

**MANITOWOC**  
**ATTN: Claims Processing**  
P.O. BOX 1720, Manitowoc, WI  
54221-1720 Telephone: (800) 545-5720  
Fax: (800) 235-9695 iceclaims@welbilt.com

**WARRANTY LABOR CLAIM**

OPTIONAL REF NO. \_\_\_\_\_

Service's Invoice Number \_\_\_\_\_

Date Failed \_\_\_\_\_ Date Form Completed \_\_\_\_\_ Date Repaired \_\_\_\_\_

<b>Important:</b> Serial numbers of ALL products serviced required	Model No.	Serial No.	Install Date
Ice Machine			
Related system components (bin, condenser, dispenser, AuCs)			

DISTRIBUTOR	SERVICE COMPANY	CUSTOMER
Company Name	Company Name	Name
Address	Address	Address
City, State, Zip	City, State, Zip	City, State, Zip
Area Code & Telephone No.	Area Code & Telephone No.	Area Code & Telephone No.
	Did you sell this equipment? <input type="checkbox"/> YES <input type="checkbox"/> NO Is this equipment leased by you? <input type="checkbox"/> YES <input type="checkbox"/> NO	Customer location is required for all claims, including leased equipment

Reported Complaint \_\_\_\_\_

**Service Performed** (Symptoms and/or summary of diagnosis made is required. List hours and explanation for each repair made. Give exact location of any leaks.)

	Hours

See reverse side for "WARRANTY SERVICE GUIDE" (Submit in U.S. Dollars only)

Total hours \_\_\_\_\_ X Labor rate per hour \_\_\_\_\_ = **LABOR CHARGES** U.S. \$ \_\_\_\_\_  
 (If applicable: State the reason why you **did not** reuse remote refrigerant charge) \_\_\_\_\_  
 Type of Refrigerant used \_\_\_\_\_ Amount of refrigerant used \_\_\_\_\_ X Refrigerant Allowance \_\_\_\_\_ U.S. \$ \_\_\_\_\_  
 Miscellaneous material up to \$40.00 for repairs requiring opening of refrigeration system (includes brazing supplies, vacuum pump, recover equipment, etc.) = **MISCELLANEOUS** U.S. \$ \_\_\_\_\_  
 SPECIAL AUTHORIZATION number \_\_\_\_\_ **TAX** (if applicable) \_\_\_\_\_% U.S. \$ \_\_\_\_\_  
 (Contact Factory for authorization number ONLY when outside warranty guidelines on back of form) **INVOICE TOTAL CHARGE** U.S. \$ \_\_\_\_\_

List All Parts Replaced			Shaded Area for Factory Use ONLY		
All warranty parts, including driers, are to be obtained from and returned to the Manitowoc Distributor.			Account	Code Description	Dollar Amount
List Manitowoc Part Numbers Replaced	Manitowoc Return Material Tag Number	Description of Part			
			Approved by	Date	

**Signatures Required** (or attach service's original invoice with signatures)

**CUSTOMER OR LESSEE SIGNATURE**

**SERVICE TECHNICIAN SIGNATURE**  
 (Technician making refrigeration system repairs must be certified per EPA requirements)

\_\_\_\_\_ Date signed \_\_\_\_\_ Date signed \_\_\_\_\_

REFRIGERATION COMPONENTS				
4 - 6 hrs	Condenser	Compressor	Water Regulating Valve	Line Drier
	Head Master	Harvest Pressure Regulating Valve (HPR)	Quick Connect Fittings	Receiver
	Base Valve	Heat Exchanger	Accumulator	Filter
	King Valve	--		
4-5 hrs (Single) 5 - 8 hrs (Two)	Evaporator(s)	--		
4-5 hrs (Single) 5 - 6 hrs (Two)	Solenoid Valve Body	Metering Device Thermostatic Expansion Valve, Automatic Expansion Valve, Capillary Tube		
2 - 3 hrs With Pinch Off Tool	Pressure Switch	Access Port	--	
3 - 5 hrs Without Pinch Off Tool	Refrigerant Leak	Pressure Switch	Access Port	--
ELECTRICAL COMPONENTS				
2 hrs	LCD Display	Circuit Board	Run Capacitor	Solenoid Coil
	Touch Pad	Contactors	PTCR	Air Assist Pump
	Start Capacitor	Time Delay Relay	Thermistor	iAuCS Pump
	Start Relay	Rotation Sensor	Hall Effect Sensor (HES)	Luminice Module
	Transformer	Dispense Motor Assembly	Optical Sensor	Miscellaneous
	Switch - Toggle, Micro, Bin	Rotation Sensor	--	
2 - 3 hrs	Condenser Fan Motor	--		
3 hrs	Gear Motor Assembly - Flake, Nugget, Floor Model Dispensers (Only Floor Model Dispensers)			
4 hrs	Condenser Fan Motor - SM50 Only	--		
WATER COMPONENTS				
2 hrs	Water Inlet Valve	Water Level Probe	Dump Valve	Float Assembly
	Water Pump	Evaporator Frame Components	Sump Trough	Water Reservoir
	Harvest Float	Tubing	Water Distribution Tube	Ice Damper
	Water Level Float	Pressure Gauge	Water Curtain	Splash Shield
	Drain Fittings	Water Supply Fittings	Water Diverter	Ice Thickness Probe
	Filter Head Assembly	O-rings	Miscellaneous	--
3 hrs	Bearings	Auger	Water Seal	Cutter Head
	Water Seal Retainer	--		
STRUCTURAL OR OTHER COMPONENTS				
2 hrs	Panels	Air Filter	Casters	Ice Chute
	Door Hinges	Shuttle Actuator	Fasteners	Ice Deflector
	Door Tracks	Door	Ice Transport Tube	Clamps
	Legs	Brackets	Trim Pieces	Miscellaneous
2 - 3 hrs	Fan Blade	--		
3 hrs	Evaporator Foundation	Flex Jaw Coupling	Coupling	--
4 hrs	Fan Blade - SM50 Only	--		