



AlluservTM

Redefining Healthcare Food Service

Tray Delivery Cart Service Manual

Models ETC10 & ETC20

RS06, RS07, RS08 & RS10

TC18, TC20, TC24, TC28 & TC32

TDC12, TDC16, TDC20, TDC24, TDCPT10,

TDCP12, TDCPT16, TDCPT20 & TDCPT24

VL1820A, VL1824A, VL1820S, VL1824S, VL2020A,

VL2024A, VL2020S & VL2024S



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TDC12, TDC16, TDC20, TDC24,

TDCPT10, TDCP12, TDCPT16,

TDCPT20 & TDCPT24

VL1820A, VL1824A, VL1820S,

VL1824S, VL2020A, VL2024A,

VL2020S & VL2024S



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INTRODUCTION

This manual contains freight claim instructions, operational instructions, cleaning instructions, caster lubrication/maintenance instructions, replacement parts list and warranty information. Should you have any questions please call **888-892-2213**.

IMPORTANT: FOR YOUR SAFETY, READ AND FOLLOW ALL INSTRUCTIONS, WARNINGS, CAUTIONS AND OPERATIONAL INSTRUCTIONS.

FREIGHT DAMAGE CLAIMS

Alluserv cannot assume responsibility for loss or damage suffered in transit. The carrier assumes full responsibility of delivery in good order when shipment is accepted and signed for by you the customer.

This equipment was carefully inspected and packed prior to leaving the factory. Alluserv cannot assume responsibility for damage or loss incurred in transit. At the time of delivery, visible damage or loss must be noted on the freight bill or express receipt and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor a damage claim. The form required to file such a claim will be supplied by the carrier. It is your responsibility, the customer, to file the claim.

Concealed loss or damage means loss or damage that does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the damage is discovered during the unpacking of the product, make a written request for inspection by the carrier within fifteen (15) days of the delivery date. The carrier will provide you with the proper form. It is very important to keep all cartons, packing materials and skids for the agent's inspection. **DO NOT RETURN DAMAGED MERCHANDISE TO ALLUSERV. FILE YOUR CLAIM WITH THE CARRIER.**

WARNINGS:

1. Adjustments and service work should be performed only by a qualified service technician. Service is available thru the Alluserv Authorized Parts & Service network.
2. This equipment is intended for commercial use only. Not for household use.
3. Use of other than genuine Alluserv replacement parts during the warranty period will invalidate the equipment warranty. To maintain the equipment warranty, all service work during the warranty period must be performed by an Alluserv authorized service agent.
4. Never use corrosive cleaners. Use only cleaners approved for stainless steel.
5. To maintain proper operation, the casters must be cleaned of obstructions and greased periodically. Caster cleaning and greasing is not covered under warranty.
6. Avoid uneven facility floors, drop off's, uneven elevator entrances and curbs. Uneven drop offs causes severe shock and damage to the casters and the undercarriage of the carts. Such abuse will invalidate the equipment warranty.
7. Do not tip the carts by pulling down on the open doors.
8. Never ride on a moving cart.
9. Avoid placing items on top of the cart that could fall off and cause injury.

OPERATION:

1. For ease of maneuverability, always push the carts with the swivel casters leading the way.
2. Make sure that all caster brakes are released prior to moving the carts.
3. Always close the cart door(s) prior to cart movement.

CLEANING INSTRUCTIONS:

Contrary to popular belief, stainless steel is susceptible to rusting. Stainless steel is a passive metal that contains chromium, nickel and manganese. These properties cause stabilization of the atoms in the stainless steel. Chlorides and some other cleaners will break down this passivation and cause the stainless to corrode, pit or rust. Use only cleaners and sanitizers that are approved for stainless steel. Never use chlorinated cleaners or sanitizers that contain chlorine, chlorides or quaternary salts. Check your MSD sheets and contact your supplier of cleaning supplies if you have any questions or concerns. Never scour stainless steel with commercial steel wool pads. Commercial steel wool scouring pads contain harsh chemicals and steel (not stainless steel) wool. Steel particles from these commercial pads can become impregnated into the stainless steel and cause corrosion, pitting and rusting. Clean the carts with cleaners approved for stainless steel. If scouring is required, use plastic scouring pads or true stainless steel, steel wool pads. When using stainless steel pads always rub in the direction of the stainless steel grain. The grain is the Parallel lines found in most stainless steel panels. Once cleaning is complete, thoroughly rinse the cart and wipe dry with a soft cloth.

Weekly check all of the tray cart casters for obstructions. The biggest causes for caster failures are lack of grease in the caster bearings and obstructions in the caster. Mop strings and hair nets are the biggest cause for caster obstructions.

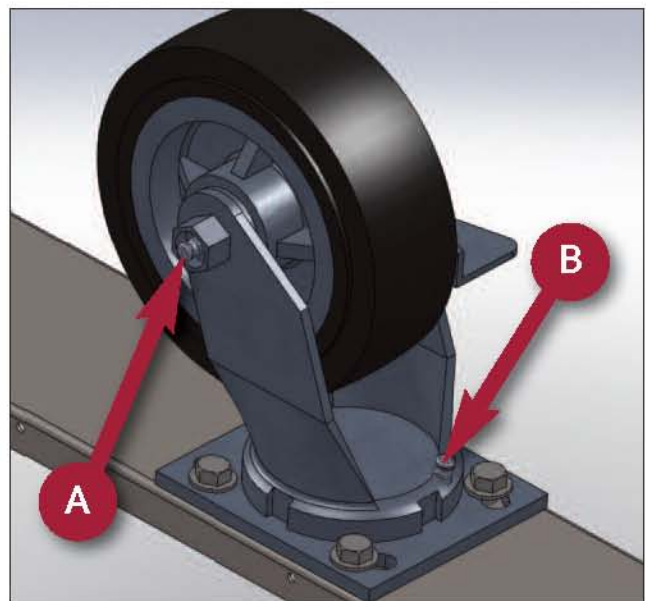
NOTE: Removal of caster obstructions and caster lubrication is not covered under warranty.

CASTER LUBRICATION AND MAINTENANCE:

IMPORTANT: CASTER LUBRICATION AND REGULAR CASTER MAINTENANCE ARE NOT COVERED UNDER WARRANTY!

All casters must be inspected and lubricated (Greased) periodically. If carts are washed in a cart wash system or cleaned with high pressure water, the casters must be lubricated monthly. If milder cleaning methods are used, the casters must be lubricated every two (2) to three (3) months.

Castors are to be greased with high quality multipurpose grease. A standard hand actuated grease gun or air actuated gun can be used. Insert the grease into the grease fitting(s) until a slight amount of grease escapes from the wheel and swivel bearings. On swivel casters, there are two (2) grease (zerk) fittings. One is located at the wheel axle and the other is located at the swivel caster bearings. Rigid casters have one grease fitting located at the wheel axle. Please see the following for grease fitting locations:



A: Grease fitting for caster axle bearing. Found on all casters.

B: Grease fitting for caster swivel bearing. Found on swivel casters only.

INSPECT CASTERS TO ENSURE THAT THEY ROLL AND SWIVEL FREELY:

1. Remove all caster obstructions. The biggest causes for obstructions are mop strings and hair nets.
2. Check for loose mounting and axle bolts. Tighten all loose bolts.
3. Check caster brakes for proper operation.
4. Check wheels for wear. Flat spots on caster wheels are usually caused by pushing the carts with the brakes engaged.
5. Check the wheel bearing and swivel bearings for wear.
6. Check caster yokes for damage. The yoke is what holds the caster to the mounting plate. If the cart was subjected to abuse, the shock from uneven surfaces (Drop offs) can damage the caster yokes and the undercarriage of the carts. Such abuse will invalidate the equipment warranty.

REPLACEMENT PARTS

Part Description	Part Number	Models ETC10 & ECT20	Models: TC18, TC20, TC24, TC28 & TC32	Models : VL1820A, VL1824A, VL1820S, VL1824S, VL2020A, VL2024A, VL2020S & VL2024S	Models RSDC1T6 & RSDC2T12	Models RS06, RS07, RS08, RS10, TDC10, TDC12, TDC16, TDC20, TDC24, TDCPT10, TDCPT12, TDCPT16, TDCPT20 & TDCPT24
Caster, 6" Swivel With Brake	5061	5061	5061	5061		5061
Caster, 6" Swivel No Brake	5062	5062	5062	5062		5062
Caster, 6" Rigid	5063	5063	5063	5063		5063
Caster, 8" Swivel With Brake	5064	5064	5064	5064		5064
Caster, 8" Swivel No Brake	5065	5065	5065	5065		5065
Caster, 8" Fixed	5066	5066	5066	5066		5066
Latch, Paddle Style	5067	5067	5067			
Strike, Paddle Latch	5068	5068	5068			
Push Bar	5069	5069		5069		
Push Bar	5070		5070			
Push Bar	5071					5071
Transport Latch Assy.	5072	5072	5072	5072		
Transport Latch Assy.	5073					5073
Hinge, Door, Right Hand	5074	5074	5074			
Hinge, Door, Piano Style, Right Hand	5075			5075		
Hinge, Door, Left Hand	5076	5076	5076			
Perimeter Bumper	5077	5077	5077	5077		
Latch, Saddle	5078		5078			
Catch, Door Open	5079			5079		
Catch, Door Open	5080		5080			
Latch, Saddle	5081	5081				
Corner Bumper	5082					5082
Magnet, Door	5083					5083
Caster, 6" Swivel With Brake	5029				5029	
Caster, 6" Swivel No Brake	5028				5028	
Caster, 6" Rigid	5030				5030	
Paddle Latch	5027				5027	
Corner Bumper	5015				5015	

ALLUSERV, LLC WARRANTY

STANDARD ONE YEAR LABOR/ TWO YEAR PARTS LIMITED WARRANTY

Alluserv provides a one (1) year labor limited warranty that its products will be free from defects in materials and workmanship under normal use and that the equipment will perform in accordance with the equipment specifications for twelve (12) months from date of shipment. This warranty is non-transferable and applies only to the original purchaser (the customer) who purchased the Alluserv product(s). Alluserv's warranty does not apply to products or labor supplied by third parties and installed in our products.

On equipment shipped in the United States, labor is warranted for twelve (12) months and parts are warranted for twenty four (24) months from the date of shipment.

Warranty Limits and Exclusions:

This Expressed Limited Warranty does not apply to; shipping damage, improper storage of the equipment prior to and after installation, misuse of the equipment (use of the equipment for purposes for which the equipment was not designed), abuse, improper voltages, electrical power spikes, improper environmental conditions, improper installations, normal wear, alterations to the equipment not approved by Alluserv, improper cleaning, failure to maintain the equipment in accordance with Alluserv's preventative maintenance requirements, acts of God or terrorism or other causes beyond the control of Alluserv. No claims can be made under this warranty agreement for direct, special, incidental, or consequential damages, including but not limited to spoilage of products for any reason, or system failure. Preventative maintenance and adjustments are not covered under warranty, include, but are not limited to, cleaning of refrigeration coils, lubrication of casters, spring adjustments and thermostat adjustments. Warranty repairs will be performed during regular working hours. Overtime premiums will be charged back to the customer.

Alluserv's warranty is limited to repair or replacement at Alluserv's discretion.

All warranty calls must be pre-approved by Alluserv. To place a warranty call for service, contact Alluserv's service department and provide the following information:

1. Facility name and address including floor, room number, etc.
2. Facility contact person(s). Provide contact's business phone number, cell phone number and, if applicable, a back-up persons phone numbers
3. Hours that the equipment will be available for service
4. Model number
5. Serial number
6. Manufacture date, if applicable. This date is located on the rating tag.
7. **IMPORTANT:** A detailed description of the issue/failure

To place a parts only warranty request provide the following information:

1. Facility name and shipping address
2. Contact person for receipt of the part along with their phone number
3. Model number
4. Serial number
5. Description of the issue
6. Alluserv's part number

This warranty is exclusive and in lieu of all other warranties whether oral, written, expressed, implied or statutory, including the implied warranties of merchantability and fitness.



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