

Commercial Labor



COMMERCIAL LABOR INFORMATION AND RATES
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Commercial Labor Commercial Warranty Summary

Please use the below table to determine the specific warranty coverage for all Scotsman commercial products:

Model Number	Parts and Labor Warranty*	Additional Parts Coverage
(M)C0322(X), (M)C0330(X), (M)C0522(X), (M)C0530(X), (M)C0630(X), (M)C0722(X), (M)C0830(X), (M)C1030(X), (M)C1448(X), (M)C1848(X), (M)C2148(X), (M)C2648(X), CU3030(X), EH222/MC222L(X), EH330/MC330L(X), EH430L/MC430L(X)	3 years	Compressor - 5 years Condenser - 5 years †Evaporator - 5 years
FS0522(X), FS0822(X), FS1222(X), FS1522(X), FS2330(X), HID312(X), HID525(X), HID540(X), NH0422(X), NH0622(X), NH0922(X), NH1322(X), NH2030(X), NS0422(X), NS0622(X), NS0922(X), NS1322(X), NS2030(X), UN324(X), UF424(X), UC2024(X), UC2724(X)	3 years	Compressor - 5 years
B322, B330, B530, B842, B948, CU0415(X), CU0715(X), CU0920(X), ERC111(X), ERC311(X), ERC611(X), HD22, HD30, UF0915(X), UF1415(X), UF2020(X), UN0815(X), UN1215(X), UN1520(X)	3 years	N/A
CU0515, UC0918X, ECC0800(X), ECC1200(X), EC-C1410(X), ECC1800(X), HID207X	3 years	Compressor - 5 years Condenser - 5 years
BL1048S, BL1360S, BL1660S, BH1100, BH1300, BH1600, ICS-1, ICS-2, ICS-3, ICS730, ICS1360, ICS1790	5 years	N/A
CU50	1 year	Compressor - 5 years
I(O)D150, I(O)D200, I(O)D250	2 years parts, 1 year labor	N/A

* **Residential applications: Commercial units installed in residential applications will be warranted for a period of 1 year parts & labor from the date of original installation.**

† **Evaporator also has labor coverage in addition to the parts coverage.**

Per the Manufacturer's Limited Warranty Statement packaged with every unit, the customer cannot be billed for any excess labor related to warranty repairs. However, the servicer may bill the customer for charges that are specifically excluded from warranty coverage such as:

1. Correcting improper installation of unit or components such as bin thermostats, drains, water lines, etc.
2. Any mileage and travel time.
3. Overtime or other premium charges (if the customer requested the service work be performed during overtime hours and was informed that they would be responsible for the overtime portion of the labor).
4. Cleaning the machine.
5. Recommended start up adjustments of ice thickness sensors, cube size thermostats, bin thermostats, float valves, etc.
6. Additional labor charges resulting from the inaccessibility of the product.

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To avoid misunderstandings, any non-warranty charges billed to the customer should be completely and accurately itemized on the service invoice and include an adequate explanation.

Claims

Typical causes for a claim to be adjusted, delayed or denied:

1. Incomplete or inaccurate warranty claims.
2. Warranty claims must be submitted to the distributor within **30 days** after repair completion. Any claims received at the factory after 45 days will be denied.
3. Charges which are greater than the rate book allowance.

Note: Per the Manufacturer's Limited Warranty Statement, Scotsman reserves the right to pay no more than the average commercial hourly rates established by the local distributor.

Rates

The rates include typical time for **diagnosis and repair** by a qualified Service Technician who is trained and/or has experience on Scotsman products and has an **adequate stock of service parts** on their service vehicle.

If special or unusual circumstances existed on a service call, the Servicer should inform the local Scotsman Distributor. The Distributor will then contact the Scotsman Service Department for a recommendation.

Note: The verbal recommendations provided by the personnel at Scotsman Technical Assistance does not mean that an authorization has been given for any special coverage. That type of authorization must be provided as an preauthorization number from Scotsman Service Department. Rates and prices are subject to change without notice.

In Warranty Refrigeration Service

Refrigeration service rates include time for replacement of the dryer. Do not list extra time. The rates also include recovery time.

Warranty Freight Policy

Freight for warranty parts shipped to Scotsman will only be covered if Scotsman made the request for the return. The name of the person requesting the return must be supplied to get credit. No other freight is covered.

Equipment Charge

Scotsman will pay the rates listed in the rate book for refrigeration system service, plus an equipment charge (includes recovery machine, torch, pump, oil, flux, minor fittings, solder, brazing rod or similar fees) of \$35.00. For ice machines lacking access ports, refrigeration service may add \$10.00 to misc. for adding access ports.

To claim the equipment charge, enter \$35 in the ServiceBench screen for item recovery / recycle. The recovery method must be listed on any service invoice claiming refrigeration service; if it is not listed, the claim will not be eligible for warranty. Adding a partial charge will not be accepted for warranty, (the refrigerant leak **MUST** be found and repaired).

Commercial Labor Refrigerant Allowance Table

Commercial Labor Refrigerant Allowance Table				CU1526A	R-404a	14-0356-20	12
Model	Refr. Type	Part Number	Qty. Allowance-oz	Model	Refr. Type	Part Number	Qty. Allowance-oz
AFE424A	R-134a	14-0357-20	15	CU0415	R-134a	14-0357-20	8
AFE424W	R-134a	14-0357-20	10	CU0715	R-134a	14-0357-20	8
BC0530	R-404a	14-0356-20	30	CU0920	R-134a	14-0357-20	8
C0322A	R-404a	14-0356-20	14	CU1526W	R-404a	14-0356-20	9
C0322W	R-404a	14-0356-20	11	CU2026A	R-404a	14-0356-20	15
C0330A	R-404a	14-0356-20	14	CU2026W	R-404a	14-0356-20	9
C0330W	R-404a	14-0356-20	11	CU3030A	R-404a	14-0356-20	12
C0522A	R-404a	14-0356-20	17	CU3030W	R-404a	14-0356-20	12
C0522W	R-404a	14-0356-20	14	CU50	R-134a	14-0357-20	8
C0522R	R-404a	14-0356-20	160	CP686	R-404a	14-0356-20	232
C0530A	R-404a	14-0356-20	22	CP886	R-404a	14-0356-20	232
C0530W	R-404a	14-0356-20	11	CP1086	R-404a	14-0356-20	272
C0530R	R-404a	14-0356-20	160	CP1316	R-404a	14-0356-20	288
C0630A	R-404a	14-0356-20	36	CP2086	R-404a	14-0356-20	336
C0630W	R-404a	14-0356-20	14	ECC0800	R-404a	14-0356-20	192
C0630R	R-404a	14-0356-20	160	ECC1200	R-404a	14-0356-20	224
C0722A	R-404a	14-0356-20	17	ECC1410	R-404a	14-0356-20	224
C0830A	R-404a	14-0356-20	46	ECC1800	R-404a	14-0356-20	232
C0830W	R-404a	14-0356-20	34	FS,F0522A	R-404a	14-0356-20	14
C0830R	R-404a	14-0356-20	208	FS,F0522W	R-404a	14-0356-20	11
C0600CP	R-404a	14-0356-20	232	FS,F0822R	R-404a	14-0356-20	192
C0800CP	R-404a	14-0356-20	232	FS,F1222A-1	R-404a	14-0356-20	18
C1030A	R-404a	14-0356-20	48	FS,F122A-3	R-404a	14-0356-20	20
C1030W	R-404a	14-0356-20	38	FS,F1222W-1	R-404a	14-0356-20	20
C1030R	R-404a	14-0356-20	208	FS,F1222W-3	R-404a	14-0356-20	22
C1200CP	R-404a	14-0356-20	272	FS,F1222R	R-404a	14-0356-20	192
C1410CP	R-404a	14-0356-20	272	FS,F1522A	R-404a	14-0356-20	34
C1448A	R-404a	14-0356-20	62	FS,F1522W	R-404a	14-0356-20	18
C1448W	R-404a	14-0356-20	56	F1522W	R-404a	14-0356-20	18
C1448R	R-404a	14-0356-20	256	FS2330W	R-404a	14-0356-20	240
C1848A	R-404a	14-0356-20	62	FS2330R	R-404a	14-0356-20	58
C1848W	R-404a	14-0356-20	63	HID207AX-1A	R-290	14-0389-20	3
C2000CP	R-404a	14-0356-20	288	HID207ABX-1A	R-290	14-0389-20	3
C1800CP	R-404a	14-0356-20		HID312A	R-134a	14-0357-20	12
C1848R	R-404a	14-0356-20		HID525A	R-404a	14-0356-20	12
C2148W	R-404a	14-0356-20	69	HID525W	R-404a	14-0356-20	11
C2148R	R-404a	14-0356-20	320	HID540A	R-404a	14-0356-20	12
C2648R	R-404a	14-0356-20	240	HID540W	R-404a	14-0356-20	11
CU0515GA	R-134a	14-0357-20	10	MC0322A	R-404a	14-0356-20	14
CU1526A	R-404a	14-0356-20	12	MC0322W	R-404a	14-0356-20	11

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Model	Refr. Type	Part Number	Qty. Allowance-oz	Model	Refr. Type	Part Number	Qty. Allowance-oz
MC0330A	R-404a	14-0356-20	14	NS,NH,N0622W	R-404a	14-0356-20	11
MC0330W	R-404a	14-0356-20	11	NS,NH,N0622R	R-404a	14-0356-20	192
MC0522A	R-404a	14-0356-20	17	NS,NH,N0922A	R-404a	14-0356-20	single phase
MC0522W	R-404a	14-0356-20	14				18
MC0522R	R-404a	14-0356-20	160	NS,NH,N0922A	R-404a	14-0356-20	three phase
MC0530A	R-404a	14-0356-20	22	NS,NH,N0922W	R-404a	14-0356-20	20
MC0530W	R-404a	14-0356-20	11				single phase
MC0530R	R-404a	14-0356-20	160	NS,NH,N0922W	R-404a	14-0356-20	20
MC0630A	R-404a	14-0356-20	36				three phase
MC0630W	R-404a	14-0356-20	14	NS,NH,N0922R	R-404a	14-0356-20	22
MC0630R	R-404a	14-0356-20	160				192
MC0722A	R-404a	14-0356-20	17	NS,NH,N1322A	R-404a	14-0356-20	34
MC0830A	R-404a	14-0356-20	46	NS,NH,N1322W	R-404a	14-0356-20	18
MC0830W	R-404a	14-0356-20	34	NS,NH2030W	R-404a	14-0356-20	58
MC0830R	R-404a	14-0356-20	208	NS,NH2030R	R-404a	14-0356-20	240
MC0600CP	R-404a	14-0356-20	232	NS,NH2330W	R-404a	14-0356-20	58
MC0800CP	R-404a	14-0356-20	232	NS,NH2330R	R-404a	14-0356-20	240
MC1030A	R-404a	14-0356-20	48	NME1854R	R-404a	14-0356-20	208
MC1030W	R-404a	14-0356-20	38	UC2024A	R-134a	14-0357-20	15
MC1030R	R-404a	14-0356-20	208	UC2024W	R-134a	14-0357-20	12
MC1200CP	R-404a	14-0356-20	272	UC2724A	R-134a	14-0357-20	14
MC1410CP	R-404a	14-0356-20	272	UC2724W	R-134a	14-0357-20	11
MC1448A	R-404a	14-0356-20	62	UF0915A	R-134a	14-0357-20	4.5
MC1448W	R-404a	14-0356-20	56	UF1415A	R-134a	14-0357-20	4.8
MC1448R	R-404a	14-0356-20	256	UF2020A	R-134a	14-0357-20	5
MC1848A	R-404a	14-0356-20	62	UF424A	R-134a	14-0357-20	12
MC1848W	R-404a	14-0356-20	63	UF424W	R-134a	14-0357-20	12
MC2000CP	R-404a	14-0356-20	288	UN324A	R-134a	14-0357-20	12
MC1800CP	R-404a	14-0356-20		UN0815A	R-134a	14-0357-20	4.5
MC1848R	R-404a	14-0356-20		UN1215A	R-134a	14-0357-20	4.8
MC2148W	R-404a	14-0356-20	69	<p>Note: When servicing an ice machine, no refrigeration additives, such as dyes or Leakstop, should be added to the system.</p> <p>Refrigerant Prices</p> <ul style="list-style-type: none"> • R-404A \$1.50 / oz • R-134A \$1.25 / oz • R-290 \$5.00 / oz <p>Prices subject to change.</p>			
MC2148R	R-404a	14-0356-20	320				
MC2648R	R-404a	14-0356-20	240				
NS,NH,N0422A	R-404a	14-0356-20	14				
NS,NH,N0422W	R-404a	14-0356-20	11				
NS,NH,N0622A	R-404a	14-0356-20	14				

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Instructions For Filing A Warranty Labor Claim

Service Dealer

1. Determine warranty status of the unit. Note: Warranty coverage varies depending upon model and date of start up.
2. Service the product according to warranty status.
3. Record warranty information (model, serial, customer site, etc).
4. **Immediately** return parts, tags and a completely itemized service invoice to the distributor.
Claims can be rejected for lateness.

With regard to warranty:

ALL Scotsman units serviced in warranty MUST use approved Scotsman parts. Any unit found to have been serviced in warranty with substitute parts will have the warranty **credit canceled** and a debit for that claim will be issued to that Distributor. Any Distributor found to not have been purchasing Scotsman parts of the type claimed in warranty will have those warranty **claims canceled**, and debits issued for those claims.

Distributor

Screen all claims for complete and accurate information in compliance with warranty limitations.

Note: Warranty coverage varies depending upon model and date of start up. See the table under Commercial Warranty Summary at the beginning of the rate book.

5. File online using ServiceBench, using the rate book to determine the hours allowed. Use the Refrigerant Allowance Table to determine the Refrigerant Allowance. Claim form MUST be filled out in English.

Note: Only one unit may be listed on each claim.

6. Warranty claims must be submitted to the distributor within **30 days** after repair completion. Any claims received at the factory after 45 days will be denied.
7. Any request to submit a claim which does not comply completely with all requirements should be directed to a Scotsman Service Department representative in writing.

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Factory

1. All claims will be processed as rapidly as possible.
2. Claims which are incomplete, inaccurate or do not comply with requirements and limitations will be rejected and returned to the distributor with an explanation.
3. Acceptable claims will be reviewed for compliance with **rate book** instructions and limitations.
4. Appropriate credit will be issued to the distributor account for all accepted claims.
5. The distributor will receive a copy of each credit memo noting the Warranty Claim Form number.
6. Some customers will be contacted to verify satisfactory warranty and service coverage.

Distributor

1. Follow up on each claim, after receiving credit to insure that the customer and service dealer have received appropriate warranty coverage.
2. Review any rejected claims to determine if cause of rejection can be corrected to make the claim eligible to be resubmitted.
3. Do not resubmit any claims that the Factory has returned as ineligible for warranty, see item 4 under "Distributor" above.

Warranty Freight Policy

Distributors and Ice-Care dealers refer to the current Warranty Policy Bulletin.

Freight for warranty parts shipped to Scotsman will only be covered if Scotsman made the request for the return. The name of the person requesting the return must be supplied to get credit. No other freight is covered.

Commercial Labor Warranty Rate Table

Component	Modular				
	Under Counter	Air or Water Cooled	Remote Cooled	Eclipse or Remote Low Side	Dispenser or Bin
Access Valve Replacement	3.5	3.5	4.5	4.5	3.5
Accumulator/Suction Line	4.0	4.0	5.0	5.0	-
Auger with Bearings and Water Seal	3.5	3.5	3.5	3.5	3.5
Auger Drive Only	1.5	1.5	1.5	1.5	1.5
Bearing with Breaker	2.5	2.0	2.0	2.0	2.0
Bypass Valve	-	-	-	5.0	-
Compressor	4.5	4.5	5.5	5.5	4.0
Compressor Starting Components Only	1.5	1.5	1.5	1.5	1.5
Condenser - Air, Water, or Remote Coil	4.0	3.5	4.0	4.0	3.0
Contractor	2.0	1.5	1.5	1.5	1.5
Control Panel Membrane Pad	1.5	-	-	-	-
Controller	2.0	1.5	1.5	1.5	1.5
CPR / OPR / EPR	-	-	5.5	5.5	-
Curtain or Curtain Switch	1.5	1.5	1.5	1.5	1.5
Dispense Drive Motor	-	-	-	-	1.5
Dispense Sensor	-	-	-	-	1.5
Dispenser Vane/Agitator Ice Sweep	-	-	-	-	1.5
Door Only or Door Repair	1.5	-	-	-	1.5
Drain Repair Replacement	1.5	-	-	-	1.5
Evaporator With All Related Parts*	5.0	4.0	5.0	6.0	4.0
Fan Motor and/or Blade	2.0	2.0	2.0	2.0	1.5
Float Valve, Reservoir, Main Tank	2.0	1.5	1.5	1.5	1.5
Gear Reducer, Replace or Rebuild*	2.5	2.5	2.5	2.5	2.5
Harvest Assist/Actuator Motor	1.5	1.5	1.5	2.5	-
Headmaster/Low Ambient Control Valve	-	-	4.5	5.0	-
Hinge Only or With Door, Set of 2 Hinges	1.5	-	-	-	2.0
Hot Gas Valve/Vapor Valve	3.5	4.0	5.0	6.0	-
Ice Thickness Sensor/Cube Size Control	1.5	1.5	1.5	1.5	-
Ice Level Sensor/Control/Bin Thermostat	2.0	1.5	1.5	1.5	1.5
Ice Sweep or Chute	1.5	1.5	1.5	1.5	1.5
Inlet Water Solenoid Valve	2.0	1.5	1.5	1.5	1.5

Commercial Labor Warranty Rate Table

		Modular				
Component	Under Counter	Air or Water Cooled	Remote Cooled	Eclipse or Remote Low Side	Dispenser or Bin	
Liquid Line Valve	-	-	4.0	5.0	-	
Pressure Control Switch	3.0	4.5	5.0	5.0	3.0	
Purge or Dump Valve	2.0	1.5	1.5	1.5	-	
Receiver/Liquid Outlet Valve	-	-	5.0	5.0	-	
Refrigerant Leak	3.5	3.5	4.0	4.5	3.0	
Switch, Any Electrical Type	1.5	1.5	1.5	1.5	1.5	
Spring, Cam, Cam Pin, Bearing Bracket	-	1.5	-	-	-	
Thermistor	2.0	1.5	1.5	1.5	1.5	
Time Delay Relay	1.5	-	-	-	1.5	
Transformer	1.5	1.5	1.5	1.5	1.5	
TXV/Expansion Valve	4.0	4.5	5.0	6.0	3.5	
Water Distributor, Spray Platform, Water Plate	1.5	1.5	1.5	1.5	1.5	
Water Leak	1.5	1.5	1.5	1.5	1.5	
Water Level Sensor	1.5	1.5	1.5	1.5	-	
Water Pump- Spray or Drain	2.0	1.5	1.5	1.5	-	
Water Regulating Valve	3.5	3.0	-	-	3.0	
Water Seal With/Without Bearing	3.5	3.5	3.5	3.5	3.5	

Rate Table Guidelines

Electrical Components

Maximum 3 hours for multiple replacements on one service call.

Evaporator and Gear Reducer Combination Replacement

Add 1 hour to evaporator rate for the gear reducer.

Water

The maximum allowable time for water repairs is 1.5 hours.

Misc

If a component repair is not listed, the maximum allowable time is 1.5 hours.

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Refrigeration

Multiple Refrigeration Service: Up to the highest rate for the component changed, plus 1 hour more for each additional refrigeration component. No extra time will be given for the replacement of the drier, as it is already calculated into all refrigeration repairs.

Remote system ice machines with non-contaminated R404 systems must have their refrigerant recovered and recycled back into the system.

A non-contaminated system is defined as:

- A system which has never been opened.
- A system in which component failure has not resulted in contamination of the system.
- A system that was, as a result of service, recovered, evacuated, and recharged according to practices outlined in the Scotsman service manual for the machine.

Refrigerant Repairs in California

Per California SB 1206, any R404 refrigerant recovered from any ice machine in the state of California must be recycled back into the sealed system.

In situations where the refrigerant has become contaminated, technicians may purchase recycled refrigerant to use in the machine.

When claiming this refrigerant as part of a warranty claim for reimbursement, the part number for CA recycled refrigerant is 14-0356-30. This refrigerant can only be purchased in the state of California. The warranty reimbursement for this refrigerant is \$3.50 / oz.

Important Note: Any warranty claim submitted for an ice machine in California which includes the purchase of 14-0356-30 must also have a detailed explanation of why the existing refrigerant charge in the machine could not be recycled.