



July 1 2015

Non-Warranty Payment to Service Companies

This includes all brands sold by Entrée LLC, this unit is one of those brands.

Warranty service calls; that are not a manufacturing defect, the payment will be the responsibility of the customer. The service company should invoice the customer for labor hours, travel, mileage, etc.

If the customer refuses to pay for the service call within 30 days Entrée will VOID the remaining warranty on the equipment plus the remaining compressor warranty if applies. This includes all equipment at that location that is Entrée LLC brand.

Entrée LLC will then pay the service company for its labor hours on the job, plus a \$50.00 travel fee. If the service company resubmits the service bill under the travel guidelines and a letter of explanation, along with the customer's business name, address, phone number, model & serial number. Entrée will then send a notice to the customer their warranty has been void and the reason.

If the customer pays the service company, the service company will notify Entrée so they can remove the void warranty and reestablish product warranty. If Entrée has already paid the service company, the service company will reimburse Entrée for the full amount of its payment. Failure to do so could limit future payments to the service company.

Thank You

Entrée LLC Tech Support