



ICETRO WARRANTY COVERAGE

Labor Information
Claim Processing

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SECTION A

***ICETRO* Warranty Coverage/Explanation**

ICETRO Ice Machine Warranty covers:

1. The repair or replacement, including labor charges, of parts or assemblies that in **ICETRO's** opinion are faulty 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 **ICETRO**, are faulty due to a defect in material or workmanship during the period covered by the Parts Only Warranty.
3. **ICETRO** reserves the right to deny claims for parts and labor that in **ICETRO'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 **ICETRO** Technical Support. Any labor service required to fulfill the warranty obligation must be performed by a licensed, bonded, and insured refrigeration service company.

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

- External electrical power failure or incorrect 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 failure or plugged water filter.
- 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 of 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 10 days of the installation/startup date.

Registration of **ICETRO** Ice Machines is very important to the customer, dealer, distributor and to **ICETRO**. 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 and service bulletins 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.icetroamerica.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/startup date and add a stamp before mailing. *If the unit is not registered properly on-line or by using the registration card, the ship date to the distributor in our warranty records will be used for warranty determination.*

Improper or non-registration can cost you, the customer, many months of deserved warranty coverage.

WARRANTY LABOR

ICETRO warranty labor will be paid on repairs performed on **ICETRO** ice machines:

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 **ICETRO** Warranty Labor Claim Form. Completed Warranty Labor Claim Forms should be returned to **ICETRO**, via email, to the jason.m@icetroamerica.com or any Technical Service Advisor. All failed part(s) are to be held onto for a period of 30 days, unless instructed otherwise by a Technical Service Advisor. After 30 days, the failed part(s) can be discarded.*

"OVER THE COUNTER" PARTS WARRANTY

“Over the counter” 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. Labor and/or freight charges are not covered.

1. All over the counter parts have a 90 day 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. Complete a Warranty Labor Claim Form. In the body of this claim write “Over the Counter Warranty”. Include the model and serial number of the ice machine the part 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 claim form procedure outlined in this document.

SECTION B

ICETRO INSTRUCTIONS FOR LABOR CLAIMS

NOTE: Claims must be submitted on the website only. Visit www.icetroamerica.com to submit a claim.

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

1. All warranty claims must be submitted using an online **ICETRO** Warranty Claim Form. 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 **ICETRO** within 30 days of the repair.
Reductions:
*Claims received at **ICETRO** more than 30 days after the repair will be subject to a 10% labor reduction.*
*Claims received at **ICETRO** more than 90 days after the repair will be subject to a 25% labor reduction.*
*Claims received at **ICETRO** 180 days or more after the repair will be denied.*
3. Complete model and serial number is required for a bin or remote condenser. The model and serial number of the attached ice machine should be included along with any related information.
4. If your work order or invoice number is available, list them on the claim form and attach a copy to the claim.
5. Complete all sections of the Labor Claim Form.
6. **Reported complaint:** We must know what the customer's exact complaint is.

7. **Service Performed:** Please be as descriptive as possible. The more information provided, the easier it is to process. Ambiguous descriptions such as **Bad, defective or not working** are not acceptable.
8. **Leaks:** All refrigerant leak repairs ***must include a drier replacement.*** Please provide a picture or at minimum a descriptive explanation of the exact leak location. This information will assist our manufacturing personnel in making continual quality improvements.
9. **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 ICETRO Technical Support and receive this authorization prior to submitting your claim.* It must be entered on the claim form in the space provided.
10. **Labor Time:** When calculating your total charges, be sure to follow the labor allowance chart, which is also included with these instructions. Charges in excess of the allowable hourly rate must be explained in complete detail on the Labor Claim Form. Addition time authorization for these repairs will be the decision of the **ICETRO** Technical Support and are not guaranteed. Any adjustments to the claim will be explained and justified.
11. **Labor Rates:** ICESA's (Icetro Contracted Service Agents) should submit all claims at their current contracted rate. Non-ICESA labor rates will not be higher than the average ICESA rate in that area. Call for current allowable rates for your area.
12. **Recovery Charges:** **ICETRO** allows a \$75.00 misc. fee for any sealed system repair. This is not an automatic payment and must be listed on the claim form. Any additional items charges must be approved in advance by a Technical Service Advisor and explained in the Service Performed.

13. **Replacement Parts:** Any part that was replaced during the repair must be listed on the claim form using a part number AND description. The items must be legible and complete to receive credit.

14. **Invoice:** *All warranty claims must include an invoice.*

16. **Copies:** The service agent must submit the claim form, your work order and invoice if available, and parts invoice if required.

SECTION C

ICETRO “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.

ICETRO'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

ICETRO replacement parts are available through the local **ICETRO** distributor or via **ICETRO** technical service and parts if a distributor has not been assigned to your area.

Finding the correct part number: Parts manuals are accessible on the internet and can be reviewed or downloaded at no charge. Visit www.icetroamerica.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/or part list price. **ICETRO** Technical Support can assist you with difficult part numbers.

Model & Serial Number: In order to get the correct part number, you must provide the full model and serial number of the unit. Part numbers do change between production lots as designated by the serial number. Most units have two unit nameplate labels that include the Model and Serial numbers and pertinent technical information. You will find one on the rear of the unit and one to the right of evaporator or on the back of the front panel.

OEM PARTS

Only genuine **ICETRO** parts may be used in the repair of any **ICETRO** equipment. These parts must be obtained through your local distributor.

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 removed of the circuit, including drier.
4. The refrigerant drier must be replaced whenever the system is opened.
5. All defective compressors must be sealed to prevent oil leakage during transportation.
6. In the event of a TXV failure on a multiple expansion valve unit, all valves should be replaced.
7. We would also like to have pictures of the leaking area if possible.
8. 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 evaporator(s) must include a definitive cause for the damage. Claims without this information will be delayed or possibly denied.

RETURNING DEFECTIVE PARTS

All defective parts replaced under warranty should be held onto for 30 days, unless authorized to field scrap. Care must be taken to protect the defective part from additional damage since **ICETRO** 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 warranty credit 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 compressors will result in a charge of \$100.00 for sealing and for clean crating or the claim may be denied.
4. All returned parts must be listed on the invoice. Small parts should be returned in an envelope or zip bag to protect the part from loss or additional damage.

CLAIM COPIES AND INQUIRES

Copies of the original warranty claim form should be clean, clear and legible.

Inquires: If you have questions concerning a claim, your invoice number should be used for reference.

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 **ICETRO Warranty Department**, whose contact information can be found on the Icetrol website under "Service & Support". Be sure to have all pertinent information available for any inquiries.

CLAIM ADJUSTMENTS

All warranty claims will be approved or denied after review by the technical department. In some cases, a claim is approved with adjustments to time allowance, rates, late submittal, non-allowable charges or improper parts shipping (i.e. unsealed or improper packaging of compressors. In this case, an adjustment letter will be provided and should accompany your payment to explain the adjustments.

WARRANTY LABOR ALLOWANCE GUIDE

The guide on the following page is 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 **ICETRO Warranty Department** 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 the highest allowance for a single repair and add half of the time allotted for the second item repair. 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 ICETRO Warranty Department and call at 714-215-4864 prior to spending the additional time and acquire a Special Authorization Number.***



Component Repair Times

****MULTIPLE REPAIRS DURING THE SAME SERVICE CALL****

To diagnose and repair or replace more than one item, use the highest allowable time for a single repair and add ½ hour for each additional repair.

REFRIGERATION COMPONENTS:				
2.5 Hours	Solenoid Valve Body	Metering Device Thermostatic Expansion Valve or Capillary Tube		
	Refrigerant Leak	Pressure Switch	Access Port	Check Valve
3.5 Hours	Condenser	Compressor	Water Regulating Valve	Liquid Line Drier
	Head Master	Harvest Pressure Regulating Valve	Quick Connect Fittings	Receiver
	Evaporator			
ELECTRICAL COMPONENTS:				
1.5 Hours	Circuit Board	Run Capacitor	Start Capacitor	Solenoid Coil
	Contactors	Thermistor	Sart Relay	Transformer
	Dispense Motor Assembly	Switch Toggle, Micro, Bin	Capacitor	Ice Thickness Probe
	Crankcase Heater	Condenser Fan Blade	Solenoid Coil	Mscellaneous
2 Hours	Condenser Fan Motor			
3 Hours	Gear Motor Assembly - Hotel Dispensers Only			
WATER COMPONENTS:				
2 Hours	Water Inlet Valve	Water Level Probe	Dump Valve	Water Pump
	Evap Frame Components	Water Distribution Tube	Ice Thickness Probe	Float Assembly
	Water Trough	Float Switch	Ice Damper	Water Curtain
	Drain Fittings	Water Supply Fittings	Extruder Head	Cutter
3 Hours	Mechanical Seal	Auger	Housing Assembly	Spline Coupling
	Upper & Lower O-Rings - ID-0160, ID-0300, ID-00450, IM-0770			Gear/Auger Motor
STRUCTURAL OR OTHER COMPONENTS:				
1 Hour	Panels	Ice Chute	Door Hinges	Fasteners
	Clamps	Door	Legs	Brackets
	Trim Pieces	Miscellaneous		

NOTE: Service times listed includes diagnostic, recovery, and evacuation times. A one (1) hour trip charge may be added to each claim form. Special authorization is required if the trip charge will exceed more than one (1) hour OR if the service time will exceed the time allotted on this form.

CIRCUIT REPAIR: Be sure to describe the exact location of the water or refrigerant leak.

icetro will pay the rates listed above for refrigeration system service, plus an equipment charge (includes recovery machine, torch, vacuum pump, oil, flux, minor fittings, solder, brazing rod, nitrogen or similar fees) of \$75.

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