

Effective June 1, 2020

## **Warranty Service Guidelines**

### **Maximum Standard Labor Allowance for Repair of Equipment**

- If you are dispatched by Nor-Lake or Master-Bilt to perform warranty service and find the issue to be related to dirty condenser or customer abuse, inform the customer that this is not covered by warranty and inform the factory of these findings. Service agent is to bill the manufacturer for their travel and thirty minutes diagnostic fee, when submitting the warranty claim in Global Warranty.
  - Should your repair time to perform the repairs exceed the warranty guidelines, contact the manufacturer's Technical Service Team, before or during service, for approval.
  - Diagnostics and testing are included in the labor allowance.
  - If time was needed for deicing or thawing the coil, this time must be specified on the warranty claim.
  - If repairing multiple service issues bill up to the highest allowable rate, plus 1 hour for each additional part change.
  - Travel time is to be billed as a separate line item. Travel is not to exceed 2 hours round trip unless pre-approved by Nor-Lake or Master-Bilt.
  - We pay hourly time for travel. We do not pay mileage, truck or travel charges.
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#### **1.5 Hours Labor for Repair:**

- Pressure Controllers
- Electro-mechanical temp control/Temp Sensors
- Defrost timer
- Ballast / LED power supply
- Evaporator fan motor (1 hr for additional fan motors)
- Condenser fan motor
- Door switch (rocker)
- Cabinet door replacement
- Door locks
- Door cartridge spring
- Drawer roller bearing
- Condensate heating elements
- Digital Thermometer
- Vent port repair
- Reach-in cabinet hinges
- Contactors/Relays

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- Pressure Transducer

#### **2 Hours Labor for Repair:**

- Enviro Controller
- Digital controller
- Other Sensors
- Wiring issues
- Drain line heaters
- TXV adjustments
- Compressor start components
- Walk-in Door Replacement
- Defrost limit switch
- Fan Delay switch

#### **2.5 Hours labor for Repair:**

- Unit wire harness replacement
- Walk-In Door Hinge Replacement

#### **3 Hours Labor for Repair:**

- Under/Over charged refrigeration systems; no leak found (please specify that a leak check was completed). Approved one time per serial #. No “gas & go” as repeat solution.
- Replace defrost heating elements
- Replacement of complete condensing unit, pre-charged &/or self-contained

#### **4 Hours of Labor for Repair:**

- Repair leak in system, repair, evacuate, replace drier, recharge and test
- Replacement TXV
- Replacement of condensing unit
- Replacement of evaporator coil
- Replacement of condenser coil
- Replacement of capillary tube
- Replacement of Solenoid Valve

#### **5 Hours of Labor for Repair:**

- Compressor replacement (Up to two H.P.)

#### **8 Hours of Labor for Repair:**

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- Compressor replacement (Two H.P and Up)

### Compressor Warranty

- 1<sup>st</sup> year compressor warranties will be shipped from the factory OR can be swapped, over the counter, with the local compressor wholesaler, with prior factory approval
- 2-5 year compressor warranties will be shipped form the factory OR can be purchased locally with prior factory approval.
  - If purchased locally, compressor can be submitted for warranty reimbursement for wholesale cost only and will require a copy of the wholesale invoice

### Replacement Parts

- For warranty work, we can provide you with a replacement part, free-of-charge. We do understand that it is sometimes more convenient to use your truck stock for a warranty repair. In this instance, please be advised that the manufacturer can ship you a replacement part, free-of-charge to replenish your stock.
- We will not reimburse shipping or freight charges, for warranty parts purchased, unless previously approved by the manufacturer.
- **For any part warranty reimbursement, a wholesale receipt is required.** Nor-Lake & Master-Bilt will reimburse parts purchased elsewhere at wholesale cost only. If a receipt is not provided, reimbursement will be based on the manufacturer's wholesale cost.

### Limitations that pertain to RSG limited warranty for parts & labor. (Other limitations may apply. Please refer to full manufacturer's warranty policy.)

- Product loss is not covered under factory warranty.
- Warranty work will cover repairs required due to manufacturing defects and/or component failures.
- Equipment that has been subjected to damage, neglect, misuse or misapplication are not covered by manufacturer's warranty.
- Overtime rates will be covered by manufacturer's warranty at the service company's straight time rate unless previously approved by the manufacturer. The difference between straight

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time and overtime rates will be handled between the end-user and the service agent.

- Allowances for refrigerants are \$15.00/lb for R134A & R404A, \$32/lb for R290, \$20.00/lb for all other refrigerants.
- Evacuate & recharge system: \$25.00 max refrigerant recovery allowance (Total of \$50 max. recovery, evacuate, torch & brazing).
- Installation, removal and re-installation of units and special installation situations are not covered under warranty. This includes but is not limited to, built in units, under counters, behind bars and remote applications.
- Some repairs, calibrations, adjustments, lubrications, and cleanings are NOT warranty repairs. If you have questions of warranty coverage please call the manufacturer.
- Some examples of services excluded from warranty:
  - Bulb or fluorescent light bulb replacement.
  - Field Wiring
  - Normal maintenance items for equipment used by service companies (batteries, filters, etc.)
  - Door, Valve, Defrost Component, Pressure Control or Temp Control Adjustments
  - Refrigerant Leaks occurring at threaded mechanical joints on remote systems
  - Problems related to site conditions
  - Issues related to walk-in installations that were not contracted by the manufacturer (including, but not limited to: refrigerant top-off of field charged unit, txv, low pressure control or door adjustments)
  - Utilizing Stop-Leak
- Repairs exceeding RSG warranty guidelines must have detailed description of special circumstances for consideration of coverage.
- Warranty claims are to be submitted through Global Warranty within 90 days from job completion date.

Nor-Lake Technical Service Department: **1-800-388-5253**

Master-Bilt Technical Service Department: **1-800-684-8988**

All warranty billing is to be submitted at <https://globalwarranty.davisware.com/globalwarranty/>  
For any claim to be considered for payment, the claim must be accompanied by the model and serial number of the equipment being serviced.