



# HOSHIZAKI AMERICA, INC.

## SERVICE BULLETIN

SB20-0005

April 14, 2020

Page 1 of 1

**Subject: Warranty claim pictures (Gas leaks and wiring issues)**

Hoshizaki always strives to provide high quality products. As part of this effort, we perform extensive investigation of warranty claims and returned warranty parts. Sometimes these claims have very detailed explanations of the problem found and the repairs needed to resolve the issue. Other times, generic words or phrases such as “bad”, “not working” etc. are used. These generic comments and explanations make it more difficult to make improvements in our process, due to the lack of detail.

It is important when completing warranty claims you be as specific as possible with your explanations of problems found and work performed. In addition, we ask that for all refrigerant leaks and wiring issues that you provide a picture of the issues found. These pictures should show the exact location of the leak or wiring issue. These pictures can be added directly to warranty claim during the claim entry process.

These pictures and details will allow our Quality engineers to improve our process so that we can continue producing high quality products.

As always, we appreciate your support of Hoshizaki products, if you have any issues with submitting pictures during your claim processing please contact our Warranty Department at [warranty-help@hoshizaki.com](mailto:warranty-help@hoshizaki.com) or 1-800-233-1940.

If you have technical questions, please contact our Technical Support Department at [tech-support@hoshizaki.com](mailto:tech-support@hoshizaki.com) or 1-800-233-1940.