



HOSHIZAKI AMERICA, INC.

SERVICE BULLETIN

SB12-0003R1

Issued June 5, 2012

Revised June 15, 2012

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SUBJECT: Warranty Labor Claim Forms
(Note: This bulletin supersedes SB04-0005)

Since May 2003, Hoshizaki made warranty claims available through our website. As a result, claim form booklets are no longer printed.

Let's face it none of us are working for fun; we want to get paid in a timely manner. When doing warranty work for many manufacturers, it may seem like payment times are extended. Our goal at the Technical Support /Warranty department is to process claims as quickly and competently as possible. This effort can be delayed greatly when the warranty claim is incomplete or not filled out correctly by the service company. Let's take some time to go over how to fill out the claim properly.

We've included a copy of an online claim with this Service Bulletin and we have numbered the sections and will refer to these numbers as we go through the steps. Most important we need to fill out all the necessary information properly and correctly. Be specific in your explanation and please print clearly. All warranty work must be submitted through your local distributor on a Hoshizaki warranty labor claim form.

#1(WORK ORDER#) This location is provided for you to include your work order number as a reference on the claim.

#2 and 2a (MODEL#) and #3 and 3a(SERIAL#) These numbers must be correct or the claim cannot be proceed any further, you can locate the model and serial number on the data plate located on the back of the unit or on the name plate inside the unit .The serial number will normally begin with a letter followed by five numbers then followed by another letter.(NOTE) if you are working on a unit with a remote condenser and the repair is made at the condenser you will need to list the model and serial numbers for the condenser. Be aware that the mode and serial must be complete including dashes before the online claim can be completed and printed.

#4 (DATE SERVICE CALL RECEIVED) #5 (DATE REPAIRED) and #7 (DATE FAILED) These dates many times can be the same. However, it is important that they are all completed because it can determine whether or not the warranty claim is valid. Note that the date repaired must be typed in or the claim will default to the date submitted.

#6(DATE INSTALLED), can be obtained through warranty validation this date will be confirmed when the claim is received at the factory. It is important for you to make sure the unit is under warranty before leaving the customers location. This will prevent any difficulty in receiving payment for work done on a piece of equipment that is out of warranty after you have left the job site. There are a couple of ways that you can confirm the installation date. One is using the [WARRANTY VALIDATION](#) feature in the warranty support section of our web site or call our Technical Support Department at 800-233-1940 and ask for warranty confirmation.

#8(DISTRIBUTOR) write the name of your local distributor in this area.

#9(SERVICE COMPANY) enter your company name, address and phone number in this area.

#10(DISTRIBUTOR #) this number will probably not be available to you and will be completed at the factory level.

11(HCSR#) if this number is not available or you are not a **Hoshizaki Contracted Service Representative** then this can be supplied at the factory.

#12 Customer (Equipment Location) fill out the customer address and phone number, in cases where the company headquarters or billing address is different from the location of the equipment this should be the address of the actual equipment location where the repair was done.

13(Reported Complaint) This should be the actual customer complaint as stated when the service was placed. This is critical information used when analyzing the claim to determine possible trends or related component failure.

#14(Service Performed) This is one of the most important sections on the claim. In this area we need detailed explanation as to the specific defect found and work done to repair the unit. A brief explanation is acceptable and appreciated however; we must have enough detail to determine if the diagnosis and repair is valid. Explanations such as “bad control board , replace board” will not be accepted. In situations where there were multiple problems found on the same visit please list each repair separately in this section.

#15 (Give exact location of leaks) In the event that a leak is located whether it is a refrigerant or water leak please give exact location where the leak was found.**(Example)** “Found refrigerant leak at brazed joint on liquid line inlet to TXV”. A gas leak check list must also be filled out and sent in with your claim along with the filter drier. A copy of the check list can be found at the following link: [UNIT GAS LEAK CHECK LIST](#). When possible a picture showing the leak is also useful to determine the cause and making corrective actions in our manufacturing environment. Specific information in these sections allows us to make more informed decision when considering your claim.

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#16(HOURS) Is used to break down the amount of time for each individual repair performed. For instance let's say you found the evaporators frozen solid because the bin control is stuck closed. First you will have to thaw out the evaporators then troubleshoot and to find the bin control stuck closed. Thawing the evaporators took 45 minutes then the bin control took another hour. In this case, you have performed two repairs on the same visit so you will need to list the labor time involved in each repair separately in section # 16.

17(Labor Time) Add up the hours from # 16. This time should be in accordance with the labor allowance guide. The guide can be accessed at the following link. [WARRANTY LABOR ALLOWANCE GUIDE](#).

#18(Labor Rate) For companies that are HCSR's this will be your contracted rate if you are not a Hoshizaki contracted service company this will be your normal labor rate. The maximum paid by Hoshizaki warranty will be the average labor rate for contracted representatives in your area.

#19(Total LB's) If a refrigeration system repair is necessary you will list the amount of refrigerant used.

20(Cost Per Lb.) This will be the rate Hoshizaki will pay per pound of refrigerant used, \$12.50 per lb. for R404A and R134A.

#21(Refrigerant Cost) Multiply cost per pound by total number of pounds.

#22 (Labor Cost) Multiply #17 by # 18

#23(Misc. Charges) Warranty allows a maximum of \$10.00 when making repairs to sealed system. This cost is for miscellaneous materials such as solder, flux etc.

#24(Recycle/Recovery) Warranty will allow up to \$15.00 when a recovery unit is used for sealed system repairs.

#25 (Sales Tax If Applicable) If your state charges sales tax on labor please list the percentage as well as the total here.

#26(Total Charge) Add #20, #21, #22, #23 and #24.

#27(Approved Amount) and #31 (Hoshizaki Used Code) These are used by Hoshizaki warranty department as the claim is being processed.

#28(Special Authorization Number) Occasionally when working on equipment you may run into some difficulties that will cause you to exceed the allowable labor time, if you run into this problem please give us a call , explain the situation and if it's reasonable we will give you an authorization number that you must recorded in this area.

#29(Parts Name) This location should be used to list the names of any warranty parts that were replaced. These names can be found on the invoice from your local distributor

#30(Parts Number) This location should be used to list the part numbers names of any warranty parts that were replaced. These numbers can be found on the invoice from your local distributor.

#31(Customer Signature) We must have an original copy of the customer signature. A signature is necessary for auditing purpose and must be provided.

#32(Service Technician) We must have an original copy of the customer and service technician signature. This can either be directly on the claim form or on an attached copy of your company's service invoice or work order.

#33(Parts Tag) When warranty repair requires you to replace parts, one sticker should be filled out for each part and attached to that individual part to be returned. Six parts tags stickers are provided on page two of the warranty labor claim form. In the event that more than six parts are replaced on one trip you can download additional tags at the following link. [WARRANTY PARTS TAGS](#). The file is the last item in the left hand column.

Hopefully this will make things a little easier next time you fill out a warranty claim. Should you have any questions please feel free to contact the Technical Support /Warranty Department at, 1-800-233-1940.

Claim forms are serialized. Use one original claim form per claim. Do not duplicate a blank original form.

Hoshizaki America, Inc.		No																																		
WARRANTY LABOR CLAIM FORM		Work Order # 1																																		
Equipment: Remote condenser Model No. 2b Serial No. 3a																																				
Model No. 2		Date Service Call Received 4																																		
Serial No. 3		Date Installed 6																																		
Date Repaired 5		Date Failed 7																																		
A. Distributor: 8		Distributor # 10																																		
B. Service Company: 9		HCSR # 11																																		
Address _____ City _____ State _____ Zip _____ Phone No _____																																				
C. Customer (Equipment Location):																																				
Business Name 12																																				
Address _____ City _____ State _____ Zip _____ Phone No _____																																				
Reported Complaint: 13																																				
Service performed: (Give specific description of each problem repair and list # of hours for each repair. Bad or defective will not be accepted.)			Hours																																	
Give exact location of leaks: 15			16																																	
Charges: See Warranty Labor Allowance Guide for labor time allowances.			Total Hours																																	
1) Labor Maximum allowed per "Warranty" See "Warranty Labor Allowance Guide" 2) Refrigerant – Maximum allowance in name plate charge. <input type="checkbox"/> R-404a <input type="checkbox"/> R134a <input type="checkbox"/> Other _____ Ref. cost based on Hoshizaki max. Weigh or measure charge only.		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Labor Time</td><td>\$</td><td>17</td></tr> <tr><td>Labor Rate</td><td>\$</td><td>18</td></tr> <tr><td>Total Lb.</td><td>\$</td><td>19</td></tr> <tr><td>Cost per Lb.</td><td>\$</td><td>20</td></tr> <tr><td>Ref. Cost</td><td>\$</td><td>21</td></tr> <tr><td>Labor Cost</td><td>\$</td><td>22</td></tr> <tr><td>3) Misc. charge up to \$10.00 for sealed system repairs only.</td><td>\$</td><td>23</td></tr> <tr><td>4) Recovery / Recycle / Reclaim up to \$15.00 when utilized.</td><td>\$</td><td>24</td></tr> <tr><td>5) Sales Tax (if applicable) List tax percentage %</td><td>\$</td><td>25</td></tr> <tr><td>Total Charge</td><td>\$</td><td>26</td></tr> <tr><td>Approved Amount</td><td>\$</td><td>27</td></tr> </table>	Labor Time	\$	17	Labor Rate	\$	18	Total Lb.	\$	19	Cost per Lb.	\$	20	Ref. Cost	\$	21	Labor Cost	\$	22	3) Misc. charge up to \$10.00 for sealed system repairs only.	\$	23	4) Recovery / Recycle / Reclaim up to \$15.00 when utilized.	\$	24	5) Sales Tax (if applicable) List tax percentage %	\$	25	Total Charge	\$	26	Approved Amount	\$	27	Hoshizaki Use for Coding Labor Claim Status: Approved <input type="checkbox"/> Adjusted <input type="checkbox"/> Denied <input type="checkbox"/> Returned <input type="checkbox"/> Payment sent to: Distributor <input type="checkbox"/> HCSR <input type="checkbox"/>
Labor Time	\$	17																																		
Labor Rate	\$	18																																		
Total Lb.	\$	19																																		
Cost per Lb.	\$	20																																		
Ref. Cost	\$	21																																		
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5) Sales Tax (if applicable) List tax percentage %	\$	25																																		
Total Charge	\$	26																																		
Approved Amount	\$	27																																		
Special Authorization number 28 (Required only when provided by Hoshizaki)		Processed by: _____ Date _____ Reviewed by: _____ Date _____																																		
Parts List: (List name and number of all parts used in this repair! Fill out part sticker located at the back of book for each part, attach to part, and return all parts with claim)																																				
Part Name	Part Number	Part Name	Part Number																																	
1)		6)																																		
2) 29	30	7)																																		
3)		8)																																		
4)		9)																																		
5)		10)																																		
* Submit completed original form and copy, attach work order if applicable and return claim and parts to your local distributor.																																				
Signature Required (or attach servicer's original work order with signatures)																																				
Customer Signature 31		Service Technician 32																																		
Date _____		Date _____																																		

PARTS TAGS

CLAIM NUMBER <u>33</u>	CLAIM NUMBER _____
MODEL _____ SERIAL _____	MODEL _____ SERIAL _____
LINE NUMBER _____	LINE NUMBER _____
PART NAME _____	PART NAME _____
PART NUMBER _____	PART NUMBER _____
CLAIM NUMBER _____	CLAIM NUMBER _____
MODEL _____ SERIAL _____	MODEL _____ SERIAL _____
LINE NUMBER _____	LINE NUMBER _____
PART NAME _____	PART NAME _____
PART NUMBER _____	PART NUMBER _____
CLAIM NUMBER _____	CLAIM NUMBER _____
MODEL _____ SERIAL _____	MODEL _____ SERIAL _____
LINE NUMBER _____	LINE NUMBER _____
PART NAME _____	PART NAME _____
PART NUMBER _____	PART NUMBER _____

(Complete a tag for each part. Cut along dotted line and attach tag to each part with tape or place in part bag.)

CLAIM FORM INSTRUCTIONS

- All warranty claims must be submitted using a Hoshizaki Warranty Labor Claim Form.** The information requested on the form must be complete and legible in order to process the claim for payment.
- All claims must be submitted to the local distributor within 30 days of the repair. **Penalties: Claims received at Hoshizaki more than 90 days after the repair will be subject to a 25% labor penalty. Claims received at Hoshizaki after 180 days will be denied.**
- Complete model and serial number;** if bin or remote condenser, the ice machine model and serial number should be included along with any related information.
- If your work order is available,** list work order number below claim form number and attach a copy to the claim.
- Complete all sections of claim form A, B and C.**
- Reported complaint:** Need customer's exact complaint.
- Service Performed:** Be as descriptive as possible. **Bad or defective will not be accepted.**
- Leaks:** All gas leak repairs must include the replacement of a drier. We would also like to have the actual leaking area cut from the unit and sent back with the claim if feasible. All gas leak claims should also include a completed copy of the check list contained in SB05-0003. If this can not be completed please provide a descriptive explanation or a picture of the exact leak location
- Special Authorization:** In the event that additional time is needed for a repair or there are charges that are not covered by the manufactures warranty, a special Authorization number is required. You must contact Hoshizaki Technical Support and receive this authorization **prior to submitting your claim.** It must be entered on the claim form in the space provided.
- Labor Time:** When calculating your total charges, be sure to follow the time allowance chart provided in the warranty labor claim booklet or in SB04-0005. Charges in excess of the allowable hourly rate must be explained in complete detail on the labor claim form. Additional time allowed for these repairs will be the decision of the Hoshizaki Technical Support and are not guaranteed. Adjustments to the claim will be explained and justified.
- Labor Rates:** HCSRs should submit all claims at their current contracted rate. Non-HCSR labor rates will not be higher than the average HCSR rate in that area. Call for current allowable rates for your area.
- Recovery Charges:** Hoshizaki allows a \$10 misc. fee and a \$15 recovery fee for any sealed system repair. This is not an automatic payment and must be listed on the claim form. The misc. charge may exceed \$10 if a non-OEM drier or bolt on tap valve (for units without refrigeration system access) is used. These additional items must be explained in the Service Performed.
- Replacement Parts:** Any part that was replaced during the repair must be listed on the claim form and have a parts sticker attached. The parts must accompany the claim to the local distributor and the list must be legible and complete to receive credit.
- Signature:** All warranty claims must include customer and service technician signature. either on the claim or on an attached work order. Claims without signatures will be returned.
- Check list:** Some repairs require a completed checklist to accompany the claim (Evaporator, F/DCM Gear motor, Refrigerant leaks)
- Copies:** The service agent must submit the original claim form, a copy of the original, your work order if available, checklist and/or parts invoice if required.