

---

## Instructions to Service Providers - Limited Warranty Guidelines

---

Regardless of who requests the services, including Imperial Brown, if the service is not covered by Imperial Brown's warranty and you do not have prior written authorization from Imperial Brown for the non-warranty work, the claim will be denied. Please obtain approval and collect fees from the facility/job site to perform unauthorized non-warranty service. If the facility/job site does not authorize the work, Imperial Brown will reimburse for the site visit only if Imperial Brown requested the service.

**Submissions MUST include MODEL & SERIAL number's if Imperial Brown is to pay against a warranty claim.** If you have any question as to what is covered by Imperial Brown's warranty, please contact our warranty team or review our warranty guidelines at: <https://imperial-brown.com/support/service-parts-warranties>

### IMPERIAL BROWN'S LIMITED WARRANTY

#### One year warranty begins on the Date of Shipment from Imperial Brown

- Refrigeration Warranty.....1 Year Parts / 1 Year Limited Labor
- Box Accessories (gaskets, hinges, thermometers, etc.)..... 1 Year Parts / No Labor
- Heat Cable Replacements.....1 Year Parts / First Six Months after Install, two hours labor
- Door Warranty.....5 Years for any Manufacturing Defects / No Labor after 1st Year
- Panel Warranty.....15 Years for Manufacturing Defects / No labor after 1st Year

### SERVICES EXCLUDED FROM WARRANTY (**UNLESS PREVIOUSLY AUTHORIZED BY IMPERIAL BROWN'S WARRANTY DEPT**)

- Adjustments and/or resets (e.g., doors, valves, defrost settings, pressure devices, circuit breakers or thermostat adjustments)
- Field wiring
- Coil cleaning
- More than one service call for the same issue
- Additional components or controls
- Travel time
- Shipping, trip and truck charges
- Normal maintenance/PM items for equipment used by service companies (e.g. batteries, vacuum pump oil, welding supplies, leak detector supplies)
- Product loss – FOR ANY REASON
- Replacement fuses
- Normal maintenance
- Labor overtime/double time – Imperial Brown reimburses for straight time only.
- Field installed equipment/components (e.g., wiring, drain pipes)
- Recovery/Disposal fees for refrigerant

### REPLACEMENT PARTS

During the term of this warranty, replacement parts are to be obtained from your local wholesaler. Purchased parts will be reimbursed. The service company may bill Imperial Brown cost plus a 10% mark-up, **PROVIDED THAT THE RECEIPT FOR THE PART IS INCLUDED.** Imperial Brown reserves the right to send a replacement part when there is no receipt provided with the original claim.

**\*\*\* Imperial Brown will cover QRC/IntelliGen refrigeration component replacement parts & labor for first year; replacement PARTS ONLY for the 2<sup>nd</sup> & 3<sup>rd</sup> year after installation. \*\*\***



- Heatcraft Technical Support..... M-F, 8AM – 7PM EST.....(800) 848-9889, Option 2 or (800) 321-1881 Option #2  
Nights and weekends (855)883-1036
- QRC/IntelliGen Technical Assistance After Hours Support.....(877) 482-7238

**FOR WARRANTY WITHIN THE FIRST YEAR ON THE COMPRESSOR**

- Compressor **MUST** be exchanged through a refrigeration parts wholesaler
- This must be done in order to maintain warranty and obtain reimbursement for labor if applicable
- Service Provider must provide a receipt of the exchange to obtain reimbursement for labor
- Must include serial numbers of the old and new units

**OPTIONAL EXTENDED COMPRESSOR WARRANTY (YEARS 2-4 OR 2-5)**

- Covers the replacement cost of the compressor **ONLY**
- Service Provider must include a receipt of the purchase to obtain reimbursement
- Please include serial numbers and model numbers of the old and new units

**WARRANTY ON ALARMS (MODULARM, WEISS, ETC.):**

- Replacements must be purchased to ensure that the failed unit is returned to Imperial Brown. If there is no visible water damage a credit will be issued
- Water damage is not covered under Imperial Brown’s warranty

**WARRANTY ALLOWANCE GUIDELINES**

- Hourly Labor Rate (unless otherwise approved prior to repairs) ..... \$100
- Refrigerant per lb. (not to exceed receiver capacity of 90%) ..... R404a @ \$10/lb  
R448a @ \$15/lb

**TO SUBMIT CLAIMS FOR PAYMENT**

Invoices, Service Orders and Parts Receipts are to be sent via e-mail to [apInvoices@imperial-brown.com](mailto:apInvoices@imperial-brown.com) or faxed to **503-665-2929**.

**INVOICE SUBMISSIONS MUST INCLUDE:**

- Service Provider’s name, address and contact phone number
- Job site name and address where the work was performed
- Full name and phone number of person who requested the service
  - If Imperial Brown Initiated the service call, please reference the PO# if one was issued
- **Serial & Model number of equipment being serviced MUST be included with your warranty claim**
  - **ANY claim submitted without model & serial #'s will be denied**
  - Serial number of the walk-in example: 17-IB-55555-01
- Must include clear description of part failure
- Service provider must list charges separately for parts, labor, as well as any other miscellaneous charges
- **DO NOT FIELD SCRAP PARTS for 60 days after service, unless notified otherwise**
- **ALL CLAIMS MUST BE MADE WITHIN 30 days of service**

***Our customers have the freedom to use any service provider of their choice for repairs and preventative maintenance.***

***THANK YOU FOR YOUR SERVICE AND SUPPORT!***



**REFRIGERATION AND/OR REPLACEMENT WALK-IN PARTS**

During the term of this warranty, replacement refrigeration parts are to be obtained from your local wholesaler. Replacement parts for the Walk-In, e.g., gaskets, hinges, thermometers, heat cables, are to be obtained by Imperial Brown. Purchased parts will be reimbursed. The service company may bill Imperial Brown cost plus a 10% mark-up, **PROVIDED THAT THE RECEIPT FOR THE PART IS INCLUDED**. Imperial Brown reserves the right to send a replacement part when there is no receipt provided with the original claim.

<b>REFRIGERATION LABOR GUIDELINES</b>	<b>LABOR HOUR ALLOWANCE</b>
Evaporator Fan Motors (per fan)	<b>1</b>
Condensing Unit Fan Motors (per fan)	<b>1.5</b>
Electrical Components (i.e. breaker, contactor, timer, etc.)	<b>1</b>
Electronic Control Boards (Beacon / QRC)	<b>2</b>
Electronic Temp Sensors (Beacon / QRC)	<b>1</b>
Pressure or Temperature Switches (per switch)	<b>1</b>
Defrost Heaters (per heater)	<b>1.5</b>
Expansion Valve	<b>2</b>
Solenoid Valve	<b>2</b>
Split System Compressor Replacement	<b>4.5</b>
PTN Compressor Replacement ("A" Frame)	<b>Replace Unit + 1Hr</b>
PTN Compressor Replacement ("B" & "C" Frame)	<b>4.5</b>
<b>REFRIGERANT LEAKS (@ factory joint and internal piping) *See notes below.</b>	
Split System Evaporator Leak	<b>1.5 + Refrigerant</b>
Split System Condensing Unit Leak	<b>3.5 + Refrigerant</b>
PTN Evaporator & Condenser Leak ("A" Frame)	<b>Replace Unit + 1Hr</b>
PTN Evaporator & Condenser Leak ("B" & "C" Frame)	<b>1.5 + Refrigerant</b>

1. Refrigerant leak labor rates include time for refrigerant recovery and recharge.
2. No payment will be made for any leak that occurs at a threaded, mechanical joint (to be defined as flare joints, pipe thread joints or roto-lock joints). It is the responsibility of the Contractor to check these joints prior to charging of system.
3. Refrigerant and labor paid only on leaks that are permanently repaired.
4. Maximum amount of refrigerant to be allowed, under any circumstance, is one system charge. System charge is defined as the receiver capacity at 90% full on a single condensing unit or printed capacity of a PTN.