



June 1, 2016

Warranty Allowances for all Entrée Refrigeration Products

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 with the exception noted below. 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.

****Exception****

As of 02/04/2014 - All failed Dixell controls must be returned to:

Entrée

C/O John Spock

914 Belair Drive

Berwick PA 18603.

The return freight can be added to the service invoice.

Labor Allowances

Any labor hours out of these guidelines without prior approval by Entrée will be adjusted to the guidelines. These time guidelines are based on the national average of other manufactures of the same type of equipment.

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

*Invoices submitted beyond 90 days from completion 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

By mail to:

Entrée Service Department
c/o John Spock
914 Belair Drive
Berwick, PA 18603

WARRANTY ALLOWANCE TIMES

Refrigeration System: (Values are in "Hours")

A.	Diagnose and replace a defective compressor. This includes the starting components, drier, recovery, welding, vacuum and recharge & test system	4.5
B.	Diagnose and replace a defective evaporator coil. This includes drier, welding, recovery, vacuum, recharge & test	5.0
C.	Diagnose and replace a defective condenser coil. This includes drier, welding, recovery, vacuum, recharge & test	4.0
D.	Diagnose and replace a defective or restricted capillary tube. This includes drier, welding, recovery, vacuum, recharge & test	5.0
E.	Diagnose and locate a refrigerant leak. Leak location must be entered on the service invoice. Entrée does not install Schrader or tap valves on its systems. Any leak located on these components WILL NOT be considered a defect, but a call back on the service company	4.0
F.	All other defective refrigeration components. This includes drier, welding, recovery, vacuum, recharge & test	4.0

Cabinet: (Value is in Hours)

A.	Replace a defective door gasket	1.0
B.	Replace a defective door	1.5
C.	Replace a defective caster	1.0
D.	Replace a bottom shroud	1.0
E.	Replace a top shroud with controller mounted on it	1.5
F.	Replace a defective door hinge	1.5
G.	Replace a defective door lock	1.0

Electrical Components: (Value is in Hours)

A.	Diagnose and replace compressor starting components	3.0
B.	Diagnose and replace a contactor	2.0
C.	Diagnose and locate an electrical short (MAX TIME ALLOWED)	3.0
D.	Diagnose and replace a terminal strip	2.0
E.	Diagnose and replace a controller (Defective controls must be returned)	2.0
F.	Diagnose and replace a controller with sensors	2.0
G.	Diagnose and replace a defrost heater	3.0
H.	Diagnose and replace a drain line heater	3.5
I.	Diagnose and replace a thermal cutoff	3.0
J.	Diagnose and replace a power switch	1.5
K.	Diagnose and replace a door (light & fan) switch	1.5
L.	Diagnose and replace a power cord	2.0
M.	Diagnose and replace temperature sensors (up to 2 sensors)	2.5
N.	Diagnose and replace a condenser fan motor	1.5
O.	Diagnose and replace a evaporator fan motor	1.5
P.	Diagnose and replace a condenser or evaporator fan blade	1.5

Other Allowance:

Entrée will allow a \$60.00 miscellaneous charge. This to include all of the following: recovery unit, vacuum pump use, welding use, nitrogen, electrical test equipment, electrical fittings, rags and cleaning supplies. All other will be adjusted out.

Entrée will pay a reasonable price for any tap valves, driers, etc. used in the repair of the refrigeration system.

Refrigerant Allowance:

Entrée will pay the following price per ounce of refrigerant. We will also allow a few extra ounces for leak testing, etc.

Refrigerant R-134a = \$0.59 per ounce or \$10 per pound (Current Market Rate)

Refrigerant R-404a = \$0.77 per ounce or \$12.25 per pound (Current Market Rate)

Any other refrigerant blends used other than those called for on the name plate of the unit will VOID the warranty on that unit.

Multiple Repairs on the Same Unit:

A system that has more than one component failure. The service company can use the highest time for the first component plus ½ hour for the additional component. Entrée will pay only one trip charge for the first component. Any items not covered by this warranty allowances you can call the:

Technical Support Department @ 570-752-4602