





## GULF ICE SYSTEMS, INC

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(850) 474-1784 ■ FAX (850) 477-2458  
1-800-322-4853 ■ WARRANTY DEPT. X 107



# 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 30 days** from date problem occurred 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 – CORNELIUS WILL DENY CLAIMS NOT RECEIVED IN 60 DAYS - I NEED 30 DAYS TO PROCESS !!!**
- All service tickets (if applicable) must be the **ORIGINAL** copy containing the detailed description of problem and labor amounts must be entered. (*Reference back of this sheet for Ice Machine labor allowance or warranty procedures book for warranty labor allowances*).
- When filling out the claim form, please do not put cost of parts or total charges. GIS has to enter an amount in this section. Your costs are different from ours.
- **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 have provided me all the information necessary to process your claim.**
  - MODEL NUMBER (IMPORTANT)**
  - SERIAL NUMBER (IMPORTANT)**
  - CUSTOMER NAME & ADDRESS**
  - DATE REPAIR COMPLETED**
  - SERVICE AGENT (Write your company name in the technician's name block)**
  - 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 (See back of this form for Ice-Machine labor reference)**

If you can provide the above information on the claim form, I 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 me – Steven Morgan – GIS Warranty Administrator at extension 107.  
Updated 04/04/01

[www.gulficesystems.com](http://www.gulficesystems.com)

# Cornelius Warranty Labor Guide for Ice Makers

All repairs must be billed within the maximum guidelines listed below. Exceptions to these guidelines must be explained fully or the claim will be denied.

Description of Repair	MAXIMUM ALLOWANCE
<b>Refrigeration System</b>	
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.	
<b>Self-Contained Units</b>	<b>3 Hours</b>
<b>Remote Units</b>	<b>4 Hours</b>
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.	
R 12	\$22.00 / LB
R 22	\$5.50 / LB
R 502	\$15.50 / LB
R404A	\$11.50 / LB
<b>Miscellaneous Material</b>	
Miscellaneous material will be paid when repairs require opening the sealed system.	\$10.00
<b>Electrical System</b>	
Diagnose, Repair or replace all defective electrical components.	2 hours
<b>Water System</b>	
Diagnose, Repair or replace all defective water related components. (*)	1.5 hours
<b>Miscellaneous Repairs</b>	
Storage bin, evaporator curtain change.	1.5 hours
<b>NOTE: For multiple system repair on the same call, add ½ to the highest allowable rate.</b>	

<b>WHAT IS NOT COVERED UNDER WARRANTY – Owner / End-User Responsibility</b>	
1	Adjustments and Equipment resets are not covered (Ice thickness adjustments, loss of power or water, breakers turned off, bin switch adjustments, etc...)
2	Cleaning of machines not covered (part of normal preventative maintenance. Not a defect or fault of the machine.)
3	Taxes, Truck Charges and any Freight Charges are not covered under warranty
4	Installation problems are not covered under warranty - this is the responsibility of both the installer and / or end-user of the equipment. The equipment is not at fault if it is improperly installed or the location is such that limits the functioning of the equipment to perform as intended.
5	Travel charges, mileage, premium labor for holidays, weekend charges, overtime, and flat rate service call charges are not covered under warranty.
6	Warranty will not cover labor and/or parts for neglect, abuse, misuse, accident, fire, flood, freezing or any act of nature.
7	Billing is allowed for one mechanic (straight time, no overtime) Labor rates based upon one technician.
8	Multiple service calls to correct a problem will not be covered under warranty. Warranty pays only for the actual repair of the equipment. Diagnostics is included in the labor rate.
9 ***	Anything not covered under warranty is the responsibility of the Owner / End-user of the equipment. <u>Gulf Ice Systems, Inc. will not be held accountable for any instance not covered by factory warranty. We process all warranties through the manufacturer and compensate the service agent based upon the warranty compensation received by them.</u>



**WARRANTY PART TAG FOR:** (ATTACH TO PART)

**CLAIM NUMBER :**

**PART NUMBER :**

Description of problem:



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Description of problem:



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