



October 23, 2015

## **Warranty Allowances for Commercial Gas Appliances**

All warranty claim invoices must include the following information for the invoice to be processed. If this information is not included on the invoice, it will be denied and returned with a letter of explanation.

- A. Serial Number
- B. Model Number
- C. End User (Customer) business name, location and phone number.
- D. Invoice must be signed by the customer or a person in their employment.
- E. The National Service Coop Service Request number.
- F. All invoices that are determined not to be a manufacturing defect will be denied.
- G. All invoices that are not readable will be returned with a denial letter.
- H. All invoices out of the guidelines of these allowances will be adjusted to the allowance, unless prior approval and accompanied by authorized number from the Entrée Technical Service Department.

**Entrée does not pay for Helper charges or Trainee charges. All work can be performed by one technician. Any Helper charges will have to be prior approved by Entrée Technical Service Department. Entrée Technical Support 1-570-752-4602**

### **End Users (Customers) Responsibilities:**

- A. To verify through NSC the unit is under warranty. A Bill of Sale may be required.
- B. Pay for normal maintenance and adjustment. Entrée does not pay for adjustments, unless prior approved.
- C. To reimburse the service company for all non-warranty issues at the rates, travel time, etc. set by the service company. **Failure to do so could result in a void warranty.**
- D. Entrée does not pay overtime or holiday charges, additional travel charges not covered by warranty, equipment or tool charges not covered by warranty allowances.

**Entrée is not responsible for the loss of any product or economic loss as a result of failure of this product, caused by either, poor maintenance, acts of nature or defects.**

## **Warranty Hourly Rates:**

**LABOR** - \$85.00 per Hour

**PREMIUM LABOR** - \$95.00 per Hour - Atlanta, Boston, Chicago, Dallas-Ft. Worth, Ft. Lauderdale, Houston, Los Angeles, Miami, New York City, Philadelphia, San Diego, San.

## **Payment for Warranty Travel:**

A \$100.00 charge for the first trip and \$85.00 for the second trip with approval.

A \$120.00 charge for the first trip and \$100.00 for the second trip with approval for the following high traffic areas within the metro areas.

Atlanta, Boston, Chicago, Dallas-Ft. Worth, Ft. Lauderdale, Houston, Los Angeles, Miami, New York City, Philadelphia, San Diego, San Francisco or any area that would be considered a metro area.

**\*\*\*ONLY ONE TRIP CHARGE PER DAY WILL BE PAID.**

## **Warranty Parts Orders & Shipping Charges:**

All warranty parts sent out by Entrée parts department are shipped UPS Ground at **no charge** to the Customer or the Service Company. All warranty parts that the customer request for Next Day Delivery will be paid for by the Customer. The Service Company will be required to secure payment of these charges from the Customer, and arrange for payment to Entrée for these shipping charges.

Entrée will send a replacement part at no charge for commonly used parts that are held in inventory by the Service Company and are used to repair a unit.

For non-inventory parts, we will ship at no charge. If we do not have the part in stock and it can be acquired locally, Entrée will pay for the purchase cost of the part and \$45.00 travel fee to acquire the part. A copy of the invoice for the part **must** be submitted with the warranty claim.

## **Warranty Parts Return:**

Entrée does not require at this time warranty defective parts to be returned. Entrée does not pay any handling fees for parts return. If a warranty part is required to be returned, Entrée Technical Department will notify the Service Company and pay shipping charges of all returned parts. Hold all parts for 90 days.

**Labor Hours Allowance for the following to diagnose & repair:**

- A. Diagnose and replace a Gas Range/Fryer thermopile ----- 1 hour
- B. Diagnose and replace Gas Range/ Fryer thermostat----- 1 hour
- C. Diagnose and replace Gas Griddle thermostat----- 2 hours
- D. Diagnose and replace a Fryer high limit ----- 1 hour
- E. Diagnose and replace a Fryer Combination gas valve ----- 2 hours
- F. Diagnose and replace a Gas Range Safety Valve ----- 1.5 hours
- G. Diagnose and replace a Gas Range/Counter Model Valve ----- 1 hour

Any part not listed above call the Technical Service Department to get approval at 1-570-752-4602

**\*Entrée does NOT approve of any conversions of their FRYERS from LP Gas to Natural Gas or from Natural Gas to LP Gas. WARRANTY WILL BE VOIDED**

**\*\*For Gas Counter and Ranges, gas conversions must be done by a qualified service company and the appropriate documentation must be sent to dispatch center prior to dispatching service. If no documentation is received service will not be dispatched.**

**Multiple Repairs on the same unit:**

A unit that has more than one component failed. The Service Company can use the highest time for the first component and ½ hour for the second component. Entrée will pay for only one trip charge for the first component.

**Current NTE (Not to Exceed) amount is \$300.00 per call.**

**Gas Pressure:** Incoming and operating gas pressures must be on all Warranty Claims.

**\*Invoices submitted after 45 days from completion date are subject to a 20% overall penalty.**

**\*Invoices submitted beyond 90 days from completion date will not be considered for payment.**

**To expedite payment, please use the standard CFESA form for billing or type or print for clarity. Send your invoices to: [serviceinvoices@entree.biz](mailto:serviceinvoices@entree.biz)**

**By mail to:**

**Entrée Service Department**

**C/O John Spock**

**914 Belair Drive**

**Berwick, PA 18603**

**Technical Support Department @ 1-570-752-4602**

