

Duke Announces Discontinuation of the ViSOR Kitchen Management System

Duke is discontinuing sales of the ViSOR Kitchen Management System (KMS) to the U.S. BURGER KING® system as it was unable to reach the critical mass needed to provide proper long-term support and services. Orders for this system will no longer be accepted.

RSI, Burger King Corporation, and Duke collectively developed an exit plan where Duke will provide RSI members with **installed ViSOR systems** the following:

- A \$2,000 refund per unit by Aug. 1, 2017
- Replacement of all installed ViSOR systems with the SICOM Chef KMS, at no cost to the members
 - One-year warranty on the installation
- Duke will fund and manage the removal and replacement of the old ViSOR system
- Convert/retrofit the existing Duke 2nd Generation product holding units (PHUs), including the HS2 and IRHS, with timer bars compatible with SICOM Chef
 - One-year warranty on the PHU retrofit/conversion and installation of timer bars
- Continued support and services until their system has been replaced with the SICOM Chef KMS

RSI members with **existing Duke ViSOR PHU orders that have not shipped** will receive the following from Duke:

- Cancellation of existing ViSOR KMS orders and a refund, if payment was made by member
- A call to convert ViSOR HS2/IRHS units ordered to timer bar units compatible with SICOM Chef, with the member responsible for the price difference

Duke representatives will contact members with installed ViSOR KMSs to schedule a convenient time for a replacement and/or timer bar retrofit, to be completed by Aug. 1, 2017.

BKC requires SICOM Chef KMS units in all US restaurants by Sept. 30, 2017.

If you have questions regarding the discontinuation of the ViSOR KMS, please contact:

Duke Manufacturing

Sue Sciuto or the BK/Customer Care Group

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For general questions, please contact:

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