
Instructions to Service Providers - Limited Warranty Guidelines

Warranty begins on the date of shipment from Imperial Brown

- **Refrigeration Warranty:** 1 Year Parts / 1 Year Limited Labor only if purchased (Contact Factory prior to work for confirmation of purchased labor warranty)
- **Box Accessories** (ie: gaskets, hinges, thermometers, etc.): 1 Year Parts / Contact Factory prior to work for labor allowance
- **Heat Cable Replacements:** 1 Year Parts / First Six Months after Install, two hours labor (includes diagnostics)
- **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

If you are dispatched to perform warranty service on an Imperial Brown walk-in box, it is recommended that you inform the customer beforehand that if you find the issue to be related to a non-warranty cause, diagnostics and repair will not be covered by Imperial Brown's warranty. The customer will be responsible for the diagnosis bill and any repair bills associated with the correction of the issue upon their approval to perform the repair.

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.

If the facility/job does not authorize the non-warranty work, Imperial Brown will reimburse for the site visit **only** if Imperial Brown requested the call from your company to diagnose.

If you have any question as to what is covered by Imperial Brown's warranty, please contact our warranty team at the 800 # listed below. These instructions can also be found at: <https://imperialbrown.com/support/service-warranties>.

**** IMPORTANT ****

ALL CLAIM SUBMISSIONS MUST INCLUDE ALL OF THE FOLLOWING INFORMATION FOR CLAIM CONSIDERATION

- 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# or Authorization # if one was issued.
- Walk-in box serial number, located on data tag on interior of door frame.
- MODEL & SERIAL numbers of all refrigeration equipment serviced - **ANY claim submitted without model & serial #'s will be denied.**
- Wholesale receipts for any purchased item
- Complete description of diagnosis and details of repair with itemized charges
 - Service provider must list charges separately for parts, labor, as well as any other miscellaneous charges.
- Must include clear description of part failure.

**** ALL CLAIMS MUST BE SUBMITTED WITHIN 60 DAYS OF SERVICE. ****

SUBMIT WARRANTY CLAIMS ALONG WITH ALL REQUIRED INFORMATION NOTED ABOVE VIA EMAIL TO: APINVOICES@IMPERIAL-BROWN.COM OR FAX TO 503.665.2929

WWW.ImperialBrown.com

Phone: 800.238.4093

Fax: 503.665.2929

198 SE 223rd Ave., Gresham, OR 97030
2115 W. Main St., Prague, OK 74864

209 Long Meadow Dr., Salisbury, NC 28147
3350 E. Medina Rd., Tucson, AZ 85756

AT NO TIME WILL IMPERIAL BROWN COVER THE FOLLOWING EXTRA CHARGES, GOODS OR SERVICES:

- Adjustments and/or resets (e.g., doors, valves, defrost component adjustments, pressure devices, circuit breakers, TXV's, resetting time clocks or thermostat adjustments)
- Refrigerant leaks occurring at threaded mechanical joints.
- Refrigerant top-off charges
- Service on compressor components or oil level adjustments
- Field wiring
- Coil cleaning / clean-up of iced equipment or coils due to improper control settings or application problems.
- More than one service call for the same issue, unless authorization # from Imperial Brown is provided.
- Additional components or controls
- Telephone charges / time spent on telephone.
- Shipping charges
- Normal maintenance / PM items for equipment used by service (i.e., batteries, vacuum pump oil, welding supplies, leak detector supplies, etc.)
- Product loss
- Replacement fuses
- Labor overtime/double time – Imperial Brown reimburses for straight time only, unless authorization # from Imperial Brown is provided.
- Field installed equipment/components (e.g., wiring, drainpipes)
- Recovery / disposal fees for refrigerant
- Administrative fees / EPA compliance fees

FOR REFRIGERATION TECHNICAL QUESTIONS

- Heatcraft Technical Support M-F, 8AM – 7PM EST (800) 848-9889, Ext 2
- QRC/Beacon II Technical Assistance After Hours Support (877) 482-7238
- Visit <https://russell.htpg.com/company-contacts> for a list of current Russell tech support agents.

****** Imperial Brown will cover Heatcraft Beacon II/QRC refrigeration component replacement parts & labor for the first year; replacement PARTS ONLY for the 2nd & 3rd year after original equipment ship date. ******

FOR COMPRESSOR WARRANTY WITHIN THE FIRST YEAR

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

PURCHASED EXTENDED COMPRESSOR WARRANTY (YEARS 2-4 OR 2-5)

- Covers the replacement cost of the compressor ONLY, no labor.
- Service Provider must include a receipt of the purchase to obtain reimbursement.
- Claim must 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, including shipping costs, will be issued.
- Water damage is not covered under Imperial Brown's warranty.

WARRANTY LABOR RATES ALLOWANCE GUIDELINES

- Hourly Labor Rate: \$110
- Overtime hourly rates must be pre-approved by IB. Please call the number at the bottom of page and follow prompts for warranty to obtain authorization number.

REFRIGERANT ALLOWANCE GUIDELINES

- Refrigerant per lb. (not to exceed receiver capacity of 90%)
 - R404a @ \$25/lb.
 - R448a @ \$20/lb.

TRAVEL TIME

- Travel time is to be billed as a separate line item.
- Travel is not to exceed 2 hours round trip unless pre-approved by Imperial Brown.
- We pay hourly time for travel. We do not pay mileage, truck, or travel charges. Please bill accordingly.

REFRIGERATION AND/OR REPLACEMENT WALK-IN PARTS

During the term of this warranty, replacement refrigeration parts are to be obtained from your local wholesaler, if possible. Replacement parts for the walk-in, e.g., gaskets, hinges, thermometers, heat cables, are to be provided by Imperial Brown; however, locally purchased walk-in parts will be reimbursed at cost plus 10% mark-up, **provided that the receipt for the parts is included with the warranty claim.** Imperial Brown reserves the right to send a replacement part in lieu of reimbursement when there is no receipt provided with the original claim. All original/defective parts are to be held for 60 days prior to field scrapping.

REFRIGERATION LABOR GUIDELINES	LABOR HOUR ALLOWANCE
Diagnostic	1
Evaporator Fan Motors (per fan)	1.5
Condensing Unit Fan Motors (per fan)	1.5
Electrical Components (i.e. breaker, contactor, timer, etc.)	1.5
Electronic Control Boards	2
Electronic Temp Sensors	1.5
Pressure or Temperature Switches (per switch)	1.5
Defrost Heaters (per heater)	2
Expansion Valve	2.5
Solenoid Valve	3
Solenoid Coil Replacement	1.5
Split System Compressor Replacement less than 2HP	4.5
Split System Compressor Replacement more than 2HP	8
PTN Compressor Replacement	4.5
Wiring problems	1.5
Liquid Line Valve Replacement	2
Coil De-Icing (Due to component failure)	2
Evaporator Coil Replacement	3
Fan Guard Replacement	1
Thermostat Replacement	1
REFRIGERANT LEAKS (@ factory joint and internal piping) *See notes below.	
Split System Evaporator Leak	1.5 + Refrigerant
Split System Condensing Unit Leak	3.5 + Refrigerant
PTN Evaporator & Condenser Leak	1.5 + Refrigerant

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. The 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.
5. Any repairs not listed, please call our warranty department for more information.

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