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## SECTION A

### **ICETROUSA Warranty Coverage/Explanation**

The **ICETROUSA** Warranty covers:

1. The repair or replacement, including labor charges, of parts or assemblies that in **ICETROUSA's** opinion are defective due to a defect in materials or workmanship during the period covered by the parts and labor warranty.
2. The replacement, excluding labor charges, on specific components that, in the opinion of **ICETROUSA**, are defective due to a defect in material or workmanship during the period covered by the Parts Only Warranty.
3. **ICETROUSA** reserves the right to deny claims for parts and labor that in **ICETROUSA's** opinion did not fail as a result of a defect in material or workmanship.

The labor rate shall include standard straight time labor charges at the product location and shall exclude charges for travel time, mileage, freight, shipping or other premium charges, unless prior authorization is received from **ICETROUSA** Technical Support. Any labor service required to fulfill the warranty obligation must be performed by a refrigeration service company qualified and accepted by **ICETROUSA** and/or the **ICETROUSA** Distributor.

The warranty does not include parts and labor coverage for component failure or other damage resulting from:

- External electrical power failure or mis-wiring to the product for any reason.
- External water supply failure or plumbing problems to the product for any reason.
- External drain line failure.
- External filter failure or plugged.
- Damage as a result of storm, flood, fire, or other Acts of God, or adverse operation conditions, as set forth in the Owner/User Manual of the product.
- Parts that fail due to heavy scale or mineral buildup, or trash and sediment in the water.
- Failures due to lack or normal routine preventative maintenance.
- Unauthorized modification or alteration of the system or components from the factory design

## **WARRANTY REGISTRATION**

*Proper registration must be completed within 30 days of the install/startup date.*

Registration of **ICETROUSA** Ice Machines is very important to you, your customer and to us. Proper registration will help to insure our customers of warranty service on their ice machine. This information also helps us to determine the location of the ice machine for the purpose of future maintenance needs to help keep the machines running efficiently for many years.

Equipment registration can be done in one of two ways. The first is through our website at [www.icetrousa.com](http://www.icetrousa.com). In the event that on-line registration is not possible, a registration card has been provided as an optional method for equipment registration. Be sure to complete the warranty registration with the installation date and add a stamp before mailing. If the unit is not registered properly on-line or by using the registration card, the most recent sell date available in our warranty records will be used for warranty determination.

## **WARRANTY LABOR**

**ICETROUSA** warranty labor will be paid on repairs performed on **ICETROUSA** ice machine:

1. Within the warranty period determined by registration of the unit or by use of a ship date to the distributor (if the unit has not been formally registered).
2. Having a component with a defect in material or workmanship within the warranty period.
3. Under special authorization number issued by a Technical Advisor or Manager in our Technical Support Department to cover some unusual circumstance that has been previously approved prior to the work being done.

Warranty payment will not be delayed if all required information is provided on the labor claim form.

NOTE: Claims will not be accepted without a completed service invoice explaining work performed. Completed invoice with machine model & serial numbers provided should be returned with all failed parts to your local **ICETROUSA** Distributor within 30 days of repair.

## **“OVER THE COUNTER” PARTS WARRANTY**

This warranty applies to parts sold for out of warranty units. Warranty for “Over the Counter” parts is limited to the replacement of the part only and does not apply to labor or additional freight charges.

1. All parts have a 90 day “Over the Counter” warranty except those listed below.
  - a. Compressors, Flaker auger and Gear motors, Evaporators and Air-Cooled Condenser coil. These parts carry a 1 year “Over the Counter” warranty.

To process claims for this type of warranty refer to the following procedure.

1. In the body of this Service Invoice Claim write “Over the Counter Warranty”. Include the model and serial number of the ice machine and the part it was installed on.
2. Attach a copy of the original part purchase invoice.
3. Attach a copy of the replacement part purchase invoice.
4. Return the part, claim form and invoices following the normal Service Invoice Claim procedure outlined in this document.

## SECTION B

### **ICETROUSA INSTRUCTIONS FOR LABOR CLAIMS**

(The following information and procedures are required on all warranty claim forms.)

1. All warranty claims must be submitted with a signed Service Invoice. The information requested on the form must be complete and legible in order to process the claim for payment.
2. All claims must be submitted to the local distributor within 30 days of the repair.

**Penalties:** Claims received at **ICETROUSA** more than 90 days after the repair will be subject to a 25% labor penalty. Claims received at **ICETROUSA** after 180 days will be denied.

3. The ice\_machine model and serial number must be included along with any related information.
4. **Reported complaint:** We must know what the customer's exact complaint is.
5. **Service Performed:** Please be as descriptive as possible. The more information provided, the easier it is to process. **Bad or defective** will not be accepted.
6. **Leaks:** All gas leaks repairs **must include the replacement of a drier.** We would also like to have the actual leaking area cut from the unit and sent back with the claim if feasible. All gas leak claims should also include a picture or at least a descriptive explanation of the exact leak location. This information will assist our manufacturing personnel in making continual quality improvements.
7. **Special Authorization:** In the event that additional time is needed for a repair or there are charges that are not covered by the manufactures warranty, a Special Authorization number is required. You must contact **ICETROUSA** Technical Support and receive this authorization prior to submitting your claim. It must be entered on the Service Invoice.

8. **Labor Time:** When calculating your total charges, be sure to follow the time allowance chart provided in **Section C, ICETROUSA Warranty Time Allowance Guide**, or the chart along with these instructions. Charges in excess of the allowable hourly rate must be explained in complete detail. Additional time allowed for these repairs will be the decision of the **ICETROUSA** Technical Support and are not guaranteed. Any adjustments to the claim will be explained and justified.
  
9. **Labor Rates:** Authorized Service Representative should submit all claims at their current contracted rate. Non Authorized Representatives labor rates will not be higher than the average Authorized Rep. rate in that area. Call for current allowable rates for your area.
  
10. **Recovery Charges:** **ICETROUSA** allows a \$10.00 misc. fee and a \$15.00 recovery fee for any sealed system repair. This is not an automatic payment and must be listed on the claim form. The misc. charge may exceed \$10.00 if a non-OEM drier or bolt on tap valve (for units without refrigeration system access) is used. These additional items must be explained in the Service Performed.
  
11. **Replacement Parts:** Any part that was replaced during the repair must be listed on the Service Invoice and have part attached. The list must be legible and complete to receive credit.
  
12. **Signature:** All warranty claims must include customer and service technician signature, either on the claim or on an attached work order. Claims without signatures will be returned.
  
13. **Check List:** Some repairs require a completed checklist to accompany the claim.
  
14. **Copies:** The service agent must submit the original invoice, your work order if available, checklist and/or parts invoice if required.

## SECTION C

### **ICETROUSA “QUICK TURN AROUND” WARRANTY SYSTEM**

Although warranty processing can sometimes seem cumbersome, the information gathered is important to insure the continual improvement of our product as well as overall customer satisfaction.

**ICETROUSA's** goal is to provide accurate and timely processing of all warranty claims. However, the quality and detail of the information provided by the service company is important in reducing any delay in processing. There are times when a more thorough investigation is necessary and you may be asked for additional information. Your quick response to request for additional information will assure a speedy payment for the claim.

### **REPLACEMENT PARTS**

**ICETROUSA** replacement parts are available through the local **ICETROUSA** distributor or Parts Distribution Center.

**Finding the correct part number:** Parts manuals are accessible on the internet and can be reviewed or downloaded at no charge. Visit [www.icetrousa.com](http://www.icetrousa.com) for full access. Service and Parts Manuals are also available through the local distributor. The local distributor can assist you in finding the correct part number and with part pricing. **ICETROUSA** Technical Support can assist you with difficult part numbers.

**Model & Serial Number:** In order to get the correct part number you need, you must provide the full model and serial number of the unit you are working on. (Part numbers do change between production lots). Also, when calling **ICETROUSA** for a Service Replacement Part, or questions you may have regarding the unit, please make sure you have the Model and Serial numbers and any pertinent information handy.

## **OEM PARTS**

Only OEM parts may be used in the repair of any **ICETROUSA** equipment. These parts must be obtained through your local distributor. The only exception to this is the use of refrigeration system drier. We will allow reasonable drier cost added to the normal miscellaneous charge when a stock drier is used however, this cost should not exceed list price of the OEM drier.

## **REFRIGERATION SYSTEM REPAIRS**

1. All refrigerant should be handled in accordance with all national and local laws. Including recovery and disposal if applicable.
2. Recovered refrigerant that is clean and free of contaminants should be re-used unless the type of failure would prevent its use. If additional charge is required or if the recovered refrigerant is questionable, virgin refrigerant should be used.
3. All defective refrigeration parts should be cut out of the circuit if feasible, including drier.
4. Any repair made to the refrigeration circuit must include the replacement of the drier.
5. All defective compressors must be sealed to prevent oil leakage during transportation.
6. Any Hot Gas Valve replacements must include strainer and drier replacement.
7. In the event of a TXV failure on a multiple expansion valve unit, all valves should be replaced.
8. All gas leak repairs must include the replacement of a drier. We would also like to have the actual leaking area cut from the unit and sent back with the claim if feasible. Please include pictures if possible.
9. Topping off the charge is not acceptable under the warranty process. The correct refrigerant charge is critical to proper operation. The system should be recovered and the proper charge weighed in according to the name plate rating.

Any claims involving the replacement of damaged evaporators must include a definitive cause for the damage. Claims without this information will be delayed or possibly denied.

Smaller units that do not have service access ports due to the small critical charge. To access these smaller systems for system diagnosis, install a bolt on tap valve. Once the problem is found, evacuate the system and sweat in a permanent access valve. The reasonable cost of this valve can be added to the miscellaneous line (3) and should be explained in the Service performed.

## **RETURNING DEFECTIVE PARTS**

All defective parts replaced under warranty should be returned to the distributor, unless authorized to field scrap, along with the completed warranty labor invoice original and a copy. You should not scrap the defective parts unless approved. Care must be taken to protect the defective part from additional damage since **ICETROUSA** Quality Control will do a detail analysis to try and determine what caused the failure. This provides us with information to help improve the quality of our products.

Follow these guidelines when returning defective parts:

1. Do not cut a bin control capillary tube, thermistor, float or motor leads to make them easy to remove. These parts cannot be tested unless they are intact and could be denied.
  - a. All electrical motors must have at least 4 inches of wire remaining to allow testing. Please ensure that all identification labels remain on the wire leads.
2. Any accessory parts such as start components provided with the replacement part must be returned along with the defective part.
3. Returned compressors must be sealed to prevent oil leakage during transportation. Failure to seal these compressors could result in the claim being denied.
4. All returned parts must be listed on the invoice and also tagged with a parts tag. Small parts should be returned in an envelope or zip lock bag with the tag attached to the outside to protect the part from loss or additional damage.

## **CLAIM COPIES AND INQUIRES**

We will accept your invoice. It must have the information as stated to online.

Copies of the original should be clear and easily readable.

**Inquires:** If you have questions concerning the claim, your invoice number should be used for reference. This is the **ICETROUSA** warranty system and explanation must be provided for all inquiries for this repair

The routing for inquiries should be through the local distributor first to resolve any questions or disputes. If questions remain, the second step is through the **ICETROUSA** Warranty Department at 714-578-6765. Be sure to have the pertinent information available for any inquiries.

## **CLAIM ADJUSTMENTS**

Once the claim is reviewed in Technical Department it will be approved or denied. In some cases, the claim is approved and adjusted due to time allowance, rates, late submittal or non-allowable charges. In this case, an adjustment letter is provided and should accompany your payment to explain the adjustments.

## **WARRANTY LABOR ALLOWANCE GUIDE**

The guide on the following page is a basis for Diagnosis and Repair/Replacement Time Allowances in hours. This guide should be used as a basis for all warranty claims. If a repair is not listed, contact **ICETROUSA** Technical Support for the allowable time for your repair.

**For Multiple repairs on the same call:** To diagnose, repair, or replace more than 1 item per failure, use highest allowance for single repair and add

.5-1 hour for second item as needed. You must justify any charges over the allowed labor times in the service performed description.

**Additional Time:** In some cases, additional time may be needed for a repair and can be justified. **Additional time requires pre-approval from the factory.** Call **ICETROUSA** Technical Support at 714-578-6765 prior to spending the additional time and acquire a Special Authorization Number.