

Revised March 1, 2020

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.

Units are broken down into categories which change the repair time allowed based on its design and are identified as follows:

- **TOP MOUNT:** condenser assembly is located on top of the unit (page 2)
 - **BOTTOM MOUNT:** condenser assembly is located at the bottom of the unit (page 3)
 - **HORIZONTAL (including Chef Bases):** smaller equipment i.e. Undercounter, prep tables, bar equipment (page 4)
 - **BLAST COOLERS/FREEZERS:** rapid chilling/freezing equipment (page 5)
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TOP MOUNT REACH IN UNITS

1.5 Hours Labor for Repair:

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

2 Hours Labor for Repair:

- Digital controller
- Wiring issues
- Drain line heaters
- TXV adjustments
- Identify refrigerant leak, no repair
- Replace defrost heating elements

2.5 Hours labor for Repair:

- Defrost limit switch
- Digital controller and sensors
- Fan Delay switch

3 Hours Labor for Repair:

- Replacement of capillary tube
- Replacement of complete refrigeration system, pre-charged
- Replacement of condenser coil
- Replacement of condensing unit
- Replacement TXV
- Under/Over charged refrigeration systems; no leak found

4 Hours of Labor for Repair:

- Compressor replacement
- Repair leak in system, repair, evacuate, replace drier, recharge and test
- Replacement of evaporator coil

5 Hours of Labor for Repair:

- Frame Heater replacement

BOTTOM MOUNT REACH IN UNITS

1.5 Hours Labor for Repair:

- Ballast / LED power supply
- Compressor start components
- Condensate heating elements
- Condenser fan motor
- Controller parameter adjustments
- Defrost timer
- Digital Thermometer
- Door adjustments (swing and slider)
- Door cartridge spring
- Door locks
- Door replacement
- Door switch (rocker)
- Evaporator fan motor
- Hinges
- Mechanical temp control

2 Hours Labor for Repair:

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

2.5 Hours labor for Repair:

- Defrost limit switch
- Digital controller and sensors
- Fan Delay switch
- Identify refrigerant leak, no repairs

3 Hours Labor for Repair:

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

4 Hours of Labor for Repair:

- Compressor replacement
- Repair leak in system, repair, evacuate, replace drier, recharge and test
- Replacement of capillary tube
- Replacement of evaporator coil

5 Hours of Labor for Repair:

- Frame Heater replacement

HORIZONTAL UNITS

1.5 Hours Labor for Repair:

- Ballast / LED power supply
- Compressor start components
- Condensate heating elements
- Condenser fan motor
- Controller parameter adjustments
- Defrost timer
- Digital Thermometer
- Door adjustments (swing and slider)
- Door cartridge spring
- Door locks
- Door replacement
- Door switch
- Evaporator fan motor
- Hinges
- Mechanical temp control

2 Hours Labor for Repair:

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

2.5 Hours labor for Repair:

- Defrost limit switch
- Digital controller and sensors
- Fan Delay switch
- Identify refrigerant leak, no repairs

3 Hours Labor for Repair:

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

4 Hours of Labor for Repair:

- Compressor replacement
- Repair leak in system, repair, evacuate, replace drier, recharge and test
- Replacement of capillary tube
- Replacement of evaporator coil

5 Hours of Labor for Repair:

- Frame Heater replacement

BLAST CHILLERS AND FREEZERS

1.5 Hours Labor for Repair:

- Compressor start components
- Ballast / LED power supply
- Condensate heating elements
- Condenser fan motor
- Contactor / Transformer replacement
- Controller parameter adjustments
- Door adjustments (swing and slider)
- Door cartridge spring
- Door locks
- Door replacement
- Door switch
- Evaporator fan motor
- Fuse replacement (total not per fuse)
- Hinges

2 Hours Labor for Repair:

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

2.5 Hours labor for Repair:

- Defrost limit switch
- Digital controller and sensors
- Fan Delay switch
- Identify refrigerant leak, no repairs

3 Hours Labor for Repair:

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

4 Hours of Labor for Repair:

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

5 Hours of Labor for Repair:

- Compressor replacement
- Frame Heater replacement

**Limitations that pertain to Ali Group Refrigeration N.A. limited warranty for parts & labor.
Other limitations may apply; 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 contact the manufacture.
- Allowances for refrigerants are \$16.00/lb. for R134A, \$22.00/lb. for R404A, \$25.00/lb. for R290.
- Evacuate & Recovery for Non R-290 refrigerant: \$25.00 max refrigerant recovery allowance
- Torch/Soldering/Vacuum/Valves/Brazing/Nitrogen: \$50.00 Max allowance
- 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.

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/>

Questions can be referred to: servicedealers@alirefna.com