

**Gulf ICE Systems, Inc.**

**Ice-O-Matic**

Ice. Pure and Simple

# **WARRANTY MANUAL**

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## WHO TO CONTACT

*Gulf Ice Systems, Inc.*

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**ICEo-Matic®**

Web Site: [www.iceomatic.com](http://www.iceomatic.com)

Warranty Department

800-423-3367

Technical and Service Department

888-349-4423

***Your partner providing Ice and Beverage Dispensing Equipment Solutions!***

September 22, 2011

Dear Service Agents:

**Welcome to GIS Warranty!** We hope the following manual will be very helpful to you and your service company in filing claims and learning the rules and benefits of warranty. It will be extremely advantageous for you to carefully read all of the information provided. The handy information will greatly assist you in the filing of claims. Basically, there have been minimal changes that affect you as the service agent.

A **Service Agent Package** must be current and on-file in our office in order for service agents to be paid for any warranty or non-warranty service work. If you do not have this package, please request and return to our office as soon as possible.

This paperwork consists of:

- Certificate of Insurance
- W-9 Tax Form
- Service Agent Information Sheet
- 

### **WARRANTY WORK IS GUARANTEED WORK!**

PERFORMING WARRANTY REPAIRS IN CONJUNCTION WITH YOUR DAILY SERVICE WORK WILL ENHANCE YOUR REPUTATION. THIS PROVIDES AN EXCELLENT ASSET TO YOUR BUSINESS AND EXTENDS A FIRM FOUNDATION FOR FUTURE BUSINESS.

If you have questions or need further assistance, please call our Warranty Department at **Extension 107**. We can also be reached at E-mail address: [warranty@gulficesystems.com](mailto:warranty@gulficesystems.com)

Sincerely,

**GULF ICE SYSTEMS, INC.**

Steve Shea (x107) and Steven Morgan (x104)

# Gulf Ice Systems, Inc.



is on the  
world wide web!

- Stay informed
- Find out who we are
- See what products we carry
- Visit our Special Sales page (equipment at **HOT** prices)
- *Get your service and warranty questions answered*



Please email us so we may add your company to our address book for Service Bulletins, Claim Inquiries, etc.

*Thank you!*

If you have suggestions or comments, please email us [sales@gulficesystems.com](mailto:sales@gulficesystems.com)

Visit us at [www.gulficesystems.com](http://www.gulficesystems.com)

## Warranty Claim Status

FOR ANY WARRANTY QUESTIONS (NON-TECHNICAL),  
**YOU MAY CALL ANYTIME BETWEEN**  
**8:00 A.M. TO 5:00 P.M.**  
**CENTRAL STANDARD TIME**  
**AT 1-800-322-4853, EXT. 107 OR 104.**

**If you have questions regarding the status of warranty of a machine, we will need model# and serial#.**

We are free to assist you in any matter related to Ice-o-Matic® warranty procedures and policies.

Our Warranty Administrator maybe away from their desk!  
 But, please leave a message on voicemail or you can email [warranty@gulficesystems.com](mailto:warranty@gulficesystems.com)

**Warranty covers defects of the Equipment.**

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## Warranty Manual Overview

This manual is provided as a guidebook to assist service agents in submitting warranty claims for processing. If you wish to avoid delays, shortages and denials, we would suggest reading this manual in detail. We can not stress enough, how important it is to follow the warranty guidelines and policies.

Processing a warranty claim is quite a complex system and there are numerous steps in the process. To completely process a claim and completely disperse both parts and/or labor payments will require a minimum of 30 to a maximum of 45 days from **date received**.

### **GULF ICE SYSTEMS, INC.**

#### **DOES NOT**

**warranty any of the equipment we sell.**

**WE AREN'T RESPONSIBLE FOR ANY COMPENSATION**

**RELATED TO REPAIRS OR FAILURES ONCE THE EQUIPMENT IS INSTALLED.**

All in all, It's our responsibility to back the equipment warranty as issued by the manufacturer of the equipment. We have no control or influence over the manufacturer and their warranty policies. If you receive a shortage or denial, it's based on a judgment issued by the manufacturer. Because of this, your company would do better contacting the Warranty Department at **ICE-O-Matic®** to explain your grievance and try to correct a problem. We will listen to you, but will be unable to do anything by way of assistance. Essentially, we aren't the ones compensating you for the warranty. We are an administration department only and our responsibility is to forward the warranty compensation to the service company that preformed the repair.

Gulf Ice Systems basically processes the claims at the first stage of processing. We initially prepare the claims for submittal. We are responsible for compensating you for parts used on the repair that were purchased from us. We do this at the first initial stage of processing. Once the claim is received at the factory, it is their responsibility to make judgments and issue compensation. The factory sends us compensation in the form of a credit. After reviewing and processing this credit, we are then obligated to forward the labor portion of compensation to the service agent. If the factory delays or adjusts this compensation, we have no voice in the matter. Your company is compensated for what the factory allowances are, which are based on factory allotted hours for the type of job performed.

## Service Bulletin

### ◀ **ICE-O-Matic Warranty Statement** ▶

—CONTINUED—

transportation, damage resulting from adverse environmental or water conditions, accidents, misuse, abuse, improper drainage, interruption in the electrical or water supply, charges related to the replacement of non-defective parts or components, damage by fire, flood, or acts of God.

This warranty is valid only when installation, service, and preventive maintenance are performed by a Company-authorized distributor, a Company-authorized service agency, or a Company Regional Manager. The Company reserves the right to refuse claims made for ice machines or bins used in more than one location. This Limited Warranty does not cover ice bills, normal maintenance, after-install adjustments, and cleaning.

#### Limitation of Warranty

This warranty is valid only for products produced and shipped from the Company after January, 2007. A product produced or installed before that date shall be covered by the Limited Warranty in effect at the date of its shipment. The liability of the Company for breach of this warranty shall, in any case, be limited to the cost of a new part to replace any part, which proves to be defective. The Company makes no representations or warranties of any character as to accessories or auxiliary equipment not manufactured by the Company. **REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CUSTOMER. MILE HIGH EQUIPMENT SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE LENGTH OF THIS WARRANTY.**

#### Filing a Claim

All claims for reimbursement **must be received at the factory within 90 days from date of service** to be eligible for credit. **All claims outside this time period will be void.** The model, the serial number and, if necessary, proof of installation, must be included in the claim. Claims for labor to replace defective parts must be included with the part claim to receive consideration. Payment on claims for labor will be limited to the published labor time allowance hours in effect at the time of repair. The Company may elect to require the return of components to validate a claim. Any defective part returned must be shipped to the Company or the Company-authorized distributor, transportation charges pre-paid, and properly sealed and tagged. The Company does not assume any responsibility for any expenses incurred in the field incidental to the repair of equipment covered by this warranty. The decision of the Company with respect to repair or replacement of a part shall be final. No person is authorized to give any other warranties or to assume any other liability on the Company's behalf unless done in writing by an officer of the Company.

#### GOVERNING LAW

This Limited Warranty shall be governed by the laws of the state of Delaware, U.S.A., excluding their conflicts of law principles. The United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this Limited Warranty.

Mile High Equipment LLC, 11100 East 45<sup>th</sup> Avenue, Denver, Colorado 80239 (303) 371-3737  
January 2007

If you have any questions,  
please contact the ICE-O-Matic Service Department at 1-800-423-3367

**ICE** o-Matic® **Service Bulletin**

SUBJECT: ICE-O-Matic Warranty Statement

Number: 07-01  
Product: Cuber  
Date Issued: January 2007  
From: Technical Service

The purpose of this Service Bulletin is to notify the Service Agents and Technicians of ICE-O-Matic's revised Warranty Policy. This Warranty is included in all Installation Manuals and Service Literature that is dated January 2007. The remote condenser warranty has increased from 24 months parts and labor to 36 months parts and labor warranty.

**ICE-O-Matic  
Parts and Labor  
Domestic & International Limited Warranty**

Mile High Equipment LLC (the "Company") warrants ICE-O-Matic brand ice machines, ice dispensers, remote condensers, water filters, and ice storage bins to the end customer against defects in material and factory workmanship for the following:

- Cube ice machines, compressed ice machines and remote condensers. - Thirty-six (36) months parts and labor
- Ice storage bins -Twenty-four (24) month parts and labor
- Flake ice machines - Twenty-four (24) months parts and labor
- IOD model dispensers - Twenty-four (24) months parts, Twelve (12) months labor
- CD model dispensers - Thirty-six (36) months parts and labor
- Water filter systems - Twelve (12) months parts and labor (not including filter cartridges)

An additional twenty-four (24) month warranty on parts (excluding labor) will be extended to all cube ice machine evaporator plates and all cube ice and compressed ice machine compressors from the date of original installation. An additional thirty-six (36) month warranty on parts (excluding labor) will be extended to all flake ice machine compressors from the date of original installation. The company will replace EXW (Incoterms 2000) the Company plant or, EXW (Incoterms 2000) the Company-authorized distributor, without cost to the Customer, that part of any such machine that becomes defective. In the event that the Warranty Registration Card indicating the installation date has not been returned to ICE-O-Matic, the warranty period will begin on the date of shipment from the Company. Irrespective of the actual installation date, the product will be warranted for a maximum of seventy-two (72) months from date of shipment from the Company.

ICE-model cube ice machines which are registered in the Water Filter Extended Warranty Program will receive a total of eighty-four (84) months parts and labor coverage on the evaporator plate from the date of original installation. Water filters must be installed at the time of installation and registered with the Company at that time. Water filter cartridges must be changed every six (6) months and that change reported to the Company to maintain the extended evaporator warranty.

No replacement will be made for any part or assembly which (I) has been subject to an alteration or accident; (II) was used in any way which, in the Company's opinion, adversely affects the machine's performance; (III) is from a machine on which the serial number has been altered or removed; or, (IV) uses any replacement part not authorized by the Company. This warranty does not apply to destruction or damage caused by unauthorized service, using other than ICE-O-Matic authorized replacements, risks of

**Warranty Manual Overview**

CONTINUED

We can only suggest that you follow the guidelines and policies outlined in this manual. Failure to follow Gulf Ice Systems and the manufacturer's procedures and/or policies could result in your claim being delayed or denied. It is the responsibility of the service agent to follow through with the repairs and submit the warranties as prescribed.

We are always here to assist you with your warranty questions. We can guide you through the process and aid you in completing the paperwork.

*Our website has a download page to allow you to download a warranty claim form, part tags, and the IOM Labor Allowance Reference sheet when needed.*

<http://www.gulficesystems.com/download.html>

**Gulf Ice Systems Warranty Department Contacts:**

**Steve Shea, Warranty Administrator - Extension 107**  
[warranty@gulficesystems.com](mailto:warranty@gulficesystems.com)

**Steven R. Morgan, Warranty Supervisor - Extension 104**  
[smorgan@gulficesystems.com](mailto:smorgan@gulficesystems.com)

## How to Read the Serial Number Formats

Due to the changes at ICE-O-Matic® there are now two different serial number formats. To help you understand serial number sequences, please see below.

### **SERIAL NUMBER FORMAT (after August 1, 2004)**

The first four digits in the new serial numbers indicate the date of manufacture. The next five digits indicate a location of manufacture. The remaining numbers are a sequential number indicating the order in which the unit came off the assembly line.

Example-Serial Number: **05011280013251**

|           |           |              |                         |
|-----------|-----------|--------------|-------------------------|
| <b>05</b> | <b>01</b> | <b>12800</b> | <b>13251</b>            |
| Year      | Month     | Location     | Order off assembly line |

### **Old Serial Number Format (prior to August 1, 2004)**

The first digit of a serial number (Letter) constitutes the month in which the machine was manufactured. The second digit in the serial number constitutes the year the machine was manufactured. The third and fourth digits represent the model of the machine: The fifth character in the serial number will be a dash, followed by five (5) numbers, another dash, and a "W" (or an "L" if this is a condenser). These numbers are a continuing count of the machines manufactured for that specific model.

Example-Serial Number: **A-010-00001-Z**  
 Letter(month)-#(year) ##(model)-#####(count)-Z  
 Tell us the machine is the first ICEU200 manufactured January 2000

#### **Decade: 1990 + (O/X omitted)**

M = January  
 N = February  
 P = March  
 Q = April  
 R = May  
 S = June  
 T = July  
 U = August  
 V = September  
 W = October  
 Y = November  
 Z = December

#### **2000 +**

A = January  
 B = February  
 C = March  
 D = April  
 E = May  
 F = June  
 G = July  
 H = August  
 I = September  
 J = October  
 K = November  
 L = December

**Year:** 0=1990 (M-Z),  
 1=1991,  
 2=1992,  
 3=1993,  
 4=1994,  
 5=1995,  
 6=1996,  
 7=1997,  
 8=1998,  
 9=1999,  
 0=2000 (A-L).

**Model:** 10=UC20 or EUC200,  
 11=C20 or EC200,  
 12=C40 or EC400,  
 and so on;

#### **On newer models,**

10=ICEU200,  
 11=ICE200,  
 12=ICE400,  
 21=EF250,  
 55=GC800.  
 And so on;

## Fast and Elite Fast Program

There are 2 levels of service companies, FAST and Elite Fast. The Elite level will be required to stock parts and will be the company that gets the majority of referrals. The regular FAST level will not be required to stock parts. Both levels will be able to submit labor claims directly to the factory online through Service Bench. Part claims will still need to go through the distributor. In most cases there will be one or two Elite companies per metro area depending on area to be covered.

**Elite FAST Agents receive labor faster  
 as their paid direct from Ice-O-Matic**

If your company is interested in being a FAST or Elite FAST Agent, I would suggest calling the Technical Service Department at Ice-O-Matic® and request more information on the program. The program does require signing a contract with Ice-o-Matic®

*We cannot guarantee that your services will be utilized, although your chances for future opportunities are greatly increased. This is an Ice-O-Matic® program supported by the manufacturer.*

## Frequently Asked Questions

### ◀ WARRANTY ISSUES ▶

Here are some frequently asked questions regarding warranty issues.

**Q. What is the time frame for return of parts?**

**Answer:**

All Parts must be returned to Gulf Ice Systems for proper processing and credit. Because of the amount of time required to process a claim, Gulf Ice Systems has established a flexible 45-day submittal date for parts and claims to be returned.

If we receive your claim within 1 week before the factory submittal deadline, it's possible your claim maybe denied or refused by GIS, not the manufacturer. In any situation created by the service agent that causes a warranty claim to be denied due to their failure to follow the guidelines or policies, the service agent becomes the responsible party for all repair costs and part(s) that would have been covered by warranty.

**Q. Am I required returning all Parts?**

**Answer:**

In order to process your warranty claim and give credit, Gulf Ice Systems must receive all parts associated with the repair. We have one exception regarding the return of compressors. If the Ice machine serial number places it as being older than 18 months, we will allow you to return the serial tag off the compressor. In addition, we request that you hold the old compressor for about 30 days in case the factory requests its return. This will save on your outbound freight charges. (Contact us to verify compressor return status if needed).

**Q. Why am I billed for Warranty Parts?**

**Answer:**

All parts are usually billed to the responsible party providing the service. This allows us to track the parts, correct inventory, and make someone responsible to return the warranty parts. If the parts are not returned, the company invoiced for the part(s) then become liable for payment of the part like a standard purchase. Upon return of warranty part(s), you will receive proper credit minus items not covered under warranty (**Freight, parts on invoice that are not part of the warranty claim, etc...**)

## Warranty Coverage from Date of Installation

The following is a listing of warranty coverage on Ice-O-Matic® ice machines per the date of the installation.

### Cube Ice Maker (MODELS: ICE and ICEU series)

|                        |   |
|------------------------|---|
| 3 Years                | Parts and Labor   |
| 5 Years                | Compressor only      Evaporator only  |
| Special Filter Program | <b>7 year Evaporator, Part and Labor warranty</b><br>The cuber will only qualify if a purchase of an <a href="#">IFO Series 3-in-1 water filter system</a> was purchased with a new Ice-O-Matic Cube ICE Machine. In addition, the filter cartridge must be replaced every 6 months. (USA and Canada only). |

### GEM Ice Maker (MODELS: GEM and MFI series)

|         |                                       |
|---------|---------------------------------------|
| 3 Years | Parts and Labor (includes evaporator) |
| 5 Years | Compressor only                       |

### Flaker Ice Maker (MODELS: EF and GEMD series)

|         |                                       |
|---------|---------------------------------------|
| 2 Years | Parts and Labor (includes evaporator) |
| 5 Years | Compressor only                       |

### Ice Storage Bin

|         |                 |
|---------|-----------------|
| 2 Years | Parts and Labor |
|---------|-----------------|

### Dispenser, Hotel (MODEL: CD series)

|         |                 |
|---------|-----------------|
| 3 Years | Parts and Labor |
|---------|-----------------|

### Dispenser, Ice (MODEL: IOD series)

|         |                 |
|---------|-----------------|
| 1 Year  | Parts and Labor |
| 2 Years | Parts only      |

### Remote Condenser

|         |                 |
|---------|-----------------|
| 2 Years | Parts and Labor |
|---------|-----------------|

### 6 Month Part Warranty

A part purchased for non-warranty equipment that fails within the first six (6) months from date of purchase is covered under the replacement part warranty. **Part and claim form with customer information is required for processing. Labor is not paid.**

## How to File for Warranty

The following procedures are used for ordering parts for warranty and instructions on how to file a claim and receive credit for part(s) and credit for labor.

### I. Ordering Part(s)

- A) Call 1-800-322-4853, Option 3 for **Parts Department** or Ext. 112 or 111.
- B) A **MODEL** and **SERIAL** number be given (**REQUIRED!**)
- C) Please advise that you are ordering the part(s) for warranty.

NOTE: *These parts must be billed for inventory purposes. If you have an account, parts will be billed to that account, otherwise, another form of payment is required.*  
*\*\*\*Upon return of used parts, you will be credited in full, minus any freight charges or drop ship fees (**freight not covered under warranty**; see page 7).*

### II. Warranty Repair

- A) Upon receiving the part(s) and claim form
  - Complete repair
  - Fill out claim form and service ticket per instructions
- B) Return all warranty part(s) with claim form and service ticket
  - Must be sent back within **45 days** (some flexibility) from day of equipment failure
  - Reference or send copy of our pick ticket/packing slip or our invoice number, in order to easily identify part purchases upon return of part and claim form (Not required, but helps us to properly and quickly credit the correct invoice)
  - Any returned **compressors** **MUST** be sealed (welded)
    - A \$25.00 charge will be billed to your account as a service charge for sealing the compressor

The factory has a 90 day submittal period from day of failure, but we **must** be given enough time to process paperwork and ship parts within the time required, thus **Gulf Ice Systems has a somewhat flexible 45 day submittal period.**

### III. Warranty Credit

- A) Upon receiving warranty part and paperwork
  - Part will be credited against the invoice the part was purchased on. (Warranty does not cover freight charges (*See Page 7*).
  - It takes about 1 to 2 weeks from date received to process paperwork and issue part credits.

## Frequently Asked Questions

### ◀ LABOR PAYMENTS ▶

— CONTINUED —

**Note:** Gulf Ice Systems doesn't warranty any of the equipment we sell. All warranties are compensated by the manufacturer of the equipment. They are essentially paying the bill. Gulf Ice Systems acts as the middleman and assists the factory with the first stage of the warranty process and the last stage as disperser of compensation issued by the manufacturer. If the manufacturer denies or short pays the warranty compensation, the responsibility lies with the customer or end-user of the equipment. Gulf Ice Systems will accept no responsibility for any payments not covered by the manufacturer's warranty.

#### Q. Can I claim more labor than is allowed by the factory?

**Answer:**

You may claim any labor amount you desire, but we do guarantee that the manufacturer will adjust the claim to the limits permitted by the hourly labor allowances. We strongly ask that you follow the manufacturer's labor hour allowances to avoid shortages and process delays. Although Gulf Ice Systems reviews your paperwork, we are not allowed to make adjustments to your claim or service invoices unless authorized by your company prior to submittal. Any labor not covered under warranty is the responsibility of the end-user.

#### Q. What is the standard labor rate for service?

**Answer:**

It is usually your standard hourly labor rate that you normally charge. However, the manufacturer will review your hourly labor rate and may adjust it depending on the average rate charged in your region. Your standard hourly rate is acceptable in most cases. Please don't overcharge on your hourly rate. Not only does it create process delays and additional labor submittal problems, it makes your company look bad and could affect your authorization to service the manufacturer's equipment. If you overcharge, we will guarantee that your labor payment will be reduced by the manufacturer.

#### Q. Who is paying labor on the claim?

**Answer:**

The manufacturer is the one providing compensation for the warranty repair. Gulf Ice Systems only forwards the labor payment to your company.

## Frequently Asked Questions

### ◀ LABOR PAYMENTS ▶

Here are some frequently asked questions regarding compensation for warranty service.

#### Q. How long does it take to receive payment for our services?

##### Answer:

- 1) Once we receive the parts it takes approximately 1 to 2 weeks to submit and process it with the manufacturer. (process time is usually affected by the work load related to the number of warranty claims received around the same time as your claim). Please keep in mind, we also submit claims to other manufacturers and have relationships with many service agents that also submit warranty claims. They want their claims processed also.
- 2) The complete process for the life cycle of a claim, from receipt to paying labor can be approximately 30 days depending on the complexity of the claim or situational conditions that may affect or interrupt the process.

**Note:** If a claim has incomplete information, invalid serial number, or doesn't follow standard warranty policies, delays in payment and/or credits occur. Trying to correct these issues can add an additional 1 to 4 weeks to processing time depending on how quickly your company responds back with the requested information. Please complete all warranty claims per Ice-O-Matic guidelines. We have no control or influence on factory processing and will take no responsibility for situations out of our control or beyond our administrative processes.

- 3) Labor payments are entered into our system to be processed for payment once the factory credit memo is received by us from the manufacturer. Once the warranty department has updated the system with labor payment data, a request is then forwarded to our Accounts Payable Department for checks to be processed. Once this has been done, the Warranty Department no longer has control of the process and we have to wait for the AP Department to complete their process.

The process is complex and there are numerous steps and processes involved with each claim. Be aware that warranty is not as simple as billing and receiving payment within your payment terms. Ultimately our goal is to have all service agent labor compensation paid within 30-days. If labor payment isn't received by your company within your payment terms, we apologize. Any delays receiving labor payment would be unavoidable. There is absolutely nothing we can do to streamline this process or shorten the time.

#### Q. What is the Warranty Explanation Sheet?

##### Answer:

A Warranty Explanation Sheet is issued by the factory to explain any adjustments or denials. Gulf Ice Systems reviews this information to see if it is valid and then re-issues a statement explaining the shortage. Gulf Ice Systems does not have the authority to adjust your claim. We only forward any payments issued by the factory based upon credit received; however, the factory must justify all shortages. For any instance not covered by warranty, the end user becomes responsible to compensate your company for labor.

## How to File for Warranty

— CONTINUED —

- B) When we receive credit from factory, all labor associated with the claim will be credited or paid by check depending on your company account status.

**Note:** If a claim has incomplete information, invalid serial number, or doesn't follow standard warranty policies, delays in payment and credits will occur that changes the estimated process time of your claim. Trying to correct these problems can add an additional 2 to 4 weeks to processing time.

### PLEASE COMPLETE ALL WARRANTIES PER ICE-O-MATIC® GUIDELINES

WE HAVE NO CONTROL OR INFLUENCE OVER FACTORY  
PROCESSING AND WARRANTY COMPENSATION AMOUNTS  
PAID BY THE MANUFACTURER AND WILL TAKE NO  
RESPONSIBILITY FOR SITUATIONS WHICH ARE NOT PART OF  
OUR ADMINISTRATIVE RESPONSIBILITIES AND GUIDELINES.

#### PLEASE NOTE:

Our goal is to process your claim as soon as possible. We attempt to process all claims within a 2 week period from receipt; however, there are situations that arise that are out of our control that may affect the process time. These incidents are unavoidable and we can only request your patience in regards to delays of payment for parts and/or labor.

**Warranty Labor Time Allowances**

| Components  | Cubers  | Flakers | Dispenser |
|---|---------|---------|-----------|
| <b>Refrigeration Section (all includes drier rep)</b> |         |         |           |
| Compressor (includes start components)                | 4       | 4       | 4         |
| Start Components                                      | 1       | 1       | 1         |
| Condenser (Air or Water)                              | 3       | 2.5     | 2.5       |
| Cuber Evaporator (single)                             | 4       |         |           |
| Cuber Evaporator (2 ass'y)                            | 4.5     |         |           |
| Flaker Evaporator (includes internal parts)           |         | 4       | 4         |
| Expansion Valve                                       | 2.5     | 2       | 2         |
| Fan / Low Press. / Pump Down - Controls               | 2       | 2       | 1.5       |
| High and/or Low Side Service Valves                   | 1.5     | 1.5     | 2         |
| High Pressure Control                                 | 1.5     | 2       |           |
| Hot Gas Valve   | 2       |         |           |
| Mixing Valve  | 3       | 3       |           |
| Pump Down Valve                                       | 2.5     | 2.5     |           |
| Receiver  | 3       | 3       |           |
| Refrigerant Leak Detection and Repair                 | 2.5     | 2.5     | 2.5       |
| Water Regulating Valve                                | 2.5     | 2       | 2         |
| <b>Water Section</b>                                  |         |         |           |
| Float Assembly  | 1       | 1       | 1         |
| Purge Valve / Water Pump / Trough                     | 1       | 1       | 1         |
| Splash Curtain/Wtr. Dist. Tube/Pump tube              | 1       | 1       | 1         |
| Water Leak in Unit (Specify Location)                 | 1.5     | 1.5     | 1.5       |
| Water Faucet  |         |         | 1         |
| <b>Electrical / Control Section</b>                   |         |         |           |
| Bin Control (Micro Sw./Sensor Bin Thermostat)         | 1       | 1       | 1.5       |
| Contactors  | 1       | 1       | 1         |
| Controller Board or Display Panel                     | 1.5     |         |           |
| Fan Motor and/or Blades                               | 1.5     | 1       | 1         |
| Harvest Assist. Ass'y                                 | 1.5     |         |           |
| High Temp. Safety                                     | 1       |         |           |
| Ice-Off-Wash Sw./Purge Sw/ Relay                      | 1       | 1       | 1         |
| Thermister and/or Potentiometer kit                   | 1.5     |         |           |
| Timer (Delay or Finishing) / Coin Mech.               | 1       | 1       | 1.5       |
| <b>Other</b>  |         |         |           |
| Bin Door or Panels                                    | 0.5     | 0.5     | 1.5       |
| Dispenser / Auger Motor /Dispenser Parts              |         | 2       | 2         |
| HD/FD Agitator Parts (see note B)                     |         |         | 1.5       |
| Auger or Bearings                                     |         | 1.5     | 1.5       |
| Pulley and/or V-Belt                                  | 1.5     | 12      | 1         |
| Gear Boxes/Gear Reducer(serial tag only)              | per srm |         |           |

- A) A one time misc. charge of up to \$15.00 when making repairs to sealed system.
- B) Replacement of more than one component from the same section requires the additional components to be billed at .5 the listed time allowance.

**Information and Major Concerns**

CONTINUED

**REFRIGERATION LEAKS** - The factory has established a policy, which requires warranty claims for refrigeration leak repairs have a detailed explanation of the leak and the location! Without knowing where the leak occurred, it makes it difficult to file a claim with the manufacturer.

*\*\* To help us help you, please provide the leak location \*\**

**COMPRESSOR SEALED** - All compressors that are returned to us have to be sealed with a torch to keep the oil from leaking. **DO NOT REPLUG THE COMPRESSORS WITH THE RUBBER PLUGS.**

If a compressor is returned unsealed and leaking, it may be rejected or sent to our service department to be sealed.

NOTE: We will bill you to seal the compressor.

**What would you do if you received a compressor in an oil soaked box with oil soaked and unreadable claim paperwork?**

**Note: compressor oil will saturate paper and cause all inks to bleed or vanish. In addition, your warranty administrator would be very unhappy that you ruined his or her brand new clothes that he or she can never wear again.**

**It's quite possible that the newly received, oil soaked and unsealed compressor and its related blank paperwork maybe abducted by aliens and never be heard from again.**

**Information and Major Concerns**

- We ask that you tag any part(s) with a part tag, if possible. Part tags are available for download from our website.
- To submit a claim on your behalf to Ice-O-Matic, we really need a complete customer address and phone number.
- Please reference the warranty labor allowances for the type repair done. The factory will not pay labor hours over the allotted allowances.
- Don't forget to add travel
- All inquiries/statements/etc. regarding claims need to reference the Claim # or Service Ticket number. If we have no way to reference your repair, we have no way to identify your paperwork or pull any data. We would be unable to help you without this information.

**Refrigerant Compensation Information**

(Current as of 02/01/06)

This is the current refrigerant allowance for compensation of refrigerant used on warranty service.

| <b>Refrigerant Type</b> | <b>Price Per LB</b> |
|-------------------------|---------------------|
| R-134-A (.65 per oz)    | \$10.40             |
| R-404-A (.78 per oz)    | \$12.48             |

**Refrigerant Recovery Fees**

| <b>Refrigerant Recovery Fees</b> | <b>Amount</b> |
|----------------------------------|---------------|
| Air / Water                      | \$15.00       |
| Remote                           | \$25.00       |

**Effective January 2, 1998, Ice-O-Matic® issued service bulletin 34-97, which briefly states they will enforce the EPA Recover & Reuse recommendation on sealed refrigeration system repairs.**

*Ice-O-Matic® requires the unit be charged with recovered refrigerant from the unit if the unit charge is 2 pounds or greater, unless the repair is a compressor replacement.*

*If the repair is a compressor replacement, the system is to be recharged only with new or certified reclaim refrigerant.*

*All other system repairs will require the recovered refrigerant to be used to recharge system.*

**NOTICE**

**All sealed refrigeration repairs must have the liquid line drier filter replaced at the time of the repair. This should be a standard refrigeration practice**

### ***What is NOT covered under Warranty***

Your company may be dispatched on a service request, but find one of these situations that aren't covered under warranty. At this point, it then becomes the responsibility of the end-user to pay for the service on their machine. **You must bill the end-user at the time of the repair.** Neither *Ice-O-Matic*® nor Gulf Ice Systems are responsible to pay your company for the conditions listed below. Ultimately, any part(s) and/or repair costs not paid for by manufacturer warranty is the responsibility of the end-user.

- ADJUSTMENTS AND RESETS ARE NOT COVERED** under warranty - examples of adjustments and resets include: Ice thickness adjustments, bin top adjustments, power turned off, reset of breakers, water source being turned off, power to machine being turned off, power cord repairs, adjustments to float assembly, etc...). Only defects of manufacturing and/or part failures are covered as warranty conditions.
- INSTALLATION PROBLEMS NOT COVERED** under warranty – Problems associated with improper installation of equipment is not a warranty condition and must be corrected by the installer of the equipment free of charge. If a service agent finds that the problem is improper installation of equipment, they will bill the end-user to correct the problem. This is not a fault of machine.
- CLEANING OF MACHINES ARE NOT COVERED** under warranty. Cleaning of the icemaker is considered part of normal maintenance of the icemaker. Anything related to cleaning of the machine is not a warranty condition. Failure to provide preventative maintenance may void the warranty.
- TAXES, TRUCK CHARGES, AND ALL FREIGHT CHARGES ARE NOT COVERED** under warranty. The end-user is responsible for these charges and must be billed at the time of the repair. Any miscellaneous charge not covered under warranty is the responsibility of the end-user.
- BILLING IS ALLOWED FOR ONE MECHANIC**, straight time only, no overtime. All warranty allowances are based upon a repair made by one technician. *Ice-O-Matic*® isn't responsible to pay technicians to train on the job to repair equipment manufactured by them. All service companies should already be qualified to repair *Ice-o-Matic*® equipment and be licensed to repair refrigeration systems.

### ***What is NOT covered under Warranty***

—CONTINUED—

- MULTIPLE SERVICE CALLS MADE TO CORRECT A PROBLEM WILL NOT BE COVERED** under warranty. All warranty allowances include diagnostic time and repair time. All technicians should be qualified to service the equipment within the allotted warranty allowance. All service agents should carry truck stock on hand to cover standard repairs. Only the actual repair of the equipment is covered per the factory authorized hourly rates.
- EXTENDED TRAVEL NOT COVERED** under warranty. *Ice-O-Matic*® has a travel allowance of 0.5 (30 min). They will pay you to travel to the equipment to be repaired. However, anything over this time is not covered under warranty.

There may be occasions or situations that require special consideration for the repair. If a special situation occurs that you feel should be given consideration to be covered under warranty that doesn't fit standard policy, a request can be made to *Ice-O-Matic*® service and/or warranty department to request special consideration.

If approved, the manufacturer will issue a 'Special Authorization Number'. This number should be provided on your paperwork when you submit the claim to GIS. If we are unaware of the special condition, we will not know to submit your claim and identify it with the SA number, thus causing an issue to arise as it relates to payments, etc...

*IF YOU HAVE A VALID REASON  
THE FACTORY WILL USUALLY WORK WITH YOU.*