



REMGOR



JETRAY

Sales Order # :

(A Claim number will be issued to this claim upon submittal to the manufacturer)

USE SO# as your Claim number submitted to GIS (Keep a Record)

Customer Number : 123611

WARRANTY CLAIM FORM

| DISTRIBUTOR | | | |
|--|-------------------------------------|-----------|--|
| Gulf Ice Systems, Inc. (123611) P.O. Box 15151, Pensacola, FL 32514 | | | |
| Phone | (850) 474-1784, Fax: (850) 477-2458 | | |
| Contact | | | |
| SERVICE AGENT COMPLETING REPAIR | | | |
| Company | | | |
| Service Invoice | | GIS Job # | |

| (1) WARRANTY CHARGES CLAIMED (LABOR) | | | | | |
|---|---|---|-------------------|---|--|
| LABOR HOURS, based on factory allowances. | | X | Hourly Labor Rate | = | |
| ICE MACHINE - Reclaim, Refrigeration Repairs Only! | 1 | X | Hourly Labor Rate | = | |
| Misc. Job Supplies (REFRIGERATION REPAIRS ONLY! - \$10 max) | | | | = | |
| Total Labor (Above) | | | | = | |

| (2) REFRIGERANT | | | | | |
|----------------------------------|--------------------------|--|----|---|------------------------|
| R404A | <input type="checkbox"/> | | LB | X | R404 = \$ 11.50 per Lb |
| R132A | <input type="checkbox"/> | | | | R132 = \$ 11.50 per Lb |
| Total Refrigerant (Above) | | | | = | |

| DEFECTIVE PARTS / DISPOSITION | | | |
|-------------------------------|-------------|-------------|----------------|
| QTY | Part Number | Description | PART INVOICE # |
| | | | |
| | | | |
| | | | |
| | | | |

TOTAL CHARGES (Sections 1, 2) \$ =

| CUSTOMER / OWNER / END-USER INFORMATION | | | |
|---|-------|-----|--|
| Company | | | |
| Address | | | |
| City | State | Zip | |
| Phone | | | |
| Contact Name | | | |
| Date Repair Completed | | | |
| Reason Work was Performed | | | |
| Model # | | | |
| Serial # | | | |
| Customer Complaint | | | |
| INSTALL DATE INFO : | | | |
| ** SPECIAL CONDITIONS : | | | |

PLEASE FILL OUT ALL INFORMATION AS REQUESTED. All information regarding a warranty repair is needed in order to process a warranty claim with the manufacturer.

PLEASE RETURN ALL WARRANTY PARTS USED ON A WARRANTY REPAIR BACK TO GULF ICE SYSTEMS WITHIN 10 DAYS FROM THE DATE THE REPAIR WAS COMPLETED. YOUR CLAIM WILL BE DENIED IF NOT RETURNED WITHIN AN APPROPRIATE TIME TO ALLOW US TO MEET THE FACTORY DEADLINE FOR SUBMITTAL. THIS IS MANDATORY!

Date Claim & Parts Received by GIS

Claims must be submitted to GIS within 10 days of the repair !



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WARRANTY CLAIM FORM

Cornelius Claim Form Guidelines

TO ALL COMPANIES SUBMITTING WARRANTY CLAIMS TO GULF ICE SYSTEMS FOR PART(S) CREDIT AND/OR LABOR CREDIT/PAYMENTS.

All service tickets (if applicable) and/or warranty part(s) must be sent back within 10 days from date repair was completed to receive warranty credit. All claim forms and attached paperwork must accompany the part(s) and must be returned to Gulf Ice Systems for credit (NO PART = NO CREDIT). **THIS IS VERY TIME SENSITIVE** – If you submit a warranty claim beyond the required period that causes GIS to fail to meet the manufacturer's submittal deadline, your claim will be denied and your company will be billed back for any parts credited that relate to the warranty claim !!!

All service tickets (if applicable) must be the ORIGINAL copy containing the detailed description of problem and labor amounts must be entered. All labor must conform to the manufacturer warranty labor allowances. Gulf Ice Systems, Inc. is not responsible for any labor amounts not paid by the manufacturer. Over billing for a repair will not be paid.

When filling out the claim form, please do not put cost of parts. Your warranty claim is with us. The actual claim is submitted to the factory as a distributor claim to recover warranty costs associated with the repair. Labor will be paid to service agents upon receipt of warranty claim credits from the manufacturer and may take up to 45 days from date submitted to the factory.

The following information is required and must be provided on the warranty claim form correctly and legible (This information is required for processing!). If you fill out the sections indicated below, you would provide all the information necessary to process your claim.

- MODEL NUMBER (IMPORTANT)
- SERIAL NUMBER (IMPORTANT)
- CUSTOMER NAME & ADDRESS
- DATE REPAIR COMPLETED
- SERVICE AGENT and SERVICE INVOICE # (Required for any Labor Related Payments)
- CUSTOMER COMPLAINT AND REASON (DETAILED PROBLEM, BE SPECIFIC)
- PART NUMBER(S) AND DESCRIPTION (IF APPLICABLE) (Do not enter costs of parts)
- FILL OUT LABOR SECTION (Sections 1 and 2 as they apply)

If you can provide the above information on the claim form, we will have sufficient information to process your claim with the factory. The above outline details the critical areas needed to process your claim.

If you have any questions regarding Cornelius Warranty claims or procedures, Please call Scott Faulkner – GIS Warranty Manager at extension 107.

More warranty information can be found at www.gulficesystems.com

For Assistance Call 1-800-322-4853 (x107) or (x104)

Cornelius Warranty Labor Guide for ICE MACHINES ONLY !

| Description of Repair | Max Allowance |
|--|--|
| Refrigeration System | |
| Diagnose, repair or replace defective refrigeration parts or components which require the opening, refrigerant drier replacement, evacuating, recharging, leak check and a run check. A compressor change includes electricals when needed at the same rate. | 4.5 hours |
| To locate and repair a leak, replace refrigerant drier, evacuate, recharge and run a check. Location of the leak must be listed and detailed in the description of repair. | 3 Hours 4 Hours |
| Self-Contained Units Remote Units | |
| Reclamation of Refrigerant, Recovery & Recycling or Recovery & Reclamation. | 1 hour |
| Refrigerant Allowance: Maximum refrigerant allowance is the charge specified on the serial nameplate when utilizing new refrigerant or refrigerant reclaimed by an EPA licensed processor. | R132A R404A \$11.50 / LB \$11.50 / LB |
| Miscellaneous Material | |
| Miscellaneous material will be paid when repairs require opening the sealed system. | \$10.00 |
| Electrical System | |
| Diagnose, Repair or replace all defective electrical components. | 2 hours |
| Water System | |
| Diagnose, Repair or replace all defective water related components. (*) | 1.5 hours |
| Miscellaneous Repairs | |
| Storage bin, evaporator curtain change. | 1.5 hours |
| NOTE: For multiple system repairs on the same call, add ½ to the highest allowable rate. | |

All parts must be returned to Gulf Ice Systems, Inc. for proper processing, part(s) credit and labor payment. Send all part(s) along with warranty claim and service invoice (if it applies) to:

Gulf Ice Systems, Inc.
Attn: Warranty Department
7790 Sears Blvd.
Pensacola, FL 32514