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MANITOWOC WARRANTY **SERVICE GUIDE**

***** Important Information for Contractors and Customers – please read *****

INSTRUCTIONS FOR ICE MACHINE WARRANTY:

1. Model and Serial numbers of all equipment involved must be supplied.
2. All claims must be submitted through AJ Baker & Sons Pty Ltd **within 30 days** of repair.
3. If warranty registration is not on file, a copy of the original Invoice to owner is required.

CUSTOMER'S RESPONSIBILITIES

- A. To verify the product's installation date by providing proof of purchase for warranty purposes.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by machine modification with 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. Please note your machine is required to have a water filter which is changed at least every six months.
- E. To pay for premium labour rates, holidays, overtime, etc. also travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on the warranty payment schedule and any additional labour charges resulting from inaccessibility of the ice machine, dispenser or bin.

When submitting a bill for warranty work, the hours submitted must be within the guidelines listed below. The time spent on the job should be multiplied by the straight time labour rate to determine the charge. Manitowoc Foodservice 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 Foodservice realizes that diagnostic and repair times may vary depending on the problem and model machine. Please ensure when submitting your invoice for works carried out that all Technical Reports, our Purchase Order number and photographs of faulty parts etc. are supplied at the same time.

If any faulty or defective parts are replaced under Warranty, then these parts must be either returned or a photograph provided in order to process the warranty claim.

MULTIPLE REPAIR DURING 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 ½ – 1hr for each additional repair.

REFRIGERANT ALLOWANCES

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

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 \$40.00 miscellaneous charge and labour 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.

ALLOWANCES

Refrigeration Group

- A. Diagnose and replace defective compressor or evaporator, evacuate, recharge and test.
 COMPRESSOR (incl. start components) self-contained models..... 2-4½hrs
 COMPRESSOR (incl. start components) remote models..... 3-5½hrs
 EVAPORATOR (single)..... 2-4½hrs
 EVAPORATOR (double)..... 3-5½hrs
- B. Locate refrigeration leak, evacuate, recharge and test (must detail location of leak).
 SELF-CONTAINED MODELS..... 1-2½hrs
 REMOTE MODELS..... 1-3½hrs
- C. Diagnose and repair or replace headmaster (remotes), condensers, harvest pressure regulating valve and expansion valve(s)..... 2-4½hrs
- D. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, recharge and test..... 1-3½hrs

Electrical Group

- A. Diagnose and repair or replace defective unitized board or relay board..... ½-2hrs
- B. Diagnose and replace or repair all other defective electrical parts.....½-1½hrs

Water Group

Diagnose and repair or replace defective parts relating to the water group (does not include cleaning or water related problem) ½ – 1hr

Dispensers/Bins

- A. Diagnose and repair or replace defective drive motor, gear reducer or lower auger bearing or seal assembly.....1-3hrs
- B. Diagnose and repair or replace defective parts relating to the water group, door lock, or other miscellaneous repair..... ½-1hr
- C. Diagnose and repair or replace all defective electrical parts..... ½-1½hrs
- D. Diagnose and replace door(s)..... ½-1hr
- E. Diagnose and replace door gasket..... ½-1hr
- F. Diagnose and replace defrost calrod heaters and mullion heaters.....1-2hrs