



Standard Labor Guidelines To Repair Or Replace Parts

Applicable to Delfield Equipment

Advice and recommendations given by Delfield Service Technicians do not constitute or guarantee any special coverage.

- A maximum of 1-hour is allowed to **diagnose a defective component**.
- A maximum **travel distance** of 100 miles round trip and 2-hours will be reimbursed. Actual travel to be charged.
- Overtime, installation/start-up, normal control adjustments, general maintenance, glass breakage, freight damage, and/or correcting and end-user installation error will not be reimbursed under warranty unless pre-approved with a **Service Work Authorization** from Delfield. You must submit the number with the service claim.
- Actual repair time will be paid at or below guideline.
- Parts on the critical stock list must be air freighted at the expense of the service agent.

Labor Up To 1-Hour Is Allowed To Replace

- Infinite Switch
- Door Jamb Switch
- Solenoid Coil
- Hi-limit/Thermal Protector Switch
- Fan Delay/Defrost Termination Switch
- Compressor Start Components and Overload Protector
- Defrost Timer
- Thermometer
- Gear Motor
- Contactor/Relay
- Transformer
- Evaporator/Condenser Fan Motor and Blade
- Circulating Fan Motor and Blade
- Digital Control
- Water Level Sensor/Probe
- Door Hinges and Locks
- Condensate Element
- Springs/Lowerator

Labor Up To 2 Hours To Replace

- Thermostat
- Drawer Tracks/Cartridges
- Pressure Control
- Solenoid Valve
- Defrost Element
- Heating Element
- Locate/Repair Leak

Labor Up To 3 Hours To Replace

- EPR or CPR Valve
- Expansion Valve
- Condenser or Evaporator Coil
- Cap Tube

Labor Up To 4 Hours To Replace

- Compressor
 - This includes recovery of refrigerant and leak check.
 - \$55.00 maximum reimbursement for refrigerant recovery (includes recovery machine, pump, torch, oil, flux, minor fittings, solder, brazing rod, nitrogen, or similar fees).

Refrigerants

- R22 A maximum of \$4.00/lb. or 25¢/oz. will be reimbursed.
- R134A A maximum of \$7.00/lb. or 44¢/oz. will be reimbursed.
- R404A A maximum of \$16.00/lb. or \$1.00/oz. will be reimbursed.



Service Reimbursement Guidelines

To Repair or Replace Parts on Delfield Equipment

All invoices sent to The Delfield Company **must be submitted within 30 days** of completion of service work performed and have the following information or they will be returned to the service company and the claim will not be processed. Claims will be processed and reimbursed within 45 days of receiving all the required information.

- **Incomplete and/or inaccurate claims** will be returned to the service agent for correction and re-submittal. Delfield is not responsible for the delay of reimbursement to the service agent under these circumstances, and will not pay any finance charges accrued during the pending period of the claim.
- **All parts are to be held** for 60-days from reimbursement or 90 days from the date of the claim. After this date, the parts may be scrapped without further notification.
- **Must respond to the customer within 4 hours from the time the call was placed, and service the unit within 24 hours from the time the service call was placed.**

All Invoices Must Include:

- The **model** and **serial number** of the Delfield unit that was serviced.
- The **work authorization number** given to you for the service work performed.
- A copy of the **wholesale bill** where the replacement compressor or parts were purchased or obtained at no charge.
- A detailed and thorough **description of the service work performed**, with a breakdown of the labor charges.
- The **customer's signature** showing that the work was completed.
- The **date** that the service work was done and the **location**.

Important Tips To Be Aware Of When Submitting Service Bills:

- **Compressors** are covered under warranty through the manufacturer (Copeland or Tecumseh) for 12 months from Delfield's original invoice date or 18 months from the compressor date code; and should be exchanged over the counter at no charge. Compressor tags are not required for reimbursement.
- If a 5-year compressor parts only warranty is purchased, then in the following years after the original warranty expires, up to a total of 5 years, the compressor only will be covered under warranty.
- Warranty timeline is subject to individual models and can be sold with a one-year parts and 90-day labor warranty, One year parts and labor, Two year parts and labor or a three year part and labor warranty effective from the installation date or 18 months from Delfield's original invoice date. Additional warranties are available for a fee.
- Parts purchased through the Delfield Authorized parts network must be returned to the point of purchase for credit.
- **Fuel surcharges** are not reimbursable under warranty.



Parts Return Policy

Applicable to Delfield Equipment

- This policy covers return of parts purchased 6/1/06 and after. Any parts purchased prior to this policy will be handled on a case-by-case basis.
 - Parts may be returned without a restocking fee if ordered because of a mandated stocking program initiated by Delfield management or a parts stocking program requested by the distributor that has been pre-approved by Delfield management after the 6/1/06 policy start date.
 - Delfield encourages all distribution sites to maintain a high level of parts in the field and will work with each to set appropriate stocking levels without penalty.
 - A re-stocking fee will apply to all other part returns.
 - An invoice copy for each part must accompany the request for return.
 - Normally stocked parts may be returned with a 20% restocking fee.
 - Non-stock parts may be returned with a 35% restocking fee.
- Parts must be returned within 18 months of invoice or they may not be eligible for return.
- If a part is not returned in like new/saleable condition there will be no credit for that part.
- No parts may be returned without a pre-approved returned goods authorization number.
- All requests should be emailed with an excel document attachment.
- A credit will be applied to your account to use for future part purchases upon receipt and acceptance of return.
- Delfield reserves the right to change/modify this policy any time at its discretion.

All policy questions should be directed to:

Jim Johnson

Director Customer Service

The Delfield Company

Jim.Johnson@manitowoc.com

-or-

Patty Behrend

Parts Manager

The Delfield Company

Patricia.Behrend@manitowoc.com



Warranty Parts & Service Claim Report

Inv# _____

Date _____

Auth # _____

<u>Manufacturer</u>
The Delfield Company
980 S Isabella Rd
Mt Pleasant, MI 48858

<u>Service Agent</u>
Name _____
Address _____
City, State Zip _____

Customer _____

Address _____

City _____ State _____ Zip _____

Date/Time Call Taken _____ Date/Time Completed _____

Service Requested By _____

Model _____ Serial _____

End User Complaint _____

Leak Location (if applicable) _____

Technician Failure Diagnosis _____

Corrective Action (Describe as fully as possible) _____

<u>(A) Labor & Travel</u>				
1. Trips	# trips	_____		
2. Labor:	Hours	_____	Rate/Hr \$ _____	Amount \$ _____
3. Travel:	Hours	_____	Rate/Hr \$ _____	Amount \$ _____
4. Transportation	Miles	_____	Rate \$ _____	Amount \$ _____
Total (Items 2, 3, 4) \$ _____				→\$ _____ (A)

<u>(B) Parts</u>				RMA# MJ _____
Qty	Part Number	Description	Net Price	Extended Price
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
_____	_____	_____	\$ _____	\$ _____
Subtotal (Parts) \$ _____				
10% Handling (max \$50) \$ _____				
Total (Parts) \$ _____				→\$ _____ (B)

_____	Grand Total (A, B) \$ _____
Customer's Signature	

