SERVER®

IxD™ SERIES
Flavor+™
SYRUP DISPENSER
Model: General Market

Dispense precise portions of up to fourteen syrup and sauce flavors and maximize workflow with one centralized modular unit that creates a complete menu of perfectly sweet beverages.

Electronic Dispense   WI-FI

®

Thank you for purchasing the IxD™ Series FLAVOR**+**™ Syrup Dispenser. This unit dispenses up to fourteen flavors with a push of a button and is clean-in-place certified for easy clean-up.

SIMPLIFYING FLAVOR MANAGEMENT

AMBIENT

WARNING -

ELECTRICAL SHOCK COULD OCCUR

This unit must be earthed or grounded.

This requires all three prongs (terminals) on cord plug to be plugged into power source.

Patent Pending

Pending

Pending

According to food and safety regulations, most foods must be stored and/or served at certain temperatures or they could become hazardous. Check with local food and safety regulators for specific guidelines.

Be aware of the product you are serving and the temperature the product is required to maintain. Server Products, Inc. cannot be responsible for the serving of potentially hazardous product.

This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised not to play with the appliance. Appliance is only to be used with the provided power supply unit.

IMPORTANT
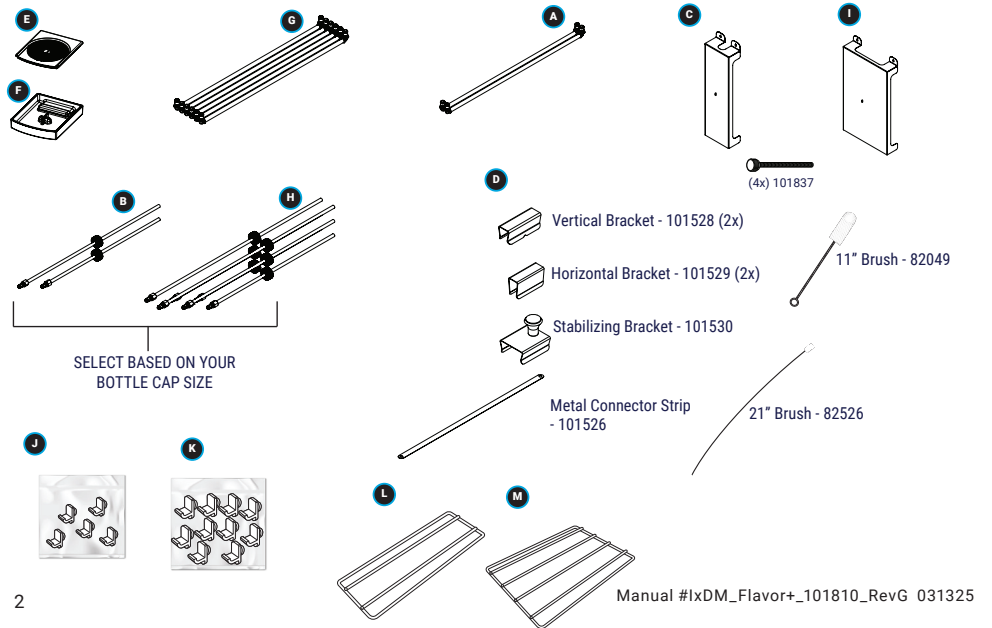
Comply with local sanitization requirements.

Cabinet C1 - 101450
- **A** 101580 Bag of tubes to connect to main unit (2x)
- **B** 101583 Bag of bottle tubes (2 lengths, 1 of each type)
- **C** 101448 Back cover
- **J** 101942 Bag of 5 posts
- **L** 101829 Rack

Cabinet A - 101962
- **D** 101589 Bag with Clips
- **E** Drip Tray Cover (101261)
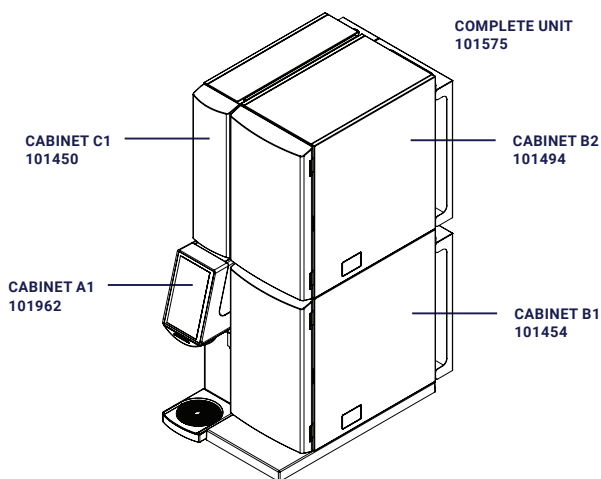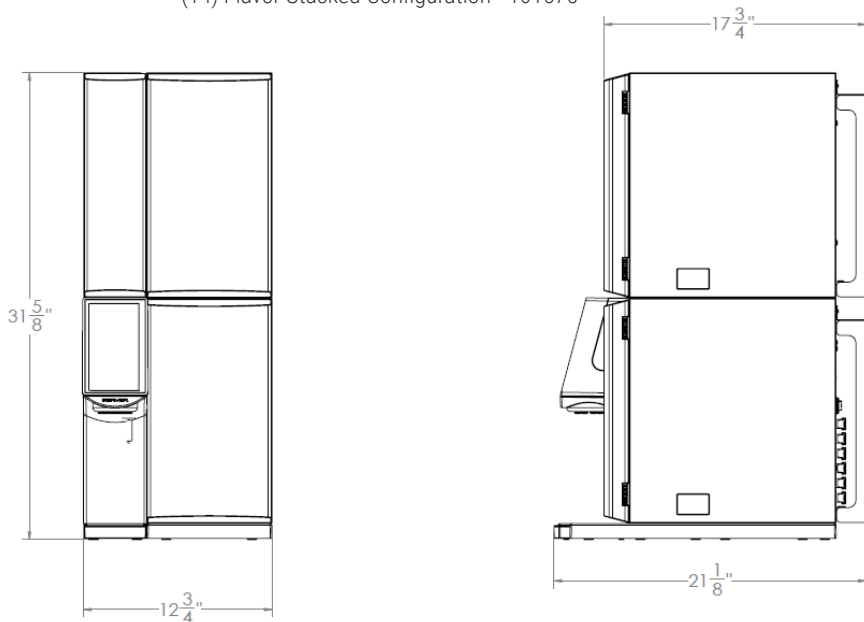- **F** Drip Tray Bottom (101260)
- **C** 101448 Back Cover

Cabinet B2 - 101494
- **G** 101738 Bag of tubes to connect to main unit (2x)
- **H** 101740 Bag of bottle tubes (3 lengths, 2 of each type)
- **I** 101445 Back cover
- **K** 101943 Bag of 10 posts
- **M** 101826 Rack (2X)

Cabinet B1 - 101454
- **G** 101463 Bag of tubes to connect to main unit (2x)
- **H** 101581 Bag of bottle tubes (3 lengths, 2 of each type)
- **I** 101445 Back cover
- **K** 101943 Bag of 10 posts
- **M** 101826 Rack (2X)

SELECT BASED ON YOUR BOTTLE CAP SIZE

(4x) 101837

Vertical Bracket - 101528 (2x)

Horizontal Bracket - 101529 (2x)

Stabilizing Bracket - 101530

Metal Connector Strip - 101526

11" Brush - 82049

21" Brush - 82526

Parts

(14) Flavor Stacked Configuration - 101575

$17\frac{3}{4}$"

$31\frac{5}{8}$"

$12\frac{3}{4}$"

$21\frac{1}{8}$"

COMPLETE UNIT
101575

CABINET C1
101450

CABINET B2
101494

CABINET A1
101962

CABINET B1
101454

Partstown
GENUINE OEM PARTS

3

Cabinet Combinations

Cabinet Key

L = Fits Large Bottles
S = Fits Standard Bottles (750ML - 1L Bottles)

Back Connection #'s:

1-10	1-14	1-4	1-6	5-8	7-8	7-12	9-10	13-14
E	A	Hinge Right F1 L	Hinge Right B1 S	Hinge Right F2 L	Hinge Left C2 S	Hinge Right B2 S	Hinge Left C3 S	Hinge Left C1 S

Part #: 102964 | 101962 | 101503 | 101454 | 101504 | 101495 | 101494 | 101505 | 101450
103029 (EU) | 102917 (EU)

Main Configurations

14 Flavors
Hinge Left C1 S | Hinge Right B2 S
Hinge Right B1 S
A

10 Flavors
Hinge Left C3 S | Hinge Right F2 L
Hinge Right F1 L
E

Part #: 101575 | 101576
102919 - Euro | 103036 - Euro

Examples of other Possible Configurations

10 Flavors
Hinge Left C1 S | Hinge Right B2 S
Hinge Right B1 S
A

8 Flavors
Hinge Left C3 S | Hinge Right F2 L
Hinge Right F1 L
A

8 Flavors
Hinge Right B1 S
Hinge Left C2 S
A

8 Flavors
Hinge Right F2 L
Hinge Right F1 L
A

8 Flavors
Hinge Left C2 S | Hinge Right B1 S
A

6 Flavors
Hinge Right B1 S
A

Initial Startup - What you will need

KAY-5 Sanitizer/Cleaner Solution (2L per flavor)

Clean, dry towels

Container to hold 2L (per flavor) of sanitizer/cleaner solution

Dry erase markers

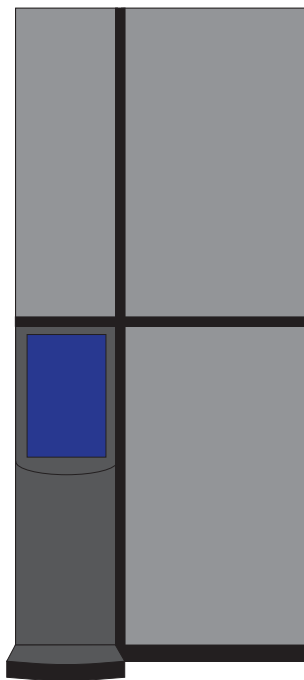1L of rinse sanitizer (per flavor) if cleaning with detergent
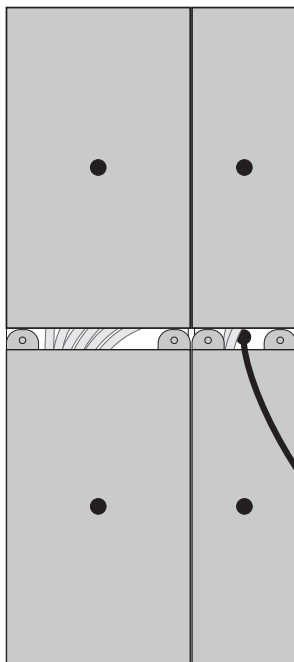
Syrups of Choice

Container to receive flushed sanitizer/cleaner solution (2L per flavor)

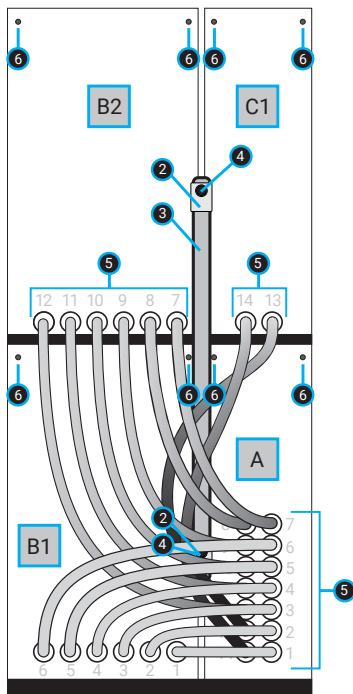## Initial Startup - How it should look

Front View
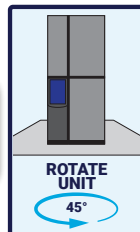
Back View with Assembly Step 6 Back Cover Panels in Place

Summary of Assembly Instructions

Back View Assembly

Labels on assembly diagram: B2, C1, A, B1
Numbers: 12 11 10 9 8 7 — 14 13
Bottom row: 6 5 4 3 2 1
Right side column: 7 6 5 4 3 2 1

ROTATE UNIT
45°

HELPFUL TIP:
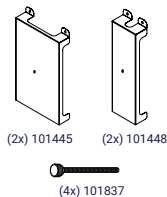Have the unit turned 45° to you. This helps with the assembly process.

1 Start by stacking unit as shown with backs facing you.
Cabinets A & B1 (with base installed) on bottom.
Cabinets B2 & C1 on top.

2 Install 2 stabilizing brackets, make sure the threaded shafts are on top.

3 Install metal connector strip on the threaded shafts.

4 Screw black knob onto threaded shafts.

5 Using hoses from bags 101580, 101463, &101738, snap-in back hoses as shown making sure to match the numbers at both ends of the hose.

HELPFUL TIPS:
Start with the highest number and work your way down to #1.

Make sure that hoses are not kinked.

6 Hang metal back cover panels. There is one panel per cabinet. (101448 (2) & 101445(2))
• Align the holes in the panels over the pegs and drop down into place. Secure with provided screws (101837)

(2x) 101445   (2x) 101448

(4x) 101837

7 Rotate the unit so that the front is facing you.

Summary of Assembly Instructions

8 — Install 2 vertical brackets (101528).

9 — Install 2 horizontal brackets (101529).

10 — Install rack support posts into the back wall and sides of each cabinet and install corresponding rack(s).

101943
101942

(25x)

(4x) 101826

(1x) 101829

11 — Place Drip Tray and Drip Tray Cover under the dispense head.

101829   101826 (2X)

C1   **8**   B2

101942

101943

14 10 12
13   8   7   9   11

8

9   **9**

101826 (2X)

A

B1
2   4   6
1   3   5

101943

11

Front View Assembly

Detailed Assembly & Setup Instructions

1 Remove components from box. Depending on what was purchased, put the A unit on the counter where you plan to put it into service. Put drip tray into place.
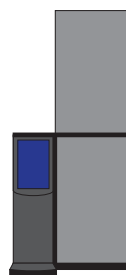
A
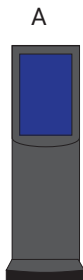
2 Put the B or F cabinet next to the A cabinet.
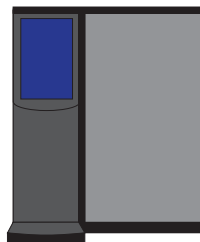
3 Looking at the back of these units, take one of the two stabilizing brackets with a knob and put into place on the back connecting the two lower cabinets together.
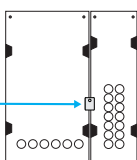
4 Place the other B or F cabinet directly on top of the lower B or F cabinet. Prior to doing so, make sure the bottom metal panel is removed from the bottom of the unit.
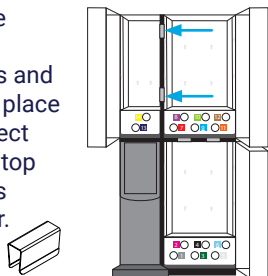
5 On the front of the unit with the doors open, remove the drip tray from the top unit then install the two horizontal brackets to connect the two cabinets. Replace drip tray.
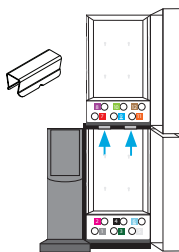
6 Place the C cabinet on top of the A cabinet, making sure the bottom metal panel is removed.
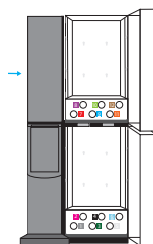
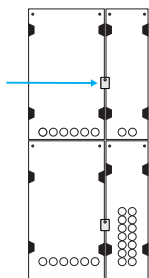**7** Take the vertical brackets and put into place to connect the two top cabinets together.

In the next step, install rack support posts into the back wall and sides of each cabinet and install the corresponding racks.

Detailed Assembly & Setup Instructions

8

101829   101826 (2X)

101943

101942

101942   101943

101943

14 ○ **8** ○ **10** ○ **12** ○
○ **13**   ○ **7** ○ **9** ○ **11**

(25x)

(4x) 101826

101826 (2X)   101943

2 ○ **4** ○ **6** ○
○ **1** ○ **3** ○ **5**

(1x) 101829

UNIT FRONT

9

Looking at the back of the unit, put the second knob bracket into place connecting the top cabinets together.

10

Remove the knobs from the two back stabilizing brackets then place the long thin bracket over the two back brackets and then replace the knobs to hold the unit into place.
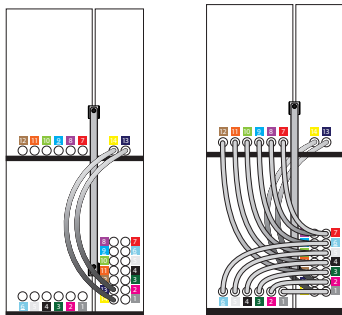
Detailed Assembly & Setup Instructions

11 Using hoses from bags 101580, 101463, & 101738, connect the back tubing matching the number from the A unit with the corresponding number on the other cabinets. Do this for all of the back connections.
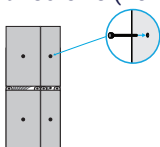
> **HELPFUL TIPS:**
>
> Start with the highest number and work your way down to #1.
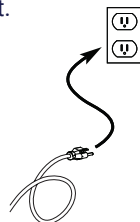>
> Make sure that hoses are not kinked.

12 Put the back covers (101448 (2) & 101445 (2)) on each cabinet. Align the holes on the panels over the pegs and drop down into place and secure with screws (101837).
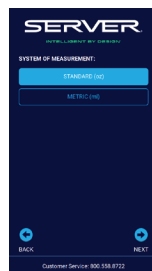
13 Plug the power cord into an outlet.

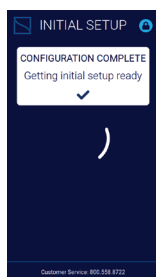**14** The user interface will turn on. You'll be prompted through the setup process.

SERVER
INTELLIGENT BY DESIGN

IxD™ SERIES
Flavor+™
SYRUP DISPENSER

FIRMWARE VERSION:
4.6.0

BEGIN SET UP

Customer Service: 800.558.8722

15 Select the system of measurement and push the "next" arrow.

SERVER
INTELLIGENT BY DESIGN

SYSTEM OF MEASUREMENT:

STANDARD (oz)

METRIC (ml)

BACK   NEXT

Customer Service: 800.558.8722

16 The system will detect your configuration in preparation of cleaning.

INITIAL SETUP

CONFIGURATION COMPLETE
Getting initial setup ready
✓

Customer Service: 800.558.8722

17 Select the cleaning agent being used.

CLEANING

IXD Flavor+ syrup dispenser must be cleaned before first use.

Choose the cleaning agent being used:

FOOD SAFE SANITIZER

Customer Service: 800.558.8722
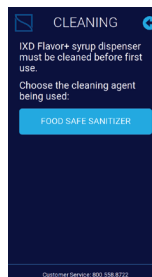
18 You'll then be prompted to start the cleaning process. The system will auto advance between cycles and prompt user interactions. There is a pause button but once cleaning has started the system will want to fully run the cleaning cycle before advancing.

In the next step, insert bottle tubes into the cabinet fittings. Be sure to select bottle tubes with caps that match your bottles.

19

TUBES 13-14
C
B2
TUBES 7-12
B1
TUBES 1-6
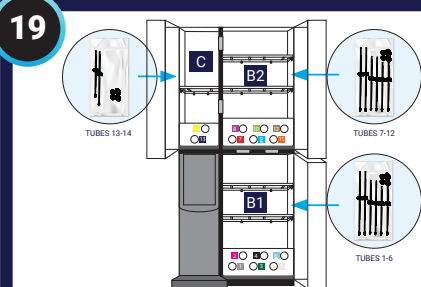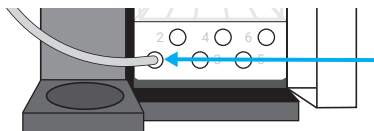
20 Prior to starting the cleaning process, mix Kay-5 sanitizer with water between 75° and 90° F in a container following the instructions on the packet. Insert the bottom of the bottle tubes into the container with solution (2L per flavor). The unit can clean up to 3 tubes at a time. Run additional times to clean all lines if necessary.

21 Have 1L (per flavor) of rinse water ready for a rinse cycle. Place an empty container underneath the dispense point to receive the flushed cleaning solution. The drip tray can be removed if extra room is needed.

22 Follow the prompts on the screen to start the cleaning process. Select the lines to be cleaned. Make sure ends of tubes in cleaning solution are submerged.

CLEANING
CLEAN IN PROGRESS:
1 2 3
STAGE STATUS: WASH
1 2 3 4 5
BEGIN CLEANING
CANCEL
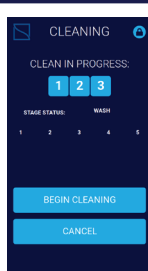
23 During the cleaning process, there will be a step to replace cleaning solution with clean rinse water. The last step is to remove the tubes from the cleaning solution for drying.
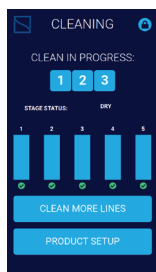
CYCLE 3 COMPLETE:
Replace Detergent with rinse water
CONTINUE

CYCLE COMPLETE:
Remove tubing from rinse water to dry
CONTINUE

**24** After the cleaning process, you'll be asked if you have more lines to clean or if you are ready to install bottles and start priming.

CLEANING
CLEAN IN PROGRESS:
1 2 3
STAGE STATUS: DRY
1 2 3 4 5
CLEAN MORE LINES
PRODUCT SETUP

Detailed Assembly & Setup Instructions

25 If cleaning more lines, prep the sanitizing solution container and place an empty container under the dispense point to receive the flushed solution. Follow the prompts. After cleaning each tube, using the supplied brushes soaked in sanitizing solution, clean the cabinet fittings and discharge ends.

26 If you are done cleaning and ready to load bottles, setup the products, and prime, you'll push "Product Setup".

CLEANING
CLEAN IN PROGRESS:
13 14
STAGE STATUS: DRY
1 2 3 4 5
CLEAN MORE LINES
PRODUCT SETUP
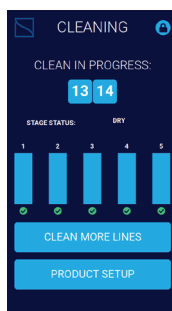
27 It's easier to prep bottles by first disconnecting the cleaned tubes from the cabinet fitting. Fasten the other end of the tube to the proper bottle and immediately put bottle in place and insert the other end into the cabinet fitting. This minimizes the chances of spilling product.

28 Please note, the end of the bottle tube that goes into the bottle may need to be trimmed if it is too long. The end of the tube should sit in lowest part of the bottle.
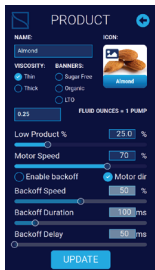
Bottles installed in cabinets.

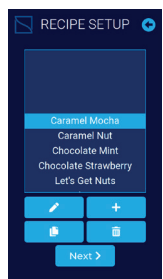You'll now go through the process of adding all of your products to the system.
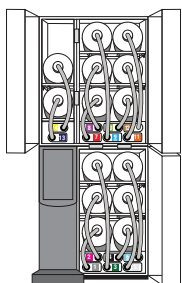
29 There are generic syrups to choose from or you can create your own with the "+" button. Delete and add products to match what you have in the cabinets. This step can be skipped by pressing "Next" and you can modify flavors later.

PRODUCTS
Almond
Cane Sugar
Caramel
Chocolate / Mocha
Cinnamon
Next >
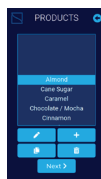
30 Clicking the "pencil" icon of a specific flavor, you can adjust the name, viscosity, portion, low product % notification, backoff and motor speed.

PRODUCT
NAME: ICON:
Almond
VISCOSITY: BANNERS:
◯ Thin ◯ Sugar Free
◯ Thick ◯ Organic Almond
◯ LTO
0.25 FLUID OUNCES ÷ 1 PUMP
Low Product % 25.0 %
Motor Speed 70 %
◯ Enable backoff ◉ Motor dir
Backoff Speed 50 %
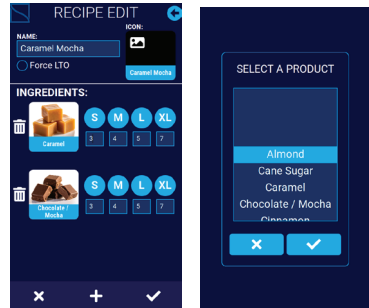Backoff Duration 100 ms
Backoff Delay 50 ms
UPDATE

31 After you have all of the products listed to match what you have in the unit, push "next" and you'll be prompted to create any recipes.

RECIPE SETUP
Caramel Mocha
Caramel Nut
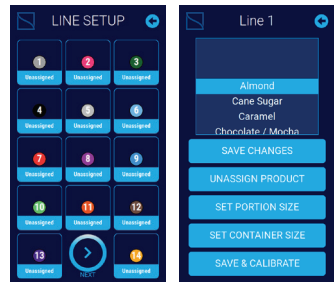Chocolate Mint
Chocolate Strawberry
Let's Get Nuts
Next >

32 There are some generic recipes started or you can add your own by hitting the "+" button. Delete any recipes you won't be using. In the Recipe edit or addition screens you can modify the name, add or delete flavors, and modify portions by size. After all of your recipes are created, you push "Next". You may skip adding or changing recipes as they can be modified at any time.
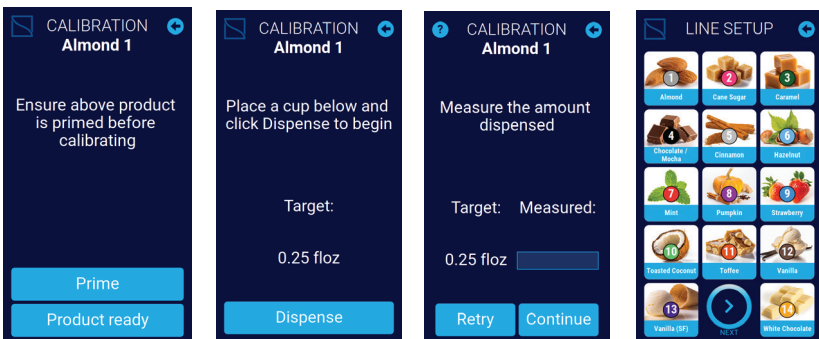
RECIPE EDIT

NAME: Caramel Mocha
ICON:
○ Force LTO

INGREDIENTS:
Caramel — S M L XL — 3 4 5 7
Chocolate / Mocha — S M L XL — 3 4 5 7

SELECT A PRODUCT
Almond
Cane Sugar
Caramel
Chocolate / Mocha
Cinnamon

33 Next, you will need to assign your products to a line. Click on each space to assign the product, set portion size, and set container size. For each product, save and then calibrate. Calibration can be skipped for now by pushing "Save Changes" and could be done at a later time to improve dispense accuracy. If calibration is being skipped, you can skip to step 35.

LINE SETUP

1 Unassigned | 2 Unassigned | 3 Unassigned
4 Unassigned | 5 Unassigned | 6 Unassigned
7 Unassigned | 8 Unassigned | 9 Unassigned
10 Unassigned | 11 Unassigned | 12 Unassigned
13 Unassigned | > NEXT | 14 Unassigned

Line 1
Almond
Cane Sugar
Caramel
Chocolate / Mocha

SAVE CHANGES
UNASSIGN PRODUCT
SET PORTION SIZE
SET CONTAINER SIZE
SAVE & CALIBRATE

34 In the calibration screen for each flavor, you'll first prime until you see product coming out of the discharge point. Ensure a container is ready receive the primed product. Push and hold the Prime button until product comes out in a steady flow. Push "Product Ready" when fully primed. You'll then dispense the target portion by pushing "Dispense". You'll then measure the amount that was dispensed and enter the actual measurement. You'll do this for all of the sizes associated with that product. You'll do this for all lines and products and then push "Next".

CALIBRATION
Almond 1

Ensure above product is primed before calibrating

Prime
Product ready

CALIBRATION
Almond 1

Place a cup below and click Dispense to begin

Target:

0.25 floz

Dispense

CALIBRATION
Almond 1

Measure the amount dispensed

Target: Measured:

0.25 floz

Retry   Continue

LINE SETUP
1 Almond | 2 Cane Sugar | 3 Caramel
4 Chocolate / Mocha | 5 Cinnamon | 6 Hazelnut
7 Mint | 8 Pumpkin | 9 Strawberry
10 Toasted Coconut | 11 Toffee | 12 Vanilla
13 Vanilla (SF) | > NEXT | 14 White Chocolate

13

Detailed Assembly & Setup Instructions

35 The system will ask you to prime each flavor and then press the forward arrow to complete priming. Be sure to have a container under the dispense point to receive product.

Instructions

Place a cup or container under the dispense head

Press and hold product button to dispense until an uninterrupted stream is dispensed for each product.

Press the forward arrow to complete priming

Begin priming

PRIMING

36 Your unit is now setup and ready for use.

FLAVORS

How to use - Dispensing

1 Place cup under the dispense point and select the desired flavor.

2 Select the portion you want to dispense of that flavor by pushing the "+" or "-" button and then push "Dispense".

3 To access preprogrammed recipes with multiple flavors and sizes, press the arrow button to go to the recipe page. Place cup under the dispense point and select the drink size and desired recipe. Push the back arrow to go back to main screen.

4 If you'd like to do a modification to a recipe for a specific dispense (not permanent), you select the size and then the modify button and then the recipe you'd like to modify. This takes you to a screen to use the "+" and "-" buttons to adjust the portions and select other flavors and then dispense.
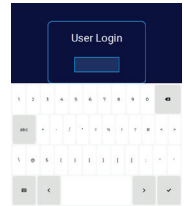
How to use - Menu

1 Pushing and holding the icon in the upper left hand corner of the screen will take you to a login screen for user level access.


2 **"8306"** is the password and hit the check-mark to enter.

3 You will then have access to the Menu screen. The "About" screen has information about the dispenser and the software. The "Cleaning" button initiates the cleaning process. "Product Levels" shows you how much product you have left. The "Settings" button necessitates admin level security.
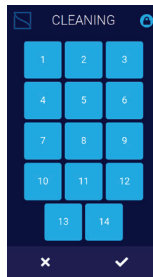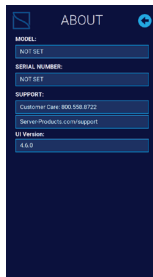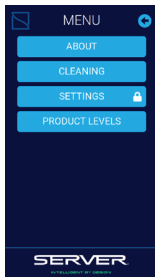
4 When "Settings" is selected, you will be taken to a login screen for admin level security. That password is **"wickesberg"**.
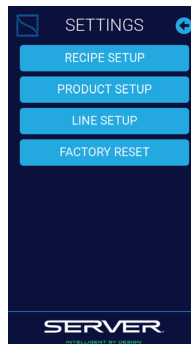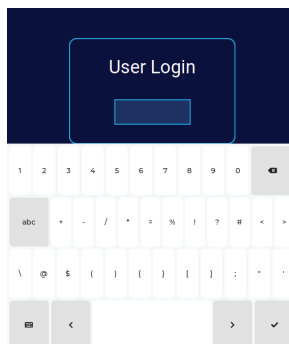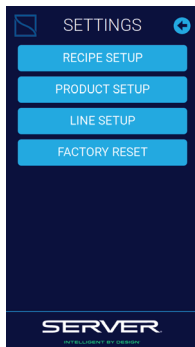
How to use - Settings

1

In the "Settings" screen, you can modify various settings:

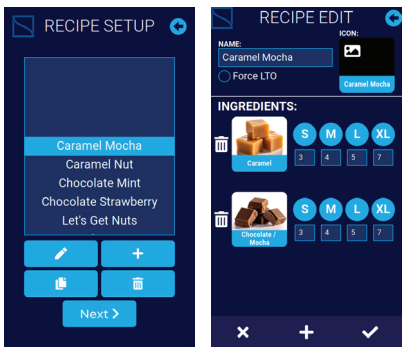Recipe Setup - Add, delete, or modify recipes.

Product Setup - Add, delete, or modify products.

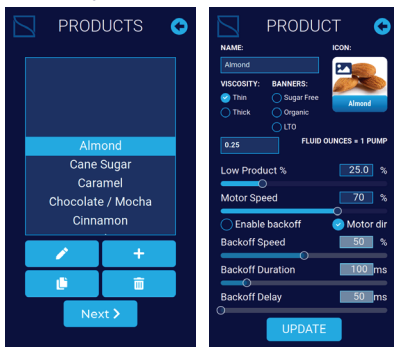Line Setup - Assign, unassign, set container size, or calibrate.

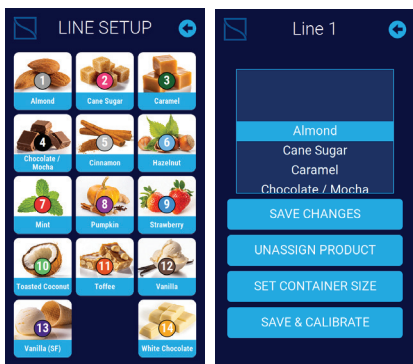Factory Reset - All settings will be cleared and initial setup will be initiated.

SETTINGS
- RECIPE SETUP
- PRODUCT SETUP
- LINE SETUP
- FACTORY RESET

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2

Recipe Setup - Add, delete, or modify recipes.

RECIPE SETUP

- Caramel Mocha
- Caramel Nut
- Chocolate Mint
- Chocolate Strawberry
- Let's Get Nuts

Next >

RECIPE EDIT

NAME: Caramel Mocha
ICON:
○ Force LTO
Caramel Mocha

INGREDIENTS:

Caramel — S M L XL — 3 4 5 7

Chocolate / Mocha — S M L XL — 3 4 5 7

✕   +   ✓

3

Product Setup - Add, delete, or modify products.

PRODUCTS

- Almond
- Cane Sugar
- Caramel
- Chocolate / Mocha
- Cinnamon

Next >

PRODUCT

NAME: Almond   ICON:

VISCOSITY: BANNERS:
◉ Thin   ○ Sugar Free
○ Thick   ○ Organic
                 ○ LTO

Almond

0.25   FLUID OUNCES = 1 PUMP

Low Product %   25.0 %
Motor Speed   70 %
○ Enable backoff   ◉ Motor dir
Backoff Speed   50 %
Backoff Duration   100 ms
Backoff Delay   50 ms

UPDATE

4

Line Setup - Assign, unassign, set container size, or calibrate.

LINE SETUP

1 Almond	2 Cane Sugar	3 Caramel
4 Chocolate / Mocha	5 Cinnamon	6 Hazelnut
7 Mint	8 Pumpkin	9 Strawberry
10 Toasted Coconut	11 Toffee	12 Vanilla
13 Vanilla (SF)	14 White Chocolate	

Line 1

- Almond
- Cane Sugar
- Caramel
- Chocolate / Mocha

SAVE CHANGES

UNASSIGN PRODUCT

SET CONTAINER SIZE

SAVE & CALIBRATE

5

Factory Reset - All settings will be cleared and initial setup will be initiated.

RESET

ARE YOU SURE YOU WANT TO RESET?

○ YES

○ NO

FACTORY RESET 🔒

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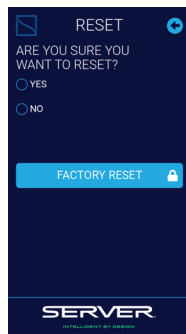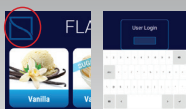
Cleaning

1
Press and hold the icon in upper left of the screen (3-5 seconds). **"8306"** is the password and push the check-mark to enter.
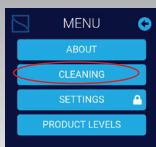
2
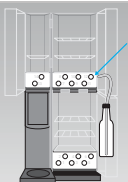This will take you to the "Menu" screen. Press "Cleaning".

3
Mix a packet of Kay-5 sanitizer in water between 75° and 90° F following the instructions on the packet. 2 L of cleaning solution per flavor (up to 3 at a time),

4
For each bottle, one at a time, remove the bottle from tray and hold it lower than the cabinet fitting.
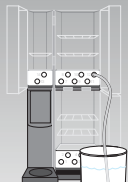
5
Remove the cabinet fitting end being careful to hold it above bottle so as not to spill product.
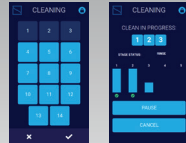
6
Move to a sink or container and let residual product fall out of tubing and then remove from the bottle.

7
Connect the bottle tubing back into cabinet fitting and place the other end into the container of sanitizing solution.

8
Select the lines to clean and then follow the on-screen cleaning prompts. Make sure the ends of the tubes in the sanitizing solution are submerged in the solution.

9
During the cleaning process, there will be a step to replace the cleaning solution with rinse water. There is also a step to remove the tubes from the cleaning solution for a drying step. The system will prompt you through these steps.
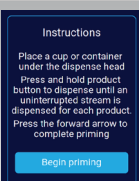
10
After the cleaning process, you'll be asked if you have more lines to clean or if you are ready to install bottles and start priming.

11
If cleaning more lines, prep the sanitizing solution container and place an empty container under the dispense point to receive the flushed solution. Follow the prompts.

12
If you are done cleaning and ready to prime, you'll be asked to load bottles and connect tubes. Place container under dispense point to receive product.

13
Prime each flavor one at a time. Push and hold until product goes into the cup with a consistent stream.

14
After priming each flavor, push the forward button in the upper right hand corner to navigate to the main screen.

15
Your unit is now setup and ready for use.

Clean interior and exterior of unit with a clean damp cloth and dry with a clean dry cloth.

Troubleshooting

Problem	Problem Cause	Solution
Unit will not power up.	Power supply is not plugged into power outlet that has electrical power to it.	Plug power supply into power outlet that has electrical power to it.
	When using a power strip, it's not plugged into a power outlet that has electrical power to it or it isn't turned on.	Plug power strip into a power outlet that has electrical power to it and turn it on.
	Internal component not functioning properly.	If screen does not turn on after 10 minutes, contact Server customer care.
Unit will not prime.	There is no product in the bottle or jug.	Use a bottle or jug with product in it.
	Bottle/jug is not properly connected.	Securely attach connectors to the bottle/jug.
	The tubing is not all the way to the bottom of the bottle/jug.	Use tubing long enough to reach the bottom of the bottle/jug.
	Connectors on the front and back of the unit are not securely plugged in.	Securely plug in the connectors on the front and back of the unit.
	Pressing the free dispense to prime the unit.	Use the priming cycle to prime, not the free dispense.
Bottle/Jug is collapsing.	Bottle/jug cap is not properly installed.	Cap should be installed snug but do not over tighten.
	A vacuum has been created.	Unscrew cap and reapply cap to release the vacuum.
Bottle/Jug cap is not attaching.	The wrong thread type cap is trying to be installed.	Try an alternative cap in bag as the unit comes with multiple thread types.
	The wrong cap size is trying to be installed.	If size is wrong, use larger/smaller version.
Tubing in bottle is too long.	The tubing inside the bottle is too long. Ideally the tube goes to the very bottom of the bottle/jug.	Using scissors, cut the tubing to the proper length so it just goes to the bottom of the bottle/jug.
Unit is dispensing at an angle or not at all.	The outlet locations at the dispense point are clogged with product or the lines are obstructed with product.	Brush the outlet locations at the dispense point and run the cleaning process to clean out the lines.
Bottle/jug will not fit into the unit.	The bottle/jug is being installed into the wrong cabinet.	Large bottles/jugs will only fit in select cabinets so check the configuration to make sure the right bottles/jugs are in the correct cabinets.
Tubes will not reach cleaning container.	Tubes are too short to reach the cleaning container during the cleaning process.	Place cleaning bucket on another bucket to increase height. Place bucket on a cart to give it increased height.
Dispenser not working in peak performance.	Components of the system are not cleaned and sanitized.	Set up a cleaning regimen that meets all regulatory requirements and is done on a consistent basis.

Troubleshooting

Problem	Problem Cause	Solution
Unit is dispensing wrong product.	Connected bottle/jug is not in the correct location.	Ensure bottle/jug is in the proper location.
	The numbers don't match on both sides of the tubing in the back of the unit.	In the back of the unit, ensure the numbers match on both ends of the tube.
Tubing is kinked outside of bottle/jug.	Bottle tubing is connected in the wrong location.	Place bottle tubing in different location or connect to a higher connection. Replace tubing if seeing a kink after moving location.
Bottle/jug tubing will not reach connector.	The wrong length tubing was selected.	The unit comes with multiple length tubing for different locations. Change bottle tubing to lower bottle location.

Support

Support Video

Setup Video

http://server-products.com/flavor-setupvideo.htm

Server Products limited warranty

1 YEAR WARRANTY

This Server product is backed by a one-year limited warranty against defects in materials and workmanship. See **Server-Products.com** for details.

Need help?

Server Products Inc.
3601 Pleasant Hill Road
Richfield, WI 53076 USA

Chat with us!
spsales@server-products.com
262.628.5600 | 800.558.8722

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General service, repair or returns

Before sending an item to Server Products, contact Customer Care to request a **Return Authorization Number and receive instructions on how to process the return through Parts Town.** The RA Number ensures proper processing and a prompt turnaround of a replacement unit.

Please be prepared with your **Model, P/N** and **Series** located on the lid or base of the unit.

Example:

MODEL
XXXX
P/N
#####

NSF

SERIES
##X ##X

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