



Effective January 1, 2018

Warranty Service Guidelines

Maximum Standard Labor Allowance for Repair of Equipment

- If you are dispatched by Ali Refrigeration N.A. to perform warranty service on a Beverage-Air or Victory brand unit and find the issue to be related to dirty condenser or customer abuse inform the customer that this is not covered by warranty and inform the factory of these finding. Service agent is to bill Ali Refrigeration for their travel and thirty minutes diagnostic fee.
- Should your repair time to perform the repairs exceed the warranty guidelines contact our Technical Service Team at 800-684-1199 before or during service for approval.
- Diagnostic and testing are included in the labor allowance. Travel time is to be billed as a separate line item. We pay travel time and not mileage. Travel is not to exceed 2 hours round trip unless pre-approved by Beverage-Air/Victory.
- If repairing multiple service issues bill up to the highest allowable rate, plus 1 hour for each additional part change.

1.5 Hours Labor for Repair:

- Electro-mechanical temp control
- Defrost timer
- Compressor start components
- Ballast / LED power supply
- Evaporator fan motor
- Condenser fan motor
- Door switch (rocker)
- Door replacement
- Door gasket
- Door locks
- Door cartridge spring
- Door adjustments (swing and slider)
- Drawer roller bearing
- Condensate heating elements
- Digital Thermometer
- Vent port repair
- Hinges
- Controller parameter adjustments



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2 Hours Labor for Repair:

- Digital controller
- Sensors
- Wiring issues
- Drain line heaters
- TXV adjustments

2.5 Hours labor for Repair:

- Unit wire harness replacement
- Defrost limit switch
- Fan Delay switch

3 Hours Labor for Repair:

- Under/Over charged refrigeration systems; no leak found
- Replacement TXV
- Replace defrost heating elements
- Replacement of complete refrigeration system, pre-charged

4 Hours of Labor for Repair:

- Repair leak in system, repair, evacuate, replace drier, recharge and test
- Replacement of condensing unit
- Replacement of evaporator coil
- Replacement of condenser coil
- Replacement of capillary tube

5 Hours of Labor for Repair:

- Compressor replacement



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Limitations that pertain to Ali Group Refrigeration N.A. limited warranty for parts & labor. Other limitations may apply. Please refer to full manufacturer's warranty policy.

- Product loss is not covered under factory warranty.
- Warranty covers repairs due to manufacturing defects and/or component failures.
- Equipment that has been subjected to damage, neglect, misuse, misapplication are not covered by manufacturer's warranty.
- Overtime rates will be covered by manufacturer's warranty at the service company's straight time rate. The difference between straight time and overtime rates will be handled between the end-user and the service agent.
- Some calibrations, adjustments, lubrications, and cleanings are NOT warranty repairs. If you have questions of warranty coverage please call the manufacture.
- Allowances for refrigerants are \$16.00/lb for R134A, \$20.00/lb for R404A, \$50.00/lb for R290.
- Evacuate & recharge system: \$25.00 max refrigerant recovery allowance (Total of \$50 max. recovery, evacuate, torch & brazing).
- Installation, removal and re-installation of units and special installation situations are not covered under warranty. This includes but is not limited to, built in units, units under counters, behind bars and remote applications.
- Repairs exceeding Ali Group Refrigeration N.A. warranty guidelines must have detailed description of special circumstances for consideration of coverage.
- Warranty claims are to be submitted through Global within 60 days from job completion date.

Ali Group Refrigeration N.A.

Technical Service and Parts Department: 1-800-684-1199

Warranty Dispatch Department: 1-877-866-1223

All warranty billing is to be submitted at <https://globalwarranty.davisware.com/globalwarranty/>