16oz		
				SMALL BREW: 192oz ± 10oz	
Brew by Time	0 to 19Min - 59sec, 1min-01secs increments	LARGE BREW: 5min-00secs			Note: These are the default times
			MEDIUM BREW: 3min-50secs		
				SMALL BREW: 2min-30secs	
Pre-Infusion	Disabled	Disabled	Disabled	Disabled	OFF
	10 secs On/10 secs Off				When this is Chosen"COLD BREW LOCK set to 5°F, Pulse Brew On/Off" Function <Disabled>
	20 secs On/20 secs Off				When this is Chosen"COLD BREW LOCK set to 5°F, Pulse Brew On/Off" Function <Disabled>
	30 secs On/30 secs Off				When this is Chosen"COLD BREW LOCK set to 5°F, Pulse Brew On/Off" Function <Disabled>
	40 secs On/40 secs Off				When this is Chosen"COLD BREW LOCK set to 5°F, Pulse Brew On/Off" Function <Disabled>
	50 secs On/50 secs Off				When this is Chosen"COLD BREW LOCK set to 5°F, Pulse Brew On/Off" Function <Disabled>
	60 secs On/60 secs Off				When this is Chosen"COLD BREW LOCK set to 5°F, Pulse Brew On/Off" Function <Disabled>
Pulse Brew On/Off	OFF	OFF	OFF	OFF	OFF
	A				A = "10 seconds ON 4 Times"/"10 seconds OFF 4 Times", then "ON" Till End of Brew Cycle.
	B				B = "1 Minute ON", "10 seconds OFF 4 Times"/10 seconds ON 4 Times", Till end of Brew Cycle.
	C				C = "25 seconds ON 5 Times"/"20 seconds OFF 5 Times", then "ON" Till End of Brew Cycle.
	D				D = Manual Program: "PULSE COUNT = 1 to 20 pulses", "ON TIME = 5 - 150 seconds", "OFF TIME = 5 150 seconds", 5 second increments.
	E				E = Manual Program: "PULSE COUNT = 1 to 8 pulses", "ON TIME = 0 - 150 seconds", "OFF TIME = 1 150 seconds", 1 second increments.
By-Pass On/Off	Off, 5%-50%, in 1% increments	LARGE BREW: 20%			Reprogrammable
			MEDIUM BREW: 20%		
				SMALL BREW: 10%	
Drip-Out Mode	Off, 10 Seconds - 15min, 10 Second Increments	LARGE BREW: 3 min			Reprogrammable
			MEDIUM BREW: 3 min		
				SMALL BREW: 2 min	
Home	-	-	-	-	Select to go to Home Page

System Fault Messages

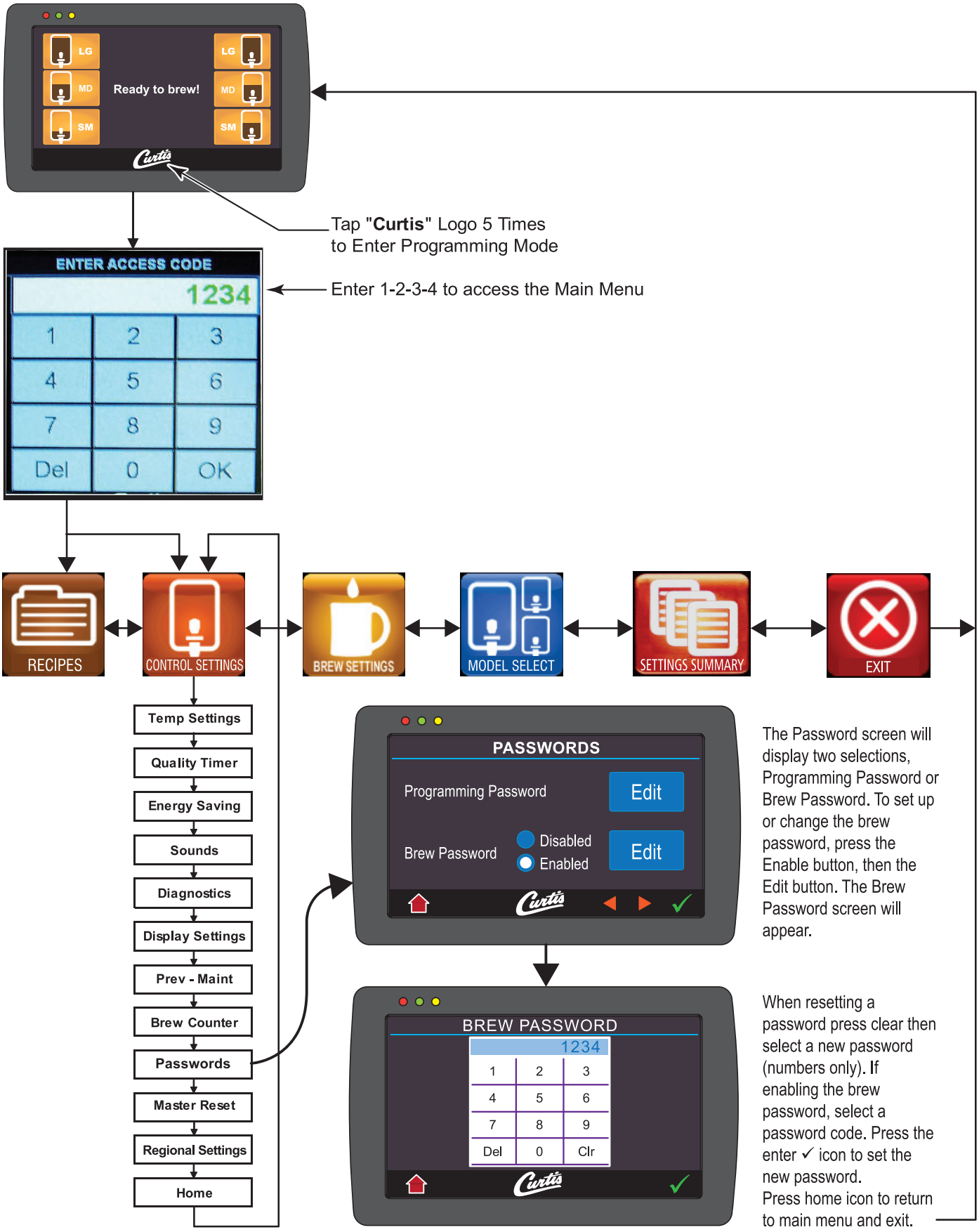
WARNING MESSAGES - ALLOWS BREWING

MESSAGE DISPLAY	WARNING DESCRIPTION	CAUSE
Maintenance Required	Maintenance Required	Brew count "Gallons Since Reset" exceeds programmed Preventative Maintenance period
Low Water Flow Warning	Low Water Flow	If the Inlet valve remains on longer than XX Seconds (during the brew cycle only) and repeats TWICE during that brew cycle. It shall clear upon the next brew and if the same low flow exists again, it will re-appear. XX = Omega 30 secs

ERROR MESSAGES - STOPS BREWING

MESSAGE DISPLAY	ERROR ESCRIPTION	CAUSE
Water Level Error	Fill run error / Overflow	The fill solenoid has either run for more than 10 minutes on the initial tank fill or 120 Seconds on Large Brewers and 30 Seconds on CGC Brewer in normal operation
Sensor Error	Open Sensor	Break in the temperature thermistor circuit or short curcuit.
Over Temp. Error	Excess Temperature	The sensor is reading that temperature in the heating tank has risen above 210°F, or sensor has shorted to ground.
Internal Error 1	UPM-UCM Communication	Break in the UPM-UCM Communication circuit.

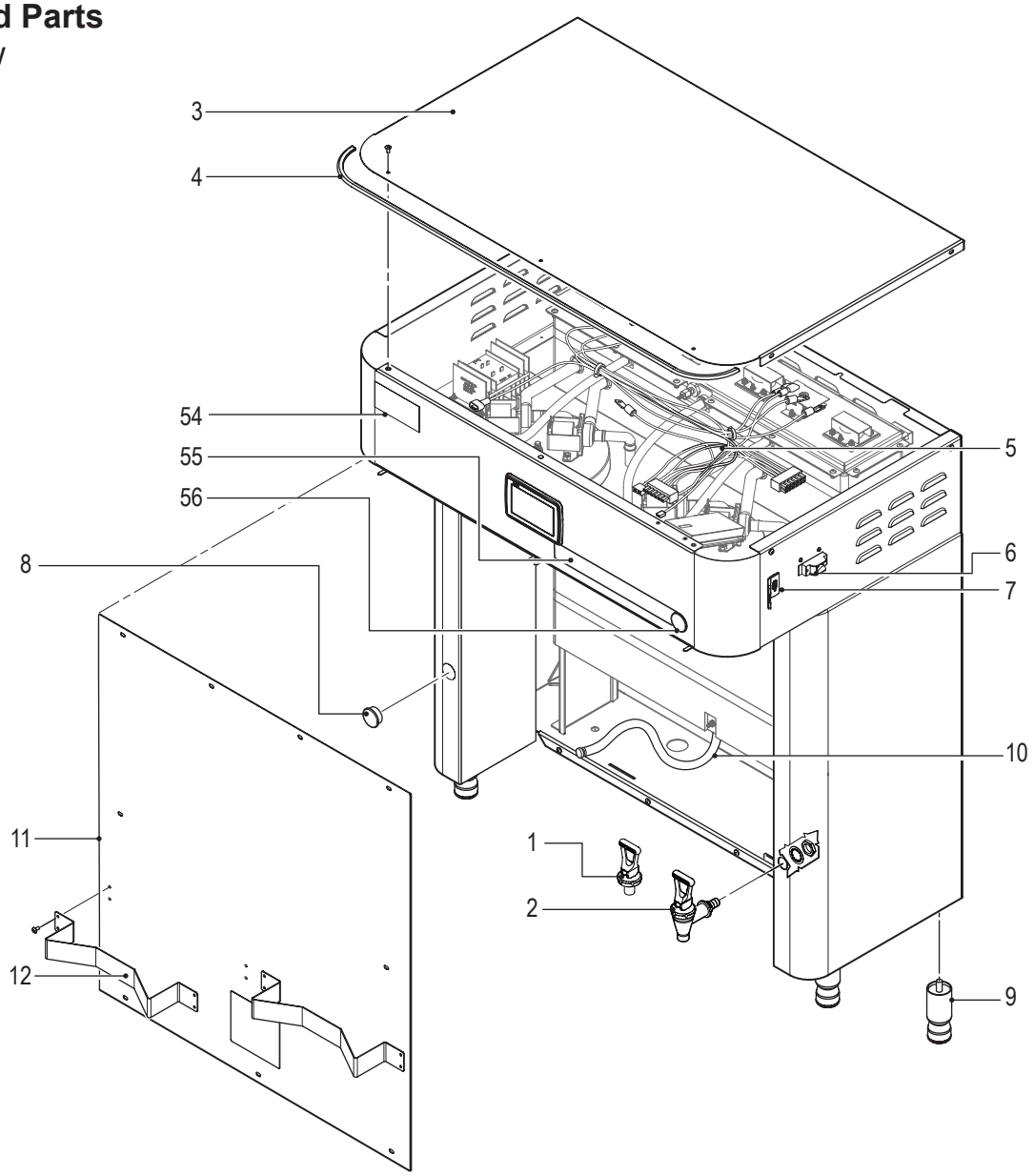
Brew Access Code



The Password screen will display two selections, Programming Password or Brew Password. To set up or change the brew password, press the Enable button, then the Edit button. The Brew Password screen will appear.

When resetting a password press clear then select a new password (numbers only). If enabling the brew password, select a password code. Press the enter ✓ icon to set the new password.
Press home icon to return to main menu and exit.

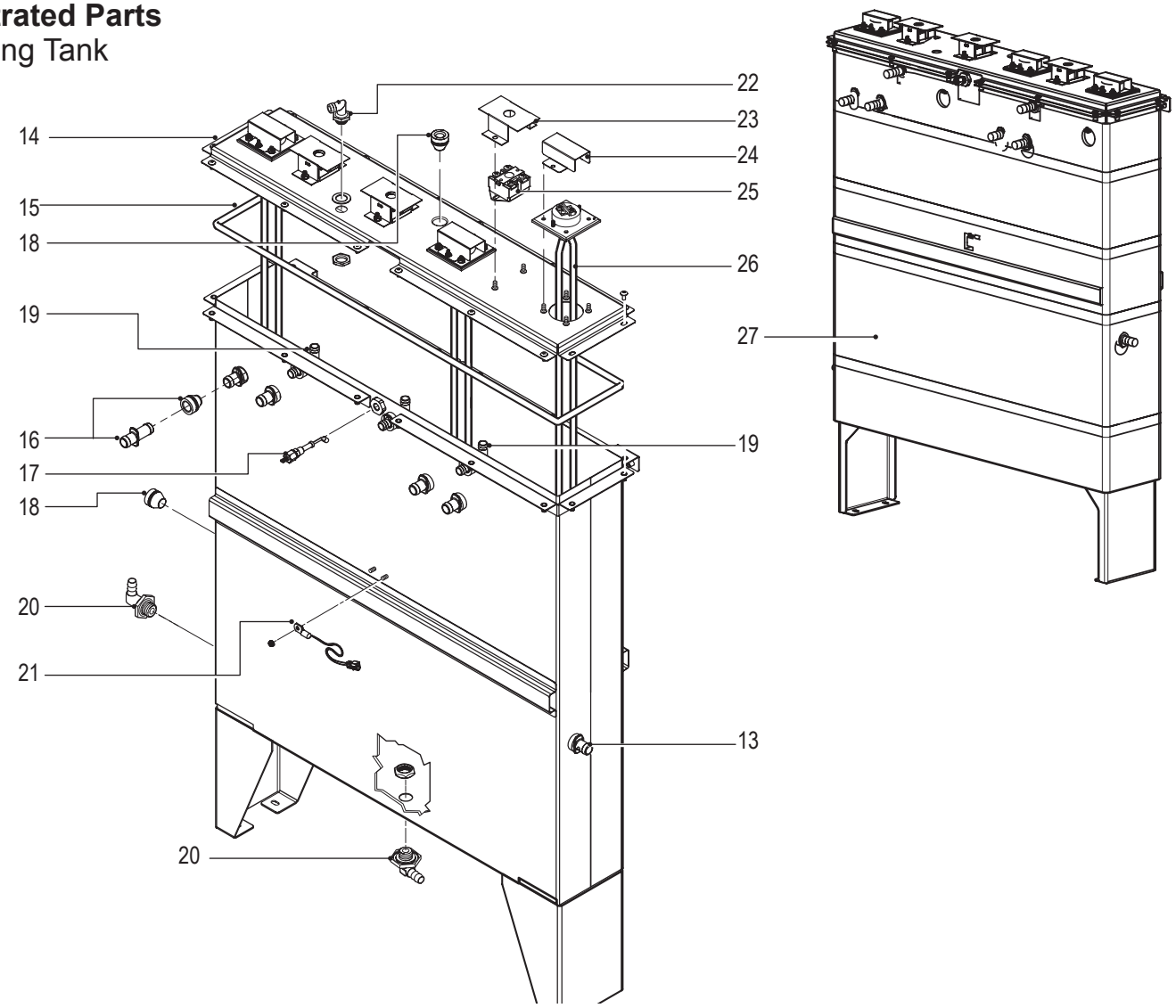
Illustrated Parts
Main View



Item №	Part №	Description
1	WC-3705HW*	KIT, FAUCET S SERIES HOT WATER
2	WC-1825*	FAUCET, ASSY HOT WATER TP2S
3	WC-61912	LID, ASSY OMGT
4	WC-53115	TRIM, EDGE VINYL METAL CORE (4 FT)
5	WC-13464	HARNESS ASSY, OMGT
6	WC- 172 *	SWITCH, ROCKER STYLE “SWITCH ONLY” 50 AMP
7	WC-10008	UNIVERSAL HOST ADAPTER (USB - G4)
8	WC-14017	PLUG, DOME 0.75”DIA HOLE BLACK NYLON 6/6,OMGT/S
9	WC-3528	LEG, 4” ADJUSTABLE 3/8-16 THREAD
10	WC-5310 *	TUBE, 5/16 ID X 1/8 W SILICONE (10 FT)
11	WC-61818-103	FRONT COVER ASSY, NON-METAL BREW CONE OMGT
12	WC-61819	BRACKET, SERVER STOP

* Suggested Parts to Stock

Illustrated Parts
Heating Tank

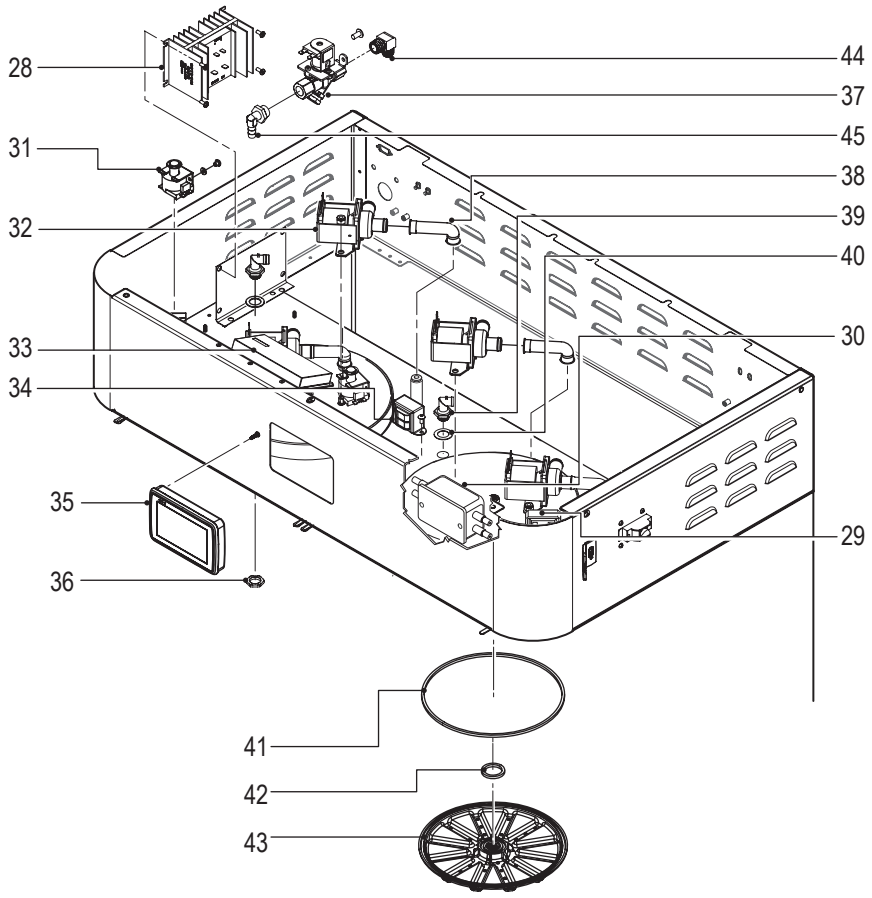


Item №	Part №	Description
13	WC-37317*	KIT, STRAIGHT FITTING & BUSHING GEN USE
14	WC-61832	LID ASSY, HEATING TANK
15	WC-43142*	GASKET, TANK LID
16	WC-37357*	KIT, STRAIGHT PLASTIC FITTING AND BUSHING 12MM
17	WC-5502-01*	KIT, PROBE, ASSY WATER LEVEL FITTING, O'RING, NUT
18	WC-2630	BUSHING, CONICAL BLIND
19	WC-37266	KIT, FITTING TANK OVERFLOW
20	WC-37780	KIT, ELBOW FITTING 5/8-18 SST
21	WC-1438-101*	SENSOR, TANK TEMPERATURE
22	WC-2977-101K	KIT,SPRAYHEAD FITTING PLASTIC
23	WC-43055	GUARD, SHOCK RESET THERMOSTAT
24	WC-43149	GUARD, HEATING ELEMENT
25	WC- 522 *	THERMOSTAT, HI LIMIT HEATER DPST 277V-40A
26	WC- 979-101*	ELEMENT, HEATING 4000W VERTICAL OMGT
27	WC-54328	TANK COMPLETE, OMEGA 12KW

* Suggested Parts to Stock

Illustrated Parts

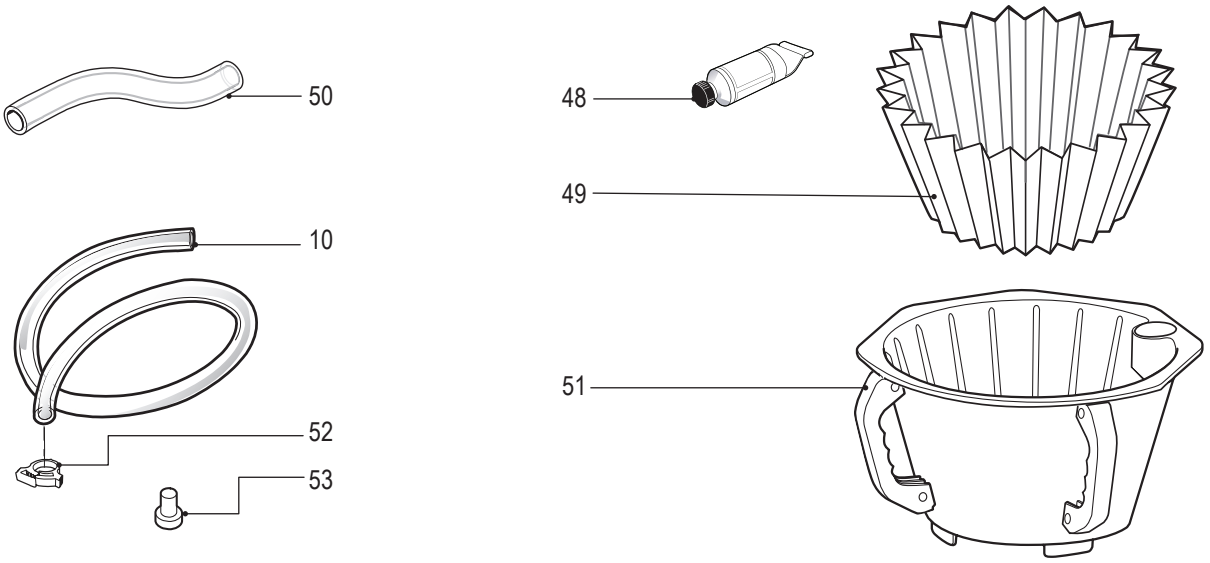
Top Wrap



Item №	Part №	Description
28	WC-8559*	RELAY, SOLID STATE 40A W/INTEGRATED HEATSINK
29	WC-1516	BREAKER, CIRCUIT 2-POLE 20A/250VAC
30	WC- 588*	NOISE, EMI FILTER 250VAC 20A
31	WC- 442	SOLENOID, LOCK BREW CONE RIGHT 120VAC
32	WC-12012*	VALVE, DUMP .50 INCH 120VAC 50-60HZ
33	WC-10001*	UNIVERSAL POWER MODULE G4
34	WC- 589-101*	TRANSFORMER, 120/230VAC-24VAC 4.8VA W/LEADS
35	WC-10000*	CONTROL MODULE (UCM), TOUCH SCREEN G4
36	WC-4212-02	NUT, 5/8-18 JAM PLASTIC ULTEM
37	WC- 890-102*	VALVE, INLET 120V-10W 4GPM
38	WC-2471	ELBOW, SILICONE
39	WC-2977-02	FITTING, SPRAYHEAD ULTEM (NO INSERT)
40	WC-43089	GASKET, 1.00”OD x .625” I.D. x .030” THK SILICONE
41	WC-43141*	O-RING, 7.484 I.D. X .139 THICK BUNA-N
42	WC-43140*	O-RING, .984 I.D. X .130 THICK BUNA-N
43	WC-29086	SPRAYHEAD, PLASTIC 8 INCH DIAMETER
44	WC-2402P	ELBOW, 3/8 NPT x 3/8 FLARE PLATED
45	WC-29089-101	FITTING, 3/8” MNPT x 3/8” HOSE BARB SS

* Suggested Parts to Stock

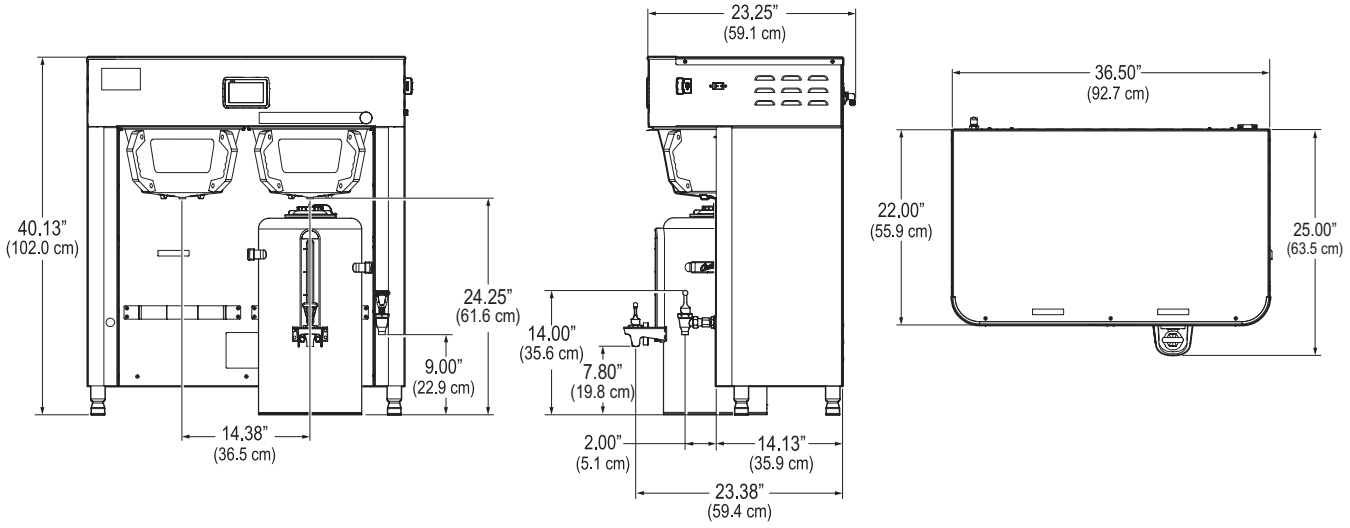
Illustrated Parts List



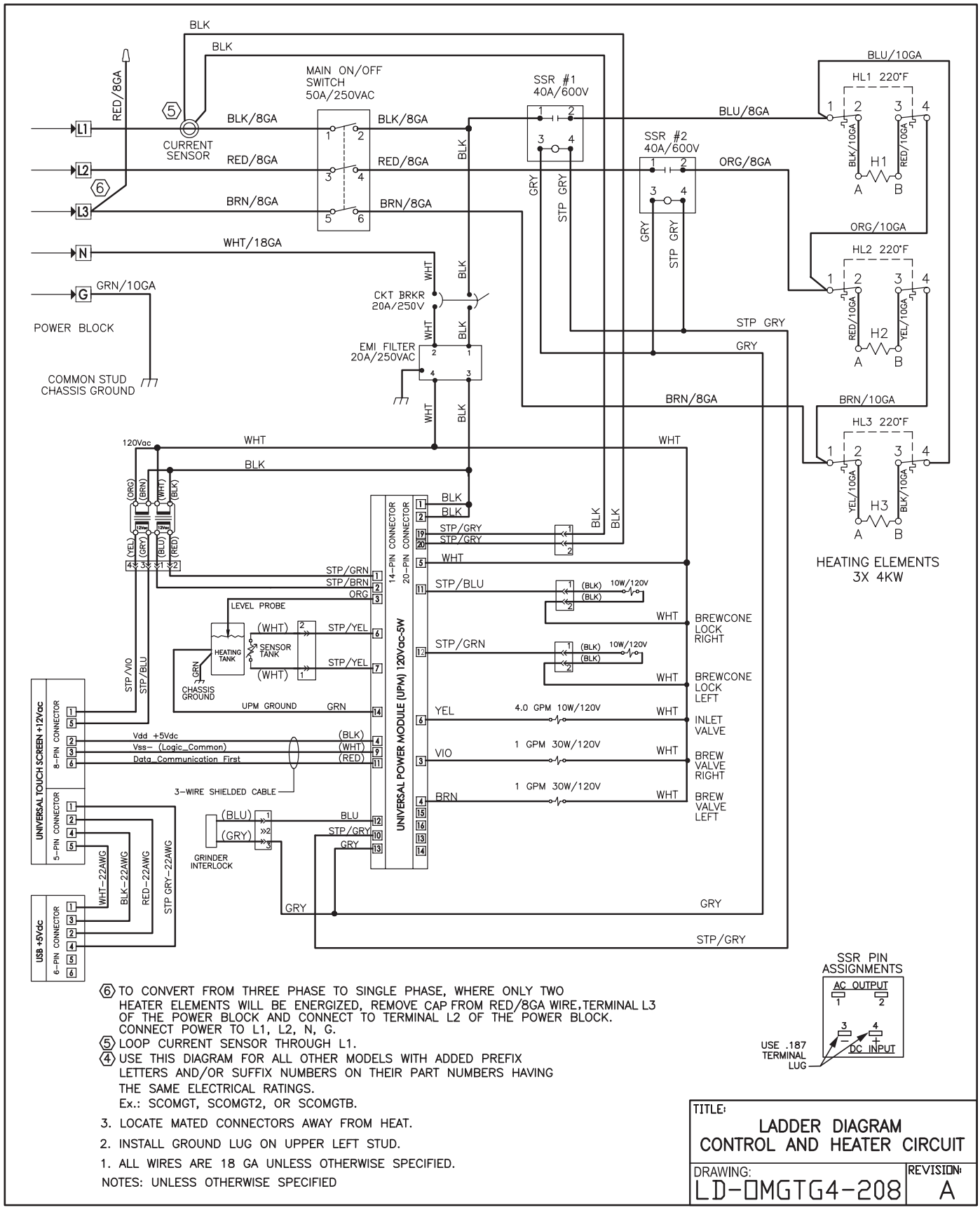
Item №	Part №	Description
48	WC-5231*	COMPOUND, SILICONE 5 OZ TUBE
49	GEM-6-103*	FILTER, PAPER 20 X 8 OMEGA
50	WC-5350 *	TUBE, SILICONE .50 ID x .75 OD (3 FT)
51	WC-33004	BREW CONE ASSY, NON-METALIC OMEGA
52	WC-43059*	CLAMP, HOSE SNAP NYLON .616/.707
53	WC-43058	PLUG, TANK DRAIN
54	WC-390092	LABEL, FRONT OMEGA CURTIS LOGO
55	WC-39982	LABEL, FRONT WRAP OMEGA
56	WC-39805	LABEL, GOLD CUP NAMEPLATE

* Suggested Parts to Stock

Rough-In Drawing



Electrical Schematic OMGT



⑥ TO CONVERT FROM THREE PHASE TO SINGLE PHASE, WHERE ONLY TWO HEATER ELEMENTS WILL BE ENERGIZED, REMOVE CAP FROM RED/8GA WIRE, TERMINAL L3 OF THE POWER BLOCK AND CONNECT TO TERMINAL L2 OF THE POWER BLOCK. CONNECT POWER TO L1, L2, N, G.

⑤ LOOP CURRENT SENSOR THROUGH L1.

④ USE THIS DIAGRAM FOR ALL OTHER MODELS WITH ADDED PREFIX LETTERS AND/OR SUFFIX NUMBERS ON THEIR PART NUMBERS HAVING THE SAME ELECTRICAL RATINGS.
Ex.: SCOMGT, SCOMGT2, OR SCOMGTB.

3. LOCATE MATED CONNECTORS AWAY FROM HEAT.

2. INSTALL GROUND LUG ON UPPER LEFT STUD.

1. ALL WIRES ARE 18 GA UNLESS OTHERWISE SPECIFIED.

NOTES: UNLESS OTHERWISE SPECIFIED

TITLE: LADDER DIAGRAM CONTROL AND HEATER CIRCUIT

DRAWING: LD-OMGTG4-208

REVISION: A

Cleaning the Coffee Brewer

Regular cleaning and preventive maintenance is essential in keeping your coffee brewer looking and working like new. Mix a mild cleaning solution of detergent and water.

CAUTION – Do not use cleansers, bleach liquids, powders or any other substance containing chlorine. These products promote corrosion and will pit the stainless steel. USE OF THESE PRODUCTS WILL VOID THE WARRANTY.

DAILY CLEANING

1. Wipe exterior surfaces with a damp cloth, removing spills and debris.
2. Slide the brew cone out and rinse it. Thoroughly soap the sprayhead area with a mild detergent solution.
3. Dry the brew cone and sprayhead area.
4. Drain drip trays of coffee.
5. Dry the tray.

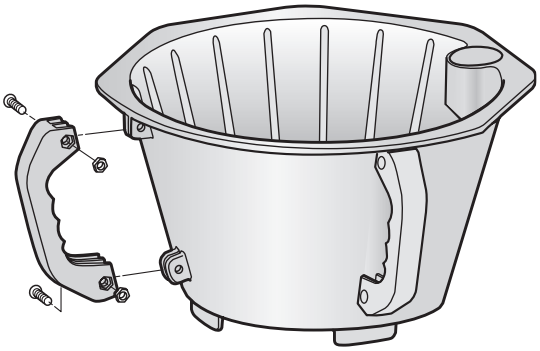
WEEKLY CLEANING

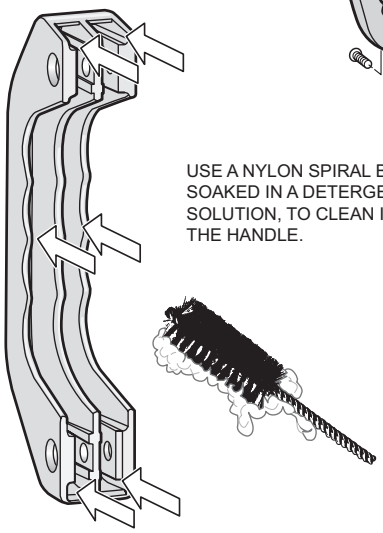
1. Turn off unit at the power switch, right side of the top wrap.
2. Remove the brew cone and clean the sprayhead and dome plate area.
   a. Remove the sprayhead, unscrewing counterclockwise from the dome plate. Rinse the sprayhead.
   b. With a cloth soaked in cleaning solution, thoroughly clean dome plate area.
   c. Clean the brew cone rails with a brush. Rinse with a water soaked cloth. Dry the area with a clean cloth.
3. Attach the sprayhead and insert the brew cone into the brew rails.
4. Restore the electrical power to the urn.

Cleaning the Non-Metal Brew Cone

Once a week clean the brew cone and handle. Prepare a mild solution of dish washing detergent and warm water.

1. Use a nylon brush soaked in cleaning solution to remove coffee oils and coffee grounds within the brew cone. Brush between the filter suspending ribs.
2. Disassemble the two handles from the brew cone for cleaning.
   a. Use a slotted screwdriver to remove the four slotted screws.
   b. Take a nylon brush soaked in cleaning solution to brush out the hard to reach recessed, inside part of the handle. Pay special attention to the attachment channels of the handle.
   c. Rinse the handles and the brew cone to remove all detergent residue.
3. Dry the brew cone and handle.
4. Assemble handles onto the brew cone.





USE A NYLON SPIRAL BRUSH, SOAKED IN A DETERGENT SOLUTION, TO CLEAN INSIDE THE HANDLE.

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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, "0" 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.

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