



WARRANTY CLAIM FORM

****IMPORTANT****

STEPS FOR WARRANTY CONSIDERATION

1. **Both pages** of this claim form must be **COMPLETELY** filled out.
2. Form must be submitted in one of the following ways:
 - a. Submit with the Email Submit Button - button located at the bottom of page 2
 - b. Email to cwilliamson@glastender.com
 - c. Fax to 989.752.4444
 - d. Printed and sent back with the defective part. NOTE: Defective parts do **NOT** need to be returned unless requested. **Upon request only, return parts to: Glastender, 1455 Agricola Dr., Saginaw, MI 48604.**
3. Model number, serial number, and parts order number **must** be provided.
4. Original parts are warranted for 1 year or 15 months from date of factory shipment, whichever occurs sooner. Field replacement parts are warranted for 90 days from date of installation.
5. Refrigeration models carry a 5-year compressor warranty.
6. For all compressor claims the data tag from either Aspera or Tecumseh compressors **MUST** be returned to Glastender along with your labor invoice or claim form.
7. A wholesale invoice must be included to support replacement parts purchased locally.
8. A 1-year labor warranty applies to all glasswashers.
9. BDS model bottle disintegration systems and self-contained refrigeration models, except beer line chillers, include a 1-year labor warranty. When purchased, a 2-year parts and labor warranty applies.
10. **Authorization for labor must be obtained from Glastender within the warranty period and prior to the service being performed.**
11. All claims are subject to evaluation and will be reviewed for clarity of content.

*****If any of these steps are not followed warranty consideration will be delayed or denied.*****

Submitted by: (Company requesting reimbursement) Please print if filling in manually

Date : _____

Your Name : _____

Company : _____

Address : _____

Phone : _____

Service Company: Check if same as Submitted by

Name : _____

Company : _____

Address : _____

Phone : _____

Glastender, Inc. · 5400 North Michigan Road · Saginaw, MI. 48604-9780 · USA
989.752.4275 · 800.748.0423 · Fax 989.752.4444 · Parts Fax 800.838.0888

Equipment Information MANDATORY:

Model No. of equipment being serviced : _____

Serial No. of equipment being serviced : _____

End-user : _____

Address : _____

Phone & Fax : _____

Date Service Completed: _____

The following section MUST be completed:

Explain part failure in detail or describe how the part is malfunctioning (simply writing "Part Failed" is not an acceptable explanation)

Warranty Claim Status (check those that apply):

- Labor Warranty effective one year from date of installation on self-contained refrigeration models and glasswashers, not including beer line chillers. Regular hourly rate only, **No Overtime. Your service invoice MUST be included along with the warranty claim form.**
- Parts Warranty on original parts effective 12 months from date of installation or 15 months from date of factory shipment. **Warranty covers ground freight service only, and does not include expedited freight charges.**
- Field replacement parts effective 90 days from date of installation of part, does NOT include labor.
- Five-Year Compressor Warranty, applies in the United States and Canada only. **Cost of compressor only, does not include freight. Claims MUST include compressor data tag.**

Claim Information: Amount of Claim: \$ _____

Must Provide: Glastender Part(s) Invoice #: _____ (required only for parts ordered from Glastender)

Labor Authorization #: _____

Reimbursement (check one): Credit Account Send Check

Glastender, Inc.'s policy of constant quality improvement means that prices, specifications, and policies are subject to change without notice. Questions regarding this warranty should be directed to Customer Service.

Click here to submit this form by email - OR -

Save this form and email to cwilliamson@glastender.com, or print and fax to 989.752.4444, or print and send back with the requested defective part