



Warranty Labor Guidelines

To Repair or Replace Parts on Glastender Equipment

Authorization for labor must be obtained from Glastender, Inc. within the warranty period and prior to the service being performed.

- **A 1-year labor and parts warranty applies to all glasswashers, self-contained refrigeration models, and BDS model bottle disintegration units.**
- **Labor warranty applies to the 50 states of the USA and Canada only.**
- **Remote refrigeration models and beer line chillers include a one year parts warranty only. There is no labor warranty on these products.**
- **Extended two-year refrigeration parts and labor warranty is applicable if purchased.**
- **Warranty replacement parts MUST be ordered from Glastender, Inc. Parts are sent at no charge.**
- A maximum of 1 hour is allowed to diagnose a defective component.
- The warranty covers substantiated travel expenses for up to 2 hours / 100 miles round trip up to a maximum of \$150. Any additional costs due to installations that require extra work, time, or travel to gain access for service are the sole responsibility of the equipment purchaser. Any exceptions to these travel and access limitations must be pre-approved by a factory representative.
- Overtime, installation/start-up, normal control adjustments, general maintenance, glass breakage, freight damage, door gaskets, chemical tubing, pump squeeze tubing, and/or correcting an end-user installation error will not be reimbursed under warranty.
- Glastender, Inc. reserves the right to pay no more than the average commercial hourly rates within the distributor territory or region of the country.
- Advice and recommendations given by a Glastender Service Technician does not constitute or guarantee warranty coverage.
- Glastender Inc. shall not be liable for loss of use, revenue, or profit, or for any other indirect, incidental, special, or consequential damage including, but not limited to, product spoilage or loss.

In addition to 1 hour allowed to diagnose a defective component:

Labor of 1 hour is allowed to replace:

- Thermostat
- All Electrical Components
- Fan Delay/Defrost Termination Switch
- Compressor Start Components and Overload Protector
- Defrost Timer
- Evaporator/Condenser Fan Motor and Blade
- Door Hinges or Locks
- Glasswasher switch panels, control modules or valves

Labor of 2 hours is allowed to replace:

- Defrost Element
- Locate/Repair Leak
- Glasswasher rinse pump or wash pump
- Glasswasher conveyor motor

Labor of 3 hours is allowed to replace:

- Expansion Valve – Self-contained units only
- Condenser or Evaporator Coil
- Cap Tube

Labor of 4 hours is allowed to replace:

- Compressor (This includes recovery of refrigerant and leak check)

Refrigerants:

- Miscellaneous charges up to a maximum of \$35.00 for refrigerant recovery will be reimbursed, (includes recovery machine, pump, torch, oil, flux, minor fittings, solder, brazing rod, nitrogen, etc.).
- R134A - A maximum of \$16.00/lb or \$1.00/oz will be reimbursed.
- R404A - A maximum of \$16.00/lb or \$1.00/oz will be reimbursed.
- R290 - A maximum of \$32.00/lb or \$2.00/oz will be reimbursed.
- No substitutes, alternatives or blends are approved for use.

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