



## Limited Warranty Guidelines

Issued 11/1/2013

Effective with all Shipments after December 1, 2013 (New 3 year labor & parts)

The warranty does not cover product loss or consequential damages.

TO ACTIVATE THE WARRANTY, THE FOLLOWING MUST BE COMPLETE:

1. Payment in full to Fogel USA.
2. Installed by a Qualified Refrigeration Company <sup>(1)</sup>
3. Warranty card must be completed and mailed within 14 days of installation

Warranty includes, but is not limited to, Refrigerators, Freezers and display cases sold in the Continental United States to the original Dealer and the respective customer. The warranty must be activated before any claims can be processed. This warranty cannot be transferred under any circumstances. Howard McCray products are made for commercial use only, any warranty claim for residential use will be denied and void immediately.

(1) A Qualified Refrigeration Company is defined as a fully licensed and insured refrigeration company that handles food service equipment.

### Warranty for Self Contained Equipment:

**Compressor** - 5 Years from Date of Installation or 63 Months from Date of Shipment, whichever comes first.

**Parts** - 3 Years from Date of Installation or 39 months from Date of Shipment, whichever comes first.

**Labor** – 3 Years from Date of Installation or 39 months from Date of Shipment, whichever comes first.

Compressor age will be prorated according to **Schedule A. - COMPRESSORS**

### Warranty for Remote Cases

The above Labor & Parts warranty apply to Remote units, for items that are installed by the factory (Fogel). Expansion valves and related components involved in the installation of these units is not covered nor any part affected by the installation. Refrigerant loss is not covered.

**FAILURE TO CLEAN THE CONDENSER WEEKLY WILL VOID THE FACTORY WARRANTY**



**All Warranty Claims must include the following or they will not be processed. The required is:**

1. Service Authorization Number (SA#) – Provided by Fogel USA
2. Date of service
3. Model number of unit being serviced
4. Serial number of unit being serviced
5. Copy of wholesaler receipt for all parts replaced including compressor.

Please fill out Request for Warranty Reimbursement Form – **Schedule D**

The Recommended Service Allowances by Fogel is listed on **Schedule B**

## **ITEMS NOT COVERED BY WARRANTY**

Product Loss

Expansion Valves on Remote units

Light bulbs of any type except LED – **See Schedule C**

Adjustments of any type including thermostats, time clocks, expansion valves, hinges or controls - electronic or manual

Broken or cracked glass

Improper installation

Electrical surges which cause components to burn out

Damages due to spraying water into the unit

Claims not submitted within 60 days of date of service

Equipment that has experienced other stress or hazards such as floods, fire or other acts of nature.

One call per unit per problem

All Fogel equipment is intended in for indoor use with ambient temperatures not exceeding 75 degrees and 55% relative humidity.



## **SCHEDULE A – COMPRESSOR REPLACEMENTS**

### **FAILURE TO CLEAN THE CONDENSOR COIL ON A WEEKLY BASIS WILL VOID THE WARRANTY**

**First 15 months** the compressor must be exchanged at the local refrigeration wholesaler.

The Factory reserves the right to supply the replacement compressor if the compressor is older than 16 months.

**Months 16-36** - 100% reimbursement from factory provided the factory is provided the Compressor plate (photo will be permitted) and copy of actual invoice from the local refrigeration wholesaler.

**Months 37-48** - 75% reimbursement from factory provided the factory is provided the compressor plate (photo will be permitted) and copy of actual invoice from the local refrigeration wholesaler.

**Months 49-60** - 50% reimbursement from factory provided the factory is provided the compressor plate (photo will be permitted) and a copy of the actual invoice from the local refrigeration wholesaler.

### **FAILURE TO CLEAN THE CONDENSOR COIL ON A WEEKLY BASIS WILL VOID THE WARRANTY**



## SCHEDULE B – LABOR RATES

<u>Item</u>	<u>Allowable Labor hours</u>	<u>Part must be returned</u>
Compressor Replacement	4.0	No
Compressor components	1.0	No
Replace Evaporator Fan Motor	1.0	Yes
Replace 2 motors on Same unit	1.5	Yes
Replace 3 motors on same unit	2.0	Yes
<b>Please note - 3 motors on same unit normally indicates electrical problem at site</b>		
Replace Condenser Fan Motor	2.0	Exchange
<u>Electrical Components</u>		
Replace Ballast	1.0	No
Light switch	0.5	No
LED Driver	1.0	Yes
Electronic controller	2.0	Yes
Electronic controller sensor	0.5	No
Fan switch	0.5	No
<u>Defrost Heaters</u>		
CR/VR Series	2.0	No
Condensate pan	1.0	Yes
<u>Door Frame Heaters</u>		
CR/VR series (per door)	1.0	No
Replace time clock	3.0	No
Expansion Valve (self contained only)	4.0	No
Diagnose refrigerant leak, repair, replace drier & sight glass	3.0	No
Diagnose & repair door gasket	1.0	No
Diagnose & replace door	1.0	No
Diagnose & replace defective capillary tube	3.0	No

Travel time - Not to exceed 1 hours max charge is \$ 60.00

Labor hours - Overtime is not permitted

Reclaim fee - Maximum allowance is \$ 25.00 Allowances



## **SCHEDULE C - PARTS WARRANTY**

Some Parts are covered by 1 year Original factory warranty. These parts will be replaced by the original factory supplying these parts or a designated wholesaler as listed.

Outdoor Condensing units are covered by the refrigeration company supplying the condensing units. These claims must include the condensing unit serial number.

Compressor Components including starter components, relays, condensing fan motors and other related components must be exchanged at the local refrigeration wholesaler within 12 months of date of service or 15 months from factory shipment.

Refrigerant – only the factory specified charge amount will be accepted. The charges are listed on the serial plate. The current rates are

R134a - \$ 16.00 LB

R404A - \$ 20.00 LB

Electronics Controls must be returned to factory for reimbursement.

LED lights & drivers (ballast) must be returned to factory for reimbursement.

It is the responsibility of the repairing refrigeration company to return these parts to HMC in order for the claim to be processed. The part must be MARKED with:

Service Authorization # (SA#)

Model#

Serial #

All reimbursement requests for parts must include wholesaler invoice copy except for Sight Glass & Filter Driers. The current reimbursement rates for these parts are:

Sight Glass - \$ 15.00

Filter Drier - \$ 15.00



# Request for Warranty Reimbursement – Schedule D

Fogel USA  
831 E. Cayuga St  
Philadelphia, PA 19124

For questions related to warranty  
warranty@fogelusa.com  
for Technical Service  
techservice@howardmccray.com

Today's Date \_\_\_\_\_ Date of Service \_\_\_\_\_

Service Authorization Number (SA#) \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Service Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Zip Code \_\_\_\_\_ Contact Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Service Performed \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Labor Rate per hour \_\_\_\_\_ Labor Hours to perform service \_\_\_\_\_

Travel Time \_\_\_\_\_

### Checklist

Copy of refrigeration wholesaler invoices for all parts used \_\_\_\_\_

Original Service invoice from your company \_\_\_\_\_

Copy or Photo of Compressor Tag \_\_\_\_\_

Service Authorization on all documents \_\_\_\_\_

Name & Contact Number \_\_\_\_\_