

# QST-1019S & QST-1019 Service Manual



Service Opening – 13 7/8” x 7 1/2” x 10 3/4”  
Rough Opening – QST-1019: 18 1/4” x 9 7/8”  
Rough Opening – QST-1019S: 24 1/4” x 9 7/8”

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## QST-1019S & QST-1019 Operation and Maintenance Procedures

### Operation Procedures:

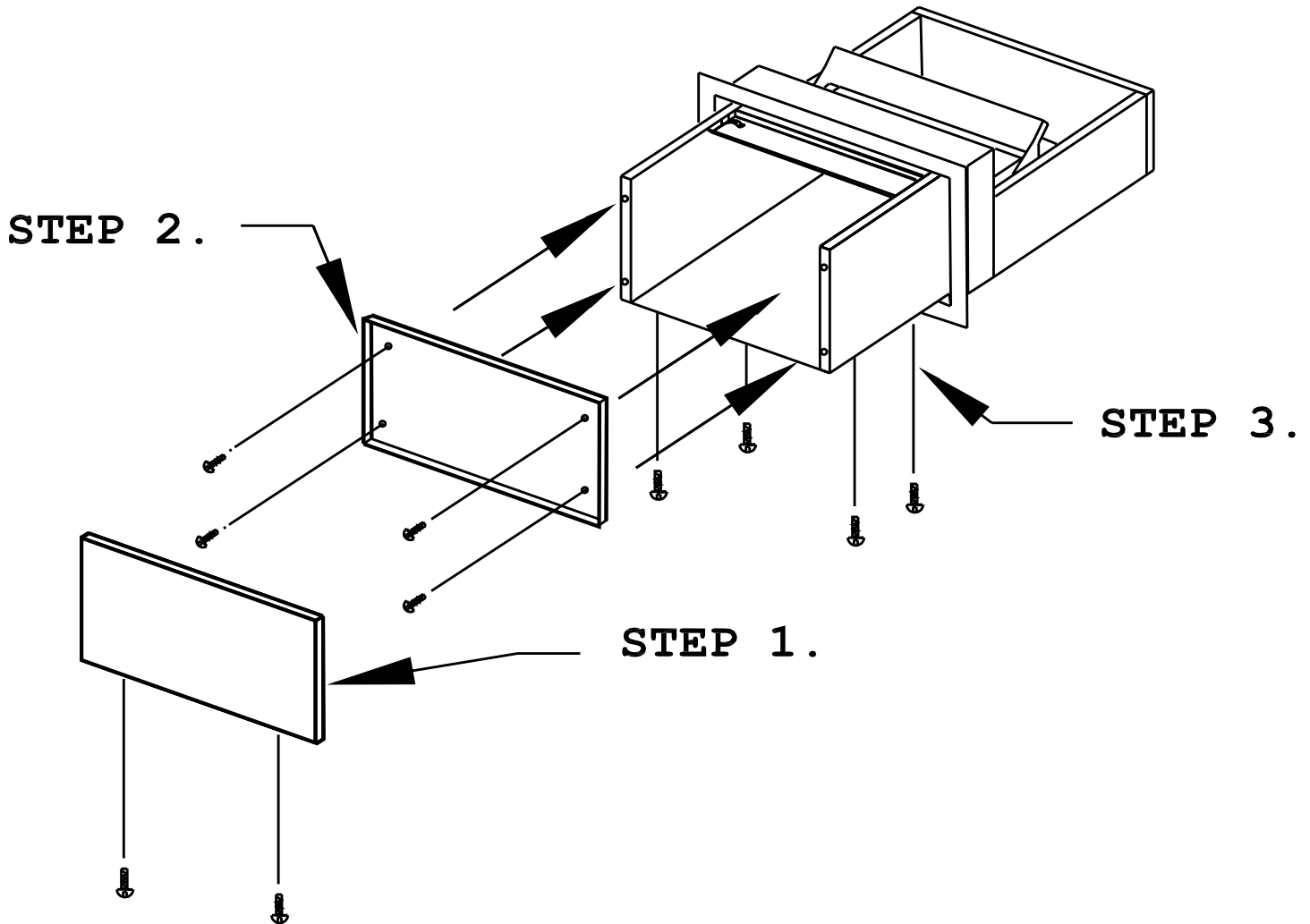
- Unlock all locking mechanisms and ensure that the drawer is free of obstructions.
- Operate the drawer and return to the closed position. The self-locking push bar will provide daytime security.
- The rear thumb turn lock provides additional nighttime security.

### General Cleaning Guidelines:

- All drawers should be kept clean and free of debris.
- Slide rails should be frequently cleaned, oiled, and checked for debris and build-up.
- All cleaning fluids and applicators should be non-abrasive.

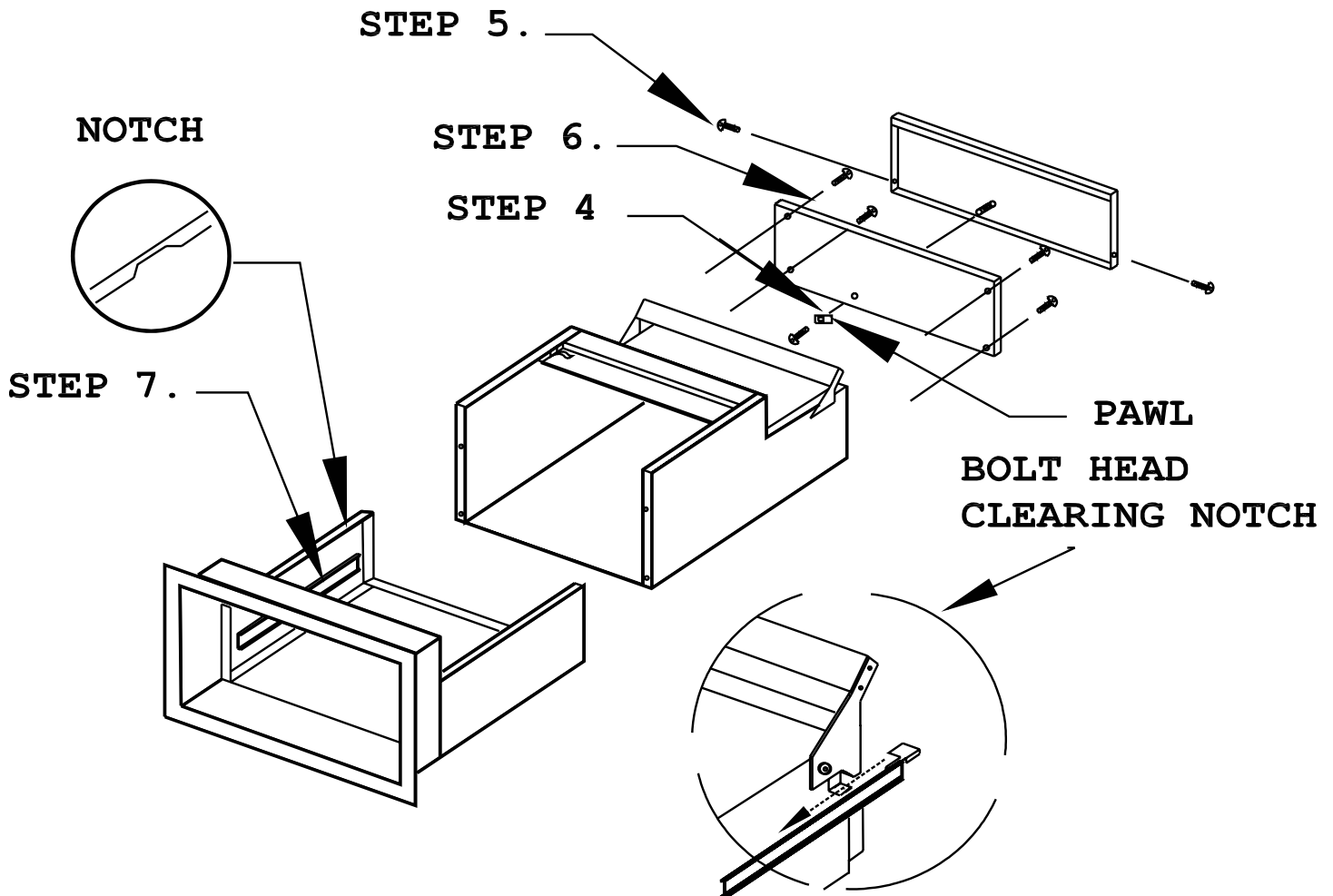


## Transaction Drawer



### Disassembly Procedures for Slide Rail Replacement

1. From the outer face of the drawer, remove the two 6-32 screws from the underside of the outer front vertical panel. Hold the bottom of the outer front panel and pull out and up to separate from the internal panel.
2. Remove the four 10-32 allen head screws and remove the inner front panel.
3. Remove the four 10-32 allen head screws that connect the bottom of the drawer to the rail assembly.



### Disassembly Procedures for Slide Rail Replacement

4. From the inside of the drawer, remove the lock pawl from the rear panel.
  5. Remove the two 6-32 screws from the sides of the rear panel and separate from the rear inner panel.
  6. Remove the four 10-32 allen head screws and remove the inner rear panel.
  7. Using the push handle, pull the sliding drawer up and out.
  8. Slide the inner rail race forward and remove two 10-32 allen head screws which hold each rail in place.
  9. Remove the slide rail.
- For installing new rails, simply reverse the procedures outlined above.

# Warranty Service Policy

1. Quikserv Corp. MUST be notified of a warranty situation before any work is performed. Otherwise, Quikserv Corp. will not be responsible to pay for unauthorized work.
2. Quikserv Corp. requires the following on each invoice submitted: an itemized account of work performed detailing hours charged and parts used, along with a short detailed description of the problem noted.
3. Quikserv Corp. will authorize a set dollar amount to be invoiced prior to performing services that will be rendered. This amount will be determined from the initial call to the service company as a fair maximum. If additional amounts are to be invoiced, they must be discussed with Quikserv Corp. prior to invoicing.
4. A service technician on a warranty service call needs to call our customer service department at (800) 388-8307 or (713) 849-5882 before leaving the job site.
5. A service company representative needs to call the store where the work is to be performed prior to going to that store. Set up a date and approximate time of arrival and if it is foreseen that the agreed upon time cannot be met, contact the store and make other arrangements.
6. Warranty parts sent to service companies are parts previously decided on that should cover the necessary repairs. Additional parts will be sent upon notification to Quikserv Corp.
7. Quikserv Corp. needs to be notified of any extra parts - either to be sent back or to be kept by the service technician. Any parts that were replaced must be returned to Quikserv Corp. if required verbally or on the service work order copy supplied with the parts sent by Quikserv Corp. If the parts are not returned, the part cost + mark up will be deducted from the service invoice.
8. A purchase order number will be given either verbally or on the service work order from Quikserv Corp. Please use this on all invoicing.
9. Work required on a window unit not covered under Quikserv's warranty must be reported to Quikserv Corp. before work is begun.
10. Quikserv's payment terms are net 30. The information above will help us assure the fastest and most efficient service possible. For further information or if you have any questions, please do not hesitate to contact us at (800) 388-8307.

Customer Service Department