

TSB # 323-0041
Prince Castle
355 East Kehoe Blvd
Carol Stream, IL 60188
12/01/2017



Dear 3wire,

In a going effort to ensure quality on our Genuine OEM Equipment we are Issuing a TSB for our CBT Toaster Series. This TSB now mandates that OEM Part # 353-909S is no longer covered under standard Prince Castle OEM warranty. You will now have to sell and bill customers in need of these parts. Pricing structure will also be reduced to minimize customer impact. ****Please note any claims submitted with short racks will be automatically rejected****

Issue:

- 353-909s is no longer covered Under OEM Prince Castle Warranty

Procedure:

Follow New Pricing Structure Listed Below

- 353-909s List Price = \$126.85

Units Effected:

- Units with Serial #'s Prior to **CMMK182424X**

****Please note units under the 2 shim program are covered for a one time replacement short rack directly from Prince Castle****

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Svenningsen". The signature is written in a cursive style with a long horizontal line extending to the right.

Paul Svenningsen

Technical Service Manager U.S.