

INSTRUCTIONS FOR COMPLETING FORM:

1. Provide your company's reference information in the "Ref No" field such as VCB number or invoice number. If no reference number is available, the reference number will be the serial number. (Electronic Form Only)
2. Provide the model and serial numbers of all equipment involved and coupled with the ice machine (remote condenser, bin, dispenser and AuCS).
 - a. If other than Manitowoc remote condenser is used, provide make, model and serial numbers.
3. Fully complete the address section of the claim.
 - a. Under "Service Company", ensure the questions are answered by checking the appropriate boxes as this may result in the claim being adjusted.
4. Fill in the lines for "Reported Complaint" and "Service Performed".
 - a. On the "Service Performed", lines provide an explanation of the each repair made along with the hours in the space provided.
 - b. The repair action's hours only include the diagnosis and repair, but **NOT TRAVEL**.
5. Type in the First and Last name of the Customer and Service Technician if filling out the form on a computer.
6. Please, provide a copy of the invoice, if available. This form may be used as your original invoice.

Notes:

- **All claims must be submitted within 35 days of repair. Submissions outside of this timeframe without a valid authorization number may be rejected.**
- **If warranty registration is not on file, a copy of "Bill of Sale" to owner is required.**
- **Must be submitted in legible form (print). Your claim will be rejected if not legible.**
- **Travel may only be claimed if Service Company is directly contracted with the manufacturer. Clearly provide travel explanation and hours in the "Service Performed" section.**

WARRANTY SERVICE GUIDE

When submitting a bill for warranty work, the hours submitted must be within the guidelines listed below or authorization is required from Manitowoc. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. Manitowoc reserves the right to pay no more than the average commercial hourly rates within the Distributor territory or region of the country.

To prevent delays in processing claims, a complete explanation of the diagnosis and repair is required. Manitowoc realizes that diagnostic and repair times may vary depending on the problem and model machine.

MULTIPLE REPAIRS DURING THE SAME SERVICE CALL

To diagnose and repair or replace more than one item, use up to the highest allowable time for the single repair; then add 1/2 -1 hour for each additional repair.

REFRIGERANT ALLOWANCES

- No substitutes or so called alternatives are approved without written permission.
- New or reclaimed refrigerant (meets ARI Standard 700 Lab test).

Bill per pound at warranty allowance. Call our Distributor or Manitowoc for current warranty allowances.

When servicing remote system ice machines with non-contaminated systems, the reuse of the recovered/recycled refrigerant is required.

Non-contaminated system includes:

- Service on new or never opened system.
- Component failure is such that it did not contaminate the system, a compressor burn will prevent the reuse of refrigerant.
- A system that was recently serviced and proper recovery, evacuation and recharging was performed as outlined in Manitowoc service manuals.

The recovery and reuse of refrigerant is covered by the \$75.00 miscellaneous charge and labor billing to perform the service. New refrigerant pricing applies to any amount of new refrigerant required to complete the specified measured refrigerant charge. Refer to the ice machine service manual for proper refrigerant system service procedures.

CUSTOMER'S RESPONSIBILITIES

- A. To verify the product's installation date for warranty purposes.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by machine modification without the Company's written approval.
- D. To pay for damage repairs resulting from electrical supply, water supply or drainage, flood, storm or other acts of God.
- E. To pay for premium labor rates, holidays, overtime, etc., also travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the ice machine, dispenser or bin.