



## COMMERCIAL LABOR INFORMATION AND RATES

**EFFECTIVE: May 15, 2015**

**Supersedes Rates Dated: November 15, 2013**

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# Commercial Labor

## General Information:

Per the Manufacturer's Limited Warranty Statement, packaged with every unit, the Customer cannot be billed for any excess labor related to warranty repairs. However, the Servicer may bill the Customer for charges that are specifically excluded from Warranty Coverage such as:

1. Correcting improper installation of unit or components such as Bin Thermostats, Drains, Water lines, etc.
2. Any mileage and travel time.
3. Overtime or other premium charges (if the Customer requested the service work be performed during Overtime Hours and was informed that they would be responsible for the Overtime portion of the labor).
4. Cleaning the machine.
5. Recommended **start up** adjustments of ice thickness sensors, cube size thermostats, bin thermostats, float valves, etc.
6. Additional labor charges resulting from the inaccessibility of the product.

To avoid misunderstandings, any Non-Warranty Charges billed to the Customer should be completely and accurately itemized on the service invoice and include an adequate explanation.

## Claims:

Typical causes for a claim to be adjusted, delayed or denied:

1. Incomplete or inaccurate warranty claims.
2. Warranty claims which are not received at the factory within 45 days after the service date.
3. Charges which are greater than the Rate Book allowance.

Note: Per the Manufacturer's Limited Warranty Statement, Scotsman reserves the right to pay no more than the average commercial hourly rates established by the local distributor.

## Rates:

The Rates include typical time for **Diagnosis and Repair** by a qualified Service Technician who is trained and/or has experience on Scotsman products and has an **adequate stock of service parts** on the service vehicle.

If special or unusual circumstances existed on a service call, the Servicer should inform the local Scotsman Distributor. The Distributor will then contact the Scotsman Service Department for a recommendation.

Note: The verbal recommendations provided by the personnel at Scotsman Technical Assistance do NOT mean that an authorization has been given for any special coverage. That type of authorization must be provided in writing by the Scotsman Service Department.

Rates and Prices are subject to change without notice.

## In Warranty Refrigeration Service:

Refrigeration service rates include time for replacement of the dryer. Do not list extra time. The rates also include recovery time.

**Equipment Charge:** Scotsman will pay the rates listed in the Rate Book for refrigeration system service, **plus** an equipment charge (includes recovery machine, torch, pump, oil, flux, minor fittings, solder, brazing rod or similar fees) of \$35.00. CU50, CU0415, CU0715, CU0920 and NU130 refrigeration service may add \$10.00 to misc. for adding access valves.

To claim the Equipment charge, add part number 14-0352-01 to the claim form and list the \$35 in the ServiceBench screen for Recovery / Recycle.

The recovery method must be listed on any service invoice claiming refrigeration service; if it is not listed, the claim will not be eligible for warranty. Adding a partial charge will not be accepted for warranty, (the refrigerant leak **MUST** be found & repaired).

# Commercial Labor

## Refrigerant Allowance Table.

To Claim: List the part number and quantity on the Warranty Claim Form

Model	Refrig. type	Part Number	Quantity. Allowance - oz.	Model	Refrig.type	Part Number	Quantity. Allowance - oz.
AFE424A	R-134a	14-0357-20	15	C2148W	R-404A	14-0356-20	69
AFE424W	R-134a	14-0357-20	10	C2148R	R-404A	14-0356-20	320
C0322A	R-404A	14-0356-20	14	C2648R	R-404A	17-0356-20	240
C0322W	R-404A	14-0356-20	11	CU0515GA	R-134a	14-0357-20	10
C0330A	R-404A	14-0356-20	14	CU1526A	R-404A	14-0356-20	12
C0330W	R-404A	14-0356-20	11	CU0415	R-134a	14-0357-20	8
C0522A	R-404A	14-0356-20	17	CU0715	R-134a	14-0357-20	8
C0522W	R-404A	14-0356-20	14	CU0920	R-134a	14-0357-20	8
C0522R	R-404A	14-0356-20	160	CU1526W	R-404A	14-0356-20	9
C0530A	R-404A	14-0356-20	22	CU2026A	R-404A	14-0356-20	15
C0530W	R-404A	14-0356-20	11	CU2026W	R-404A	14-0356-20	9
C0530R	R-404A	14-0356-20	160	CU3030A	R-404A	14-0356-20	12
C0630A	R-404A	14-0356-20	36	CU3030W	R-404A	14-0356-20	12
C0630W	R-404A	14-0356-20	14	CU50	R-134a	14-0357-20	8
C0630R	R-404A	14-0356-20	160				
C0722A	R-404A	14-0356-20	17				
C0830A	R-404A	14-0356-20	46				
C0830W	R-404A	14-0356-20	34				
C0830R	R-404A	14-0356-20	208				
C0600CP	R-404A	14-0356-20	232				
C0800CP	R-404A	14-0356-20	232				
C1030A	R-404A	14-0356-20	48				
C1030W	R-404A	14-0356-20	38				
C1030R	R-404A	14-0356-20	208				
C1200CP	R-404A	14-0356-20	272				
C1410CP	R-404A	14-0356-20	272				
C1448A	R-404A	14-0356-20	62				
C1448W	R-404A	14-0356-20	56				
C1448R	R-404A	14-0356-20	256				
C1848A	R-404A	14-0356-20	62				
C1848W	R-404A	14-0356-20	63				
C2000CP	R-404A	14-0356-20	288				
C1800CP	R-404A	14-0356-20	288				
C1848R	R-404A	14-0356-20	320				

### Refrigerant Prices:

R-404A @ .78 per ounce. R-134a \$ .65 per ounce. Prices subject to change.

# Commercial Labor

## Refrigerant Allowance Table.

To Claim: List the part number and quantity in a ServiceBench Claim

Model	Refrig	Part Number	Quantity. Allowance - oz.	Model	Refrig.	Part Number	Quantity. Allowance - oz.
CP686	R-404A	14-0356-20	232	HID312A	R-134a	14-0357-20	12
CP886	R-404A	14-0356-20	232	HID525A	R-404A	14-0356-20	12
CP1086	R-404A	14-0356-20	272	HID525W	R-404A	14-0356-20	11
CP1316	R-404A	14-0356-20	288	HID540A	R-404A	14-0356-20	12
CP2086	R-404A	14-0356-20	336	HID540W	R-404A	14-0356-20	11
ECC0800	R-404A	14-0356-20	192	MDT6A	R-404A	14-0356-20	32
ECC1200	R-404A	14-0356-20	224	MDT6W	R-404A	14-0356-20	22
ECC1410	R-404A	14-0356-20	224	N0422A	R-404A	14-0356-20	14
ECC1800	R-404A	14-0356-20	232	N0422W	R-404A	14-0356-20	11
F0522A	R-404A	14-0356-20	14	N0622A	R-404A	14-0356-20	14
F0522W	R-404A	14-0356-20	11	N0622W	R-404A	14-0356-20	11
F0822A	R-404A	14-0356-20	14	N0622R	R-404A	14-0356-20	192
F0822W	R-404A	14-0356-20	11	N0922A	R-404A	14-0356-20	single phase 18
F0822R	R-404A	14-0356-20	192	N0922A	R-404A	14-0356-20	three phase 20
F1222A	R-404A	14-0356-20	single phase 18	N0922W	R-404A	14-0356-20	single phase 20
F1222A	R-404A	14-0356-20	three phase 20	N0922W	R-404A	14-0356-20	three phase 22
F1222W	R-404A	14-0356-20	single phase 20	N0922R	R-404A	14-0356-20	192
F1222W	R-404A	14-0356-20	three phase 22	N1322A	R-404A	14-0356-20	34
F1222R	R-404A	14-0356-20	192	N1322W	R-404A	14-0356-20	18
F1522A	R-404A	14-0356-20	34	N1322R	R-404A	14-0356-20	192
F1522W	R-404A	14-0356-20	18	NME1854A	R-404A	14-0356-20	30
MDT2	R-134a	14-0357-20	13	NME1854W	R-404A	14-0356-20	24
MDT3	R-134a	14-0357-20	12	NME1854R	R-404A	14-0356-20	208
MDT4	R-134a	14-0357-20	14	NU130	R-134a	14-0357-20	4.5
MDT5A	R-404A	14-0356-20	24				
MDT5W	R-404A	14-0356-20	18				

# Commercial Labor

## Instructions For Filing A Warranty Labor Claim

### Service Agent:

1. Determine warranty status of the unit. Note: Warranty coverage varies depending upon model and date of start up.
2. Service the product according to warranty status.
3. Record warranty information (model, serial, customer site, etc).
4. **Immediately** return parts, tags and a completely itemized service invoice to the distributor. **Claims can be rejected for lateness.**

### With regard to warranty:

ALL Scotsman units serviced in warranty **MUST** use approved Scotsman parts. Any unit found to have been serviced in warranty with substitute parts will have the warranty **credit canceled** and a debit for that claim will be issued to that Distributor. Any Distributor found to not have been purchasing Scotsman parts of the type claimed in warranty will have those warranty **claims canceled**, and debits issued for those claims.

### Distributor:

1. Screen all claims for complete and accurate information in compliance with warranty limitations.

**Note: Warranty coverage varies depending upon model and date of start up.** See Warranty Description at the end of the Rate Book.

2. File on line using ServiceBench, using the Rate Book to determine the hours allowed. Use the Refrigerant Allowance Table to determine the Refrigerant Allowance. Claim form **MUST** be filled out in English.

Note: Only one unit may be listed on each claim.

3. All claims must be received at the factory within **45 days after unit repair**. Late claims will be rejected.
4. Any request to submit a claim which does not comply completely with all requirements should be directed to a Scotsman Service Department representative in writing.

### Factory:

1. All claims will be processed as rapidly as possible.
2. Claims which are incomplete, inaccurate or do not comply with requirements and limitations will be rejected and returned to the distributor with an explanation.
3. Acceptable claims will be reviewed for compliance with **Rate Book** instructions and limitations.
4. Appropriate credit will be issued to the distributor account for all accepted claims.
5. The distributor will receive a copy of each credit memo noting the Warranty Claim Form number.
6. Some customers will be contacted to verify satisfactory warranty and service coverage.

### Distributor:

1. Follow up on each claim, after receiving credit to insure that the customer and service agent have received appropriate warranty coverage.
2. Review any rejected claims to determine if cause of rejection can be corrected to make the claim eligible to be resubmitted.
3. Do not resubmit any claims that the Factory has returned as ineligible for warranty, see item 4 under "Distributor" above.

# Commercial Labor

Component	Under counter	Modular			Dispenser or Bin
		Air or Water cooled	Remote cooled	Eclipse or Remote Low Side	
Access valve replacement	3.5	3.5	4.5	4.5	3.5
Accumulator / suction line	4.0	4.0	5.0	5.0	-
Auger with bearings and water seal	3.5	3.5	3.5	3.5	3.5
Auger drive motor only	1.5	1.5	1.5	1.5	1.5
Bearing with breaker	2.5	2.0	2.0	2.0	2.0
Belt (MAR)	-	-	-	1.5	-
Bypass valve	-	-	-	5.0	-
Compressor	4.5	4.5	5.5	5.5	4.0
Compressor starting components only	1.5	1.5	1.5	1.5	1.5
Condenser – air, water or remote coil	4.0	3.5	4.0	4.0	3.0
Contacto	2.0	1.5	1.5	1.5	1.5
Control panel / membrane pad	1.5	-	-	-	-
Controller	2.0	1.5	1.5	1.5	1.5
CPR/OPR/EPR	-	-	5.5	5.5	-
Curtain or Curtain Switch	1.5	1.5	1.5	1.5	1.5
Dispense drive motor	-	-	-	-	1.5
Dispense sensor	-	-	-	-	1.5
Dispenser vane/agitator/ice sweep	-	-	-	-	1.5
Door only or door repair	1.5	-	-	-	1.5
Drain repair / replacement	1.5	-	-	-	2.0
Evaporator with all related parts*	5.0	4.0	5.0	6.0	4.0
Fan motor and / or blade	2.0	2.0	2.0	2.0	1.5
Float valve or reservoir	2.0	1.5	1.5	1.5	1.5
Gear reducer, replace or rebuild*	2.5	2.5	2.5	2.5	2.5
Harvest assist	1.5	1.5	1.5	2.5	-
Headmaster / Low ambient control valve	-	-	4.5	5.0	-
Hinge only or with door, set of 2 hinges	1.5				2.0
Hot gas valve / vapor valve	3.5	4.0	5.0	6.0	-
Ice thickness sensor / cube size control	1.5	1.5	1.5	1.5	-
Ice level sensor /control / Bin thermostat	2.0	1.5	1.5	1.5	1.5
Ice sweep or chute	1.5	1.5	1.5	1.5	1.5
Inlet water solenoid valve	2.0	1.5	1.5	1.5	1.5
Liquid line valve	-	-	4.0	5.0	-
Pressure control switch	3.0	4.5	5.0	5.0	3.0
Purge or dump valve	2.0	1.5	1.5	1.5	-
Receiver / liquid outlet valve	-	-	5.0	5.0	-
Refrigerant leak	3.5	3.5	4.0	4.5	3.0
Shaft Seal Kit (MAR)	-	-	-	5.0	
Switch, any mechanical type	1.5	1.5	1.5	1.5	1.5
Thermistor	2.0	1.5	1.5	1.5	1.5

# Commercial Labor

Component	Under counter	Modular			Dispenser or Bin
		Air or Water cooled	Remote cooled	Eclipse or Remote Low Side	
Time delay relay	1.5	-	-	-	1.5
Transformer	1.5	1.5	1.5	1.5	1.5
TXV / Expansion valve	4.0	4.5	5.0	6.0	3.5
Water distributor or spray platform	1.5	1.5	1.5	1.5	1.5
Water leak	1.5	1.5	1.5	1.5	1.5
Water level sensor	1.5	1.5	1.5	1.5	-
Water pump – spray or drain	2.0	1.5	1.5	1.5	-
Water regulating valve	3.5	3.0	-	-	3.0
Water seal with / without bearing	3.5	3.5	3.5	3.5	3.5

## Notes:

### Electrical components:

Maximum 3 hours for multiple replacements on one service call.

### Refrigeration

Multiple Refrigeration Service: Up to the highest rate for the component changed, plus 1 hour more for each additional refrigeration component.

### Flaker/Nugget Mechanical:

\* Evaporator and Gear Reducer Combination Replacement: Add 1 hour to evaporator rate for the gear reducer.

# Commercial Labor

## Warranty Description

### Commercial Warranty Summary:

See Individual Warranty Statements for details.

- Cubers (Prodigy cubers, B222, B322, B330, B530, B842, B948 bins, HD22, HD30 dispensers have 3 years labor, 3 years parts, plus Prodigy evaporators are covered for 5 years parts and labor and their condensers and compressors have 5 years parts.
- ICS, BH1100, BH1300 and BH1600 have 5 years parts and labor.
- ID dispensers have 1 year labor and 2 years parts.
- CU50 has 1 year parts and labor plus 5 years parts only on the compressor.
- NU130 had 2 years parts and labor.
- CU0415, CU0715 and CU0920 have 3 years parts and labor.
- Meridian dispensers, HID312, HID525, HID540 have three years parts, three years labor and 5 years on the compressor and condenser (parts).
- Prodigy Flakers, HID312, HID525, HID540, N0422, N0622, N0922, N1322, F0522, F0822, F1222 and F1522 have three years parts, three years labor and 5 years on the compressor (parts).
- MAR industrial flakers had three years parts and labor plus 10 years parts on the evaporator drum and refrigerant seal kit
- All other products (small flakers and MDT dispensers) have two years parts, two years labor and 5 years on the compressor (parts).

## Warranty Freight Policy

- Distributors and Ice-Care agents refer to the current Warranty Policy Bulletin.
- Freight for warranty parts shipped to Scotsman will only be covered **if** Scotsman made the request for the return. The name of the person requesting the return must be supplied to get credit. No other freight is covered.