



**Gulf Ice
Systems**

ICE-O-MATIC WARRANTY MANUAL

Ice-O-Matic[®]



Ice. Pure and Simple

www.gulficesystems.com

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Full Line Ice & Beverage Equipment Distributor

Gulf Ice Systems, Inc., (GIS) has been a leading supplier of ice making and beverage dispensing equipment to the ice and beverage industry since 1985. Our customer base includes various components of the bottling network, government agencies, large C-Store chains, hospitals, hotels, full service restaurants, fast food chains, restaurant and supply dealers, juice distributors and coffee roasters, among many others.

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sales@gulficesystems.com

Parts Department

parts@gulficesystems.com

Service Department

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Warranty Department

warranty@gulficesystems.com



Ice-O-Matic Limited Warranty Chart

- The referenced warranty data applies to Commercial installations only.
- The referenced warranty data applies to Domestic and International.
- All referenced warranty data is classified as Limited Warranty.

Ice-O-Matic®



Ice. Pure and Simple



Model or Series

CIM Series Cuber

WARRANTY	WARRANTY	WARRANTY	WARRANTY
<u>PARTS</u>	<u>LABOR</u>	<u>COMPRESSOR</u>	<u>EVAPORATOR</u>
3	3	5	5

Elevation

Also identified as the Elevation series

* 7-Year parts and labor on evaporators for units purchased with the IOM filter program. Program includes remote condensers.



Model or Series

ICE Series Cuber

WARRANTY	WARRANTY	WARRANTY	WARRANTY
<u>PARTS</u>	<u>LABOR</u>	<u>COMPRESSOR</u>	<u>EVAPORATOR</u>
3	3	5	5

ICE & ICEU

Includes ICE Series Cuber and ICEU undercounter Series

* 7-Year parts and labor on evaporators for units purchased with the IOM filter program. Program includes remote condensers.



Model or Series

MFI or GEM

WARRANTY	WARRANTY	WARRANTY
<u>PARTS</u>	<u>LABOR</u>	<u>COMPRESSOR</u>
3	3	5

MFI Flaker / GEM Pearl Series

Includes remote condenser



Model or Series

GEMD Dispenser

WARRANTY	WARRANTY	WARRANTY
<u>PARTS</u>	<u>LABOR</u>	<u>COMPRESSOR</u>
2	2	5

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.

Ice-O-Matic Limited Warranty Chart

- The referenced warranty data applies to Commercial installations only.
- The referenced warranty data applies to Domestic and International.
- All referenced warranty data is classified as Limited Warranty.



Model or Series

	WARRANTY	WARRANTY
	PARTS	LABOR
UCG Series	3	3



Model or Series

	WARRANTY	WARRANTY
	PARTS	LABOR
IOD Series	2	1



Model or Series

	WARRANTY	WARRANTY
	PARTS	LABOR
GEMU090	1	1



Model or Series

	WARRANTY	
	PARTS	
Accessory	90	Days
Excluding cartridges on water filters		



Model or Series

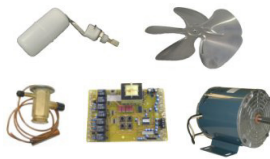
	WARRANTY	WARRANTY
	PARTS	LABOR
CD Series	3	3



Model or Series

	WARRANTY	WARRANTY
	PARTS	LABOR
Bins	2	2

Note: ICE Series and CIM Series 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 ice machine installation and registered with the Company at that time. Water filter cartridges must be changed every six (6) months in accordance with the IOM filter program, and that change must be reported to the Company to maintain the extended evaporator warranty.



Model or Series

	WARRANTY	
	PARTS	
Parts	90	Days

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Introduction

Dear Service Agents:

Welcome to GIS Warranty! We hope this manual will be helpful to you and your service company in filing claims for Ice-O-Matic warranty. It will be advantageous for you to read or reference the information provided in this manual. The information should assist you in the filing an Ice-O-Matic claim.

Please make sure the following information is on file and current with our Warranty Department. If the items listed below are not current it will create a delay with receiving payment.

Company Information:

- Name
- Address
- Telephone Numbers
- Contact Person, etc.
- Certificate of Insurance
- Worker's Compensation
- W9 Form

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

Sincerely,

GULF ICE SYSTEMS, INC.

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.

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 suggest reading this manual in detail. We cannot stress enough the importance of following the warranty guidelines and policies.

Processing a warranty claim is a complex system that encompasses numerous steps on our end. To completely process a claim and disperse both part(s) and/or labor payments will require a minimum of 30 to a maximum of 45 days from the date the claim form and parts were received.

GULF ICE SYSTEMS, INC. DOES NOT PROVIDE the equipment warranty.

The equipment warranty is provided by the manufacturer. Their ultimate responsibility is to fulfill that obligation.

WE ALSO AREN'T RESPONSIBLE FOR ANY COMPENSATION RELATED TO REPAIRS OR FAILURES ONCE THE EQUIPMENT IS INSTALLED.

We administrate and facilitate a warranty claim on behalf of the service agent or customer.

Although we support the equipment warranty as issued by the manufacturer of the equipment, we have no influence over their warranty policies. We act as a mediator for both parties.

Gulf Ice Systems processes an agent's claim and prepares it for submittal to the manufacturer. After we receive warranty compensation in the form of a factory credit, we are then obligated to forward the labor to the service agent and process any of their part(s) credits. Labor compensation is based on factory allotted hours for the type of job performed.

We can only suggest following the guidelines and policies outlined in this manual. Failure to follow the 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 **within 30-days from the date of the repair.**

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

Our website is a resource with a warranty download page that allows access to the warranty claim form, part tags, and the IOM Labor Allowance Reference sheet when needed.

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.

How to read the Ice-O-Matic Serial Number

How to Read the Serial Number Formats

After August 2004, Ice-O-Matic changed their serial number format. To help you understand the 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**

05	01	12800	13251
Year	Month	Location	Order off assembly line

Old Serial Number Format (prior to August 1, 2004) (**NO LONGER USED**):

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. We keep this as a reference because there are units still out there.

Example: Serial Number: A-010-00001-Z

Letter = (month) / # = (year) / ## = (model) / ##### = (count) / Z = (?)

The above serial # tells us the machine is the first ICEU200 manufactured January 2000

Decade:	1990 + (O/X omitted)	2000 +
	M = January	A = January
	N = February	B = February
	P = March	C = March
	Q = April	D = April
	R = May	E = May
	S = June	F = June
	T = July	G = July
	U = August	H = August
	V = September	I = September
	W = October	J = October
	Y = November	K = November
	Z = December	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;

Warranty Coverage from Date of Equipment Installation

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

Cube Ice Maker (MODELS: CIM and ICEU series):

- 3 Years Parts and Labor
- 5 Years Compressor only / Evaporator only

Special Filter Program: 7 year Evaporator, Part and Labor warranty

The cuber will only qualify if a purchase of an IFQ Series 3-in-1 water filter system 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

GEMD Ice Maker (MODELS: 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

90-Day Part Warranty:

A part purchased for non-warranty equipment that fails within the first 90-days from date of purchase is covered under a replacement part warranty. The Part(s) and a claim form with customer information is still required for processing. Labor is not covered by this warranty.

ALSO reference Page 2 and Page 3 of this manual.

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.

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 must be provided to salesman (**REQUIRED!**)
- C) Please advise to the salesman that you are ordering the part(s) for warranty.

NOTE: The part(s) are to be invoiced 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 the used part(s), you will be credited in full, minus any freight charges or drop ship fees (freight is not covered under the manufacturer's warranty; see page 10).

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 30 days (some flexibility) from day of equipment repair.
 - 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 it helps us to properly and quickly credit the correct invoice).
 - Any returned compressors **MUST** be sealed (welded).
 - o 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 30 day submittal period.

How to file a warranty continues next page:

How to file for warranty

III. Warranty Credit

- A) Upon receiving the warranty part(s) and paperwork from service agent.
- Part will be credited against the invoice the part was purchased on. (Warranty does not cover freight charges (See Page 10).
 - It takes about 3 to 5 weeks from date received to process paperwork and issue part credits.
- B) Once 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 and will change 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 NOR THE COMPENSATION AMOUNTS PAID BY THE MANUFACTURER.

GULF ICE SYSTEMS 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 two (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.

The old saying, "Stuff happens," comes to mind.

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.

What is NOT covered by Warranty

Your company may be dispatched on a service request, but find one of these situations that aren't covered under warranty. At that 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 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 ice-maker 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's is NOT covered by Warranty continues next page:

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.

What is NOT covered by Warranty

- ❑ **MULTIPLE SERVICE CALLS MADE TO CORRECT A PROBLEM WILL NOT BE COVERED** under warranty. All warranty allowances already 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 1 hour (this has changed from the 30-minute travel allowance). They will pay you to travel to the equipment to be repaired. However, anything over this time is not covered under warranty.

Special Warranty Allowance Conditions

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 won't know to submit your claim with the SA number given by the manufacturer.*** This will cause an issue to arise as it relates to compensation for the special condition.

ALL IN ALL, IF YOU HAVE A VALID REASON FOR A SPECIAL REPAIR CONDITION
THE FACTORY WILL USUALLY WORK WITH YOU.

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.

Topics of Concern

- *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 need a complete customer address and phone number.*
- *Please reference the “Warranty Labor Time Allowances” for the correct allowable Labor hours for the type repair for which you have completed. The factory will not pay labor hours over the allotted allowances.*
- *Don’t forget to add your travel allowance.*
- *All inquiries (e.g. statements, past due notices, telephone, etc.) regarding claims need to reference the Claim Number 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. As such, we would be unable to help you without this information.*
- *Warranty does NOT cover freight, please bill appropriately.*
- **REFRIGERATION LEAKS** - *The factory has established a policy that requires 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 MUST BE SEALED** - *All compressors that are returned to us must be sealed with a torch to keep the oil from leaking. DO NOT REPLUG THE COMPRESSORS WITH THE RUBBER PLUGS (They often pop out in transit causing misery and headaches). Oil soaked paperwork becomes indecipherable.*

If a compressor is returned unsealed and leaking (which happens often), it may be rejected by our administrator or sent to our service department to be sealed.

Having a compressor warranty claim denied because it wasn’t sealed falls back as the responsibility of the service agent. All warranty related costs then becomes theirs to deal with and they’ll have to explain it to the customer.

NOTE: *We will most definitely bill your company if our service department has to seal the compressor. Compressor oil will saturate paper and cause all inks to bleed or vanish. In addition, your warranty administrator will be very unhappy that you ruined his or her clothes that they’ll have to discard.*

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.

Fast and Elite Fast Program

Presently, there are two (2) levels of service companies, **Elite Fast** and **Fast**. These are companies that have signed an agreement with Ice-O-Matic to service their brand thus acquiring benefits.

The Elite level will be required to stock parts (they receive a discount for truck stock) and will be the company that gets the most referrals. The regular FAST level is not required to stock parts.

Both levels will be able to submit Labor claims directly to the manufacturer online through Service Bench. However, any part(s) and the claim will be required to be shipped back to the distributor. In most cases, there will be one or two Elite companies per metro area depending on the area to be covered.

Elite Fast and Fast agents will always be invited to Ice-O-Matic service schools when conducted near them.

Elite /FAST Agents receive labor faster as they are paid directly from Ice-O-Matic

If your company is interested in being an Elite FAST or FAST Agent, please call 1-800-423-3367, Option 3 for Ice-O-Matic® Technical Service Department and request more information on the program.

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.

www.iceomatic.com

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.



Warranty Claim Form

Ice-O-Matic[®]

Warranty Claim Form



Claim # <small>(Service Bench #)</small>		Service Invoice #		Date Repaired	
Fast Agent #		<small>Special Authorization #</small>		<small>Distributor #</small>	12983100

Model #		Serial #	
----------------	--	-----------------	--

SERVICE AGENT		CUSTOMER / END-USER	
Company		Customer	
Address		Address	
City		City	
State		State	
Zip		Zip	
Phone		Phone	
Email			
Contact Name		Contact Name	

Problem Reported / Customer Request / Diagnosis of Problem (Need Details)

Service Performed to correct the problem (Give Details, Leak Locations, etc..)

√	QTY	Part Number	Description	Lbr Hrs	Agent Part Inv #	Part Credit # / Date

Total Labor Hours		X	Hourly Labor Rate		=	
Travel	.5 hrs	X	Hourly Labor Rate		=	
Miscellaneous Charge for Refrigerant Repairs Only (\$25 max)					=	
Reclaim/Recovery Fee (\$25 Air- Wtr or \$35 Remote)					=	
R404A		Lb Oz	X	R404A = \$ 24.00 per Lb. Prt # 6051055-01	=	
Total Labor Invoiced					=	

CLAIM and PARTS MUST BE SUBMITTED WITHIN 30 DAYS FROM REPAIR DATE!

Please Be Advised - This claim form will be processed using your service ticket number. Keep a copy for your records!

Distributor: **GULF ICE SYSTEMS, INC.**, 7790 Sears Boulevard, Pensacola, Florida 32514
Telephone: (850) 474-1784, Ext. 107 Fax: (850) 474-4858

Warranty Administrator: Extension 107
Email: warranty@gulficesystems.com

Download the form from www.gulficesystems.com or email: warranty@gulficesystems.com

Refrigerant Type Allowances

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

Refrigerant Type	Price Per LB	
R-134-A (1.00 per oz)	\$16.00	part # 6051054-01
R-404-A (1.50 per oz)	\$24.00	part # 6051055-01

Refrigerant Recovery Fees

Refrigerant Recovery Fees	Amount
Air / Water	\$25.00
Remote	\$35.00

Miscellaneous Charge for Refrigerant Repairs Only

Miscellaneous Charge	Amount
Miscellaneous Charge	\$25.00

Other Warranty Allowances and Restrictions

- When replacing more than one component from the same section, the additional component(s) are to be billed as 1/2 the listed allowable charge.
- After install, adjustments such as bin control, thermostat, timer, water floats, etc. are not warranty items.
- Diagnosis is included in hourly allowances.
- All repairs allow 1 hour of travel
- Any claim for more labor and/or travel time listed requires an authorization from a Field Service Manager PRIOR to claim submittal or standard allowances will be paid.
- NO Pre-authorization for overages claim will not be paid for overages.

See ICE-O-MATIC
LABOR INFORMATION AND ALLOWANCES
EFFECTIVE MARCH 1, 2024
downloadable from www.gulficesystems.com

Important: All warranty claims must be submitted to Gulf Ice Systems for processing within 30-days from repair date.



Warranty Claim Status

**FOR ANY WARRANTY QUESTIONS,
CALL ANYTIME BETWEEN
8:00 A.M. TO 5:00 P.M.
CENTRAL STANDARD TIME
AT
1-800-322-4853, EXT. 107**

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

We welcome any opportunity to provide assistance with any matter related to Ice-o-Matic® warranty procedures and policies.

If our Warranty Administrator is away from their desk!
Please leave a message on voicemail or email them directly
at warranty@gulficesystems.com

They will respond to your inquiry as quickly as possible.

For Ice-O-Matic Warranty Information website (click link below)

<https://www.iceomatic.com/Warranty-Information>