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Service Reimbursement Guidelines

To Repair or Replace Parts on KOLD DRAFT Equipment

THREE YEAR LIMITED LABOR WARRANTY

This guide is provided to enable you to determine the Kold-Draft® Labor Warranty allowances for covered service procedures. Allowances will be paid only on a straight-time basis. It is expected that you have an adequate understanding of the operation of the equipment, the applicable manual, and/or the refrigeration system qualifications and equipment which may be needed before attempting any diagnosis or repair covered by this warranty.

Each of the operations listed in this Guide is followed by a time allowance. This allowance includes time for tool/parts organization, panel removal/replacement, diagnosis, and post-procedure observation of operation. When more than one operation covered by warranty is performed, the labor allowance is 1/2 of the listed allowance for subsequent operations except where multiple operations involve procedures which are duplicated in the individual operations (such as refrigerant recovery and re-charge). The regional Factory Approved Straight-Time Labor Rates are available from Kold-Draft®. Truck and/or other fixed charges are not covered under the Kold-Draft® Labor Warranty.

NOTE: The Kold-Draft® CLASS/C cuber instructions, provided with the cuber and required to be left with the owner/user, recommend routine cleaning/maintenance **at least twice annually**. If such maintenance has not been performed within six months prior to the date of warranty service, we recommend that the customer contract with you to perform it. This is the perfect opportunity to detect potential trouble **before** a breakdown which requires service.

All claims against this warranty must be submitted with the **original service work order**, **Invoice** and the **Labor Warranty claim Form** must be completed with the customer's reported reason for the call, itemized diagnosis, operations performed (including non-covered), and parts repaired or replaced, in **legible** form to Kold-Draft®.

All parts are to be held for 30-days from reimbursement or 60 days from the date of the claim, if a RMA request was not issued. After this date, the parts may be scrapped without further notification.

All forms must be accurate, including Model Number(s), Serial Number(s) and part number(s), dates of original installation and service, and any notations regarding non-conformance with Kold-Draft® installation instructions. Any deficiency WILL delay processing of a claim.

To avoid any disputes, be sure that the owner/user understands the warranty policy, and that it is his responsibility to:

- a) **Have the equipment installed in compliance with installation instructions.**
- b) **Be sure that routine cleaning/maintenance is performed on schedule.**
- c) **Register the equipment as instructed.**
- d) **Pay for any charges which are not specifically covered by the warranty.**

This guide is furnished as a supplement to the Official Warranty Policy. Specific issues are covered solely in the applicable Warranty Certificate and Policy Manual.

KOLD-DRAFT® ICE CUBERS

GTX360, GTX560, GBX560, GTX1060, SC201, KD50, KD70, KD110 Series Models

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**Maximum Allowance,
in Hours unless
otherwise indicated**

ELECTRICAL GROUP

Contactors	1
Water Inlet Valve, coil, or valve repair kit	1
Pump and Defrost Switch or Plate/Cam Switch	1
Actuator Motor and Capacitor (including "New Style" retrofit)	1.5
Actuator Motor Capacitor/Actuator Toggle Switch	1
Water Pump/Transformer/Power Supply	1
Hot Gas or Liquid Solenoid Valve Coil	1
Fan Motor or Blade	1
Ice-Off-Wash Switch	1
Thermostat (Bin, Cold-Water, or Actuator) or Evap/Bin Temp Sensor	1
Liquid-Level Control Board, Controller or Water Probes/Float	1
Defective Wiring	1

WATER PLATE GROUP

Water Plate Replacement	1.5
Water Plate Replacement (SC Ice maker only)	2
Main Water Tank Replacement	1
Cam,Cam Pin, Spring, or Bearing Bracket	1

REFRIGERATION GROUP

Any operation which requires opening the refrigeration system also requires replacement of the filter-drier and evacuation of the system which **is included** in the listed allowances. Also see Refrigerant Recovery Policy, below.

Compressor Replacement	4
Compressor Start Relay	1
Compressor Start Capacitor.....	1
Compressor Run Capacitor.....	1
NOTE: THE COMPRESSOR REPLACEMENT ALLOWANCE INCLUDES REPLACEMENT OF THE RELAY AND CAPACITORS, ABOVE, AT THE TIME OF COMPRESSOR REPLACEMENT.	
Evaporator Replacement	4
Condenser Replacement (A or W).....	3
Pressure-Operated Switch with cap. tube connection (High-Pressure Cutout).....	3.5
Evacuation of the system which is included	
Pressure-Operated Switch with threaded connection (Pump-Down Controller).....	1.0
Hot Gas or Liquid Solenoid Valve Body	3.5
Evacuation of the system which is included	
Refrigerant Valve (TEV, Head Pressure Control, or Harvest Regulator).....	3.5
Evacuation of the system which is included	
Both Expansion Valves in GB1200 Model	3.5
Evacuation of the system which is included	
Condenser Coolant Regulator Valve, complete (W).....	3.5
Evacuation of the system which is included	
Condenser Coolant Regulator Valve, Water-Side only.....	1
Receiver	3.5
Evacuation of the system which is included	
Refrigerant Leak, Locate and Repair	
EXACT LOCATION AND NATURE OF LEAK MUST BE DESCRIBED IN DETAIL	3.5
Evacuation of the system which is included	

REFRIGERANT RECOVERY POLICY

In most cases recovery and re-use of system refrigerant in the same system is recommended. The above Refrigeration Group Allowances provide time for recovery and re-cycling (clean-up with approved equipment for re-use), evacuation, and topping-off charge to replace any refrigerant lost in recovery. **THERE WILL BE NO ALLOWANCE ACCEPTED FOR NEW REFRIGERANT WITHOUT A COMPLETE AND ACCURATE EXPLANATION OF THE NEED FOR NEW REFRIGERANT.**

NEW REFRIGERANT ALLOWANCE

R-404a, per OUNCE	\$1.50
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KOLD-DRAFT® BINS

KDB SERIES ICE STORAGE BINS

All service on Kold-Draft® ice storage bins is limited to a one (1) hour allowance to repair any factory defect or to replace any factory-defective parts.

LIMITATIONS

ITEMS SPECIFICALLY NOT COVERED BY THE KOLD-DRAFT® LIMITED THREE YEAR LABOR WARRANTY

Exclusions include, but are not limited to:

1. Other-than straight-time labor rates, including overtime, holidays, travel time, flat-rate service call or truck charges, mileage, miscellaneous tool/equipment/material charges not itemized as payable in the Listing of Allowances, extra allowances as a result of difficulty in accessing the equipment being serviced (i.e., multiplex installations, installations with accessory items such as crushers, dispensers, and/or drink systems whether-or-not provided by Kold-Draft®, or installation environment), or service which is not necessary for the correction of a covered defect.
2. Service needed as a result of deviation(s) from Kold-Draft® installation instructions or for correction of such deviation(s) including clearances for access and ventilation.
3. Damage caused by:
 - >Alterations not authorized in writing by Kold-Draft®;
 - >Inappropriate service;
 - >Use of other-than Genuine Kold-Draft® replacement parts;
 - >Transportation and handling hazards;
 - >Accidents including mishaps during service (i.e., accidental live-circuit or component grounding, breakage);
 - >Misuse, abuse, or neglect including failure to perform recommended cleaning and preventative maintenance, or operation with any panel or cover not properly secured in-place;

- >Seismic activity, Wind, Fire, Flood, Freezing, or any act of God;
 - >Acts of war;
 - >Failure of or inadequate electrical supply including field wiring methods, branch circuit protection, equipment grounding, and compliance with other code requirements;
 - >Failure of or inadequate water supply or drainage provisions including compliance with code requirements;
 - >Failure of or inadequate accessory cooling system component or related device not provided or authorized in writing by Kold-Draft® (i.e., cooling tower or remote condenser);
 - >The use of any non-Kold-Draft® accessory including, but not limited to air or water filters, dispensers, crushers, baggers, heat-reclaim devices, or any device which is connected to the Kold-Draft® equipment factory refrigerant, electrical, or plumbing provisions.
4. Taxes, licenses, or other fees not itemized as payable in the Listing of Allowances.
 5. Installation cost.
 6. Start-up adjustments.
 7. Recommended cleaning and preventative maintenance.
 8. Operational maintenance or adjustments.
 9. **Any claim filed more than 45 days after service was performed.**
 10. **Any claim submitted with inadequate, inaccurate, or illegible documentation.**

Warranty Policy is subject to change without notice. Any change in Warranty Policy will be published in the form of a Warranty Bulletin.