



Controlled Document Information

D001-012020-SWP

www.servware.com

- All warranty claims must be submitted through Global Warranty. Select the link to visit Global Warranty. <u>https://globalwarranty.davisware.com/GlobalWarranty/GW.aspx</u>
- For guidelines on submitting claims visit our website's Warranty Info. page by selecting the link. <u>http://servware.com/wordpress/wp-content/uploads/2020/01/Serv-Ware_-Global-Warranty-Help-Guide-for-Service-Agent.pdf</u>
- Claims must be submitted within 45 days of the job completion date. Claims submitted after 45 days are subject to a reduced reimbursement.
- Each service call will be held to the hourly labor allowances stated on the following pages.
- Technicians should call in from the job site to report initial diagnosis (800) 768-5953.
- If parts are sourced locally, Serv-Ware Products will reimburse the part's original cost. Receipt for proof of purchase must be provided or added to the Global Warranty file room tab for any charges other than hourly labor and travel.
- Serv-Ware Products will pay the service provider's standard travel rate only. Mileage will not be considered as an added charge.
- Only one service/truck charge and one travel charge will be paid per service call.
- Refer to our website for model specific warranty guidelines by selecting the link below. <u>https://servware.com/servware-homepage/warranty-info/</u>
- Serv-Ware Products will not reimburse for evaporator coil thawing time on refrigeration service calls. Contact us from site for special considerations.

Refrigeration Miscellaneous Charges

Welding Supplies / Torch charge:	\$ 50.00
Recovery Charge:	\$ 20.00
Nitrogen Charge:	\$15.00
R134a & R404a:	\$ 30.00 per pound
R290 & R600a:	\$ 5.00 per ounce



Serv-Ware Products, Inc. Attn: Warranty Department 222 NC Hwy 58 South Kinston, NC 28504



Toll Free.....(800) 768-5953 Fax......(800) 976-1299 service@servware.com Form Version 1.3 REVISED 01/19/2022 © Copyright 2022 Serv-Ware Products LLC.



DIAGNOSE & REPAIR / REPLACE	Hours
Evap Blade	1.5
Condenser Blade	1.5
Air Sensor	1.5
Evap Sensor	1.5
Drain Line	2
Casters	2
Pressure/Vacuum Relief Port	2
Refrigerator Control	2
Freezer Control	2
Both Start Components	2
Hinges	2
On/Off Rocker	2
Wiring Issue	3
Contactor	2
Defrost Heater	3
Drain Tube Heater	3
Door Switch	2
Led Strip/Driver	2
Evap Motor	3
Condenser Motor	2
Evap Coil Change-Out	4
Condenser Coil Change-Out	3
Suction Line Leak	3
Hot Gas Condensation Loop	3
Cap Tube Restriction	3
Cap Tube Leak	3
Leak Check	1
Compressor Change-Out	5

NOTES/Misc.



GAS COOKING EQUIPMENT Hourly Labor Allowances

DIAGNOSE & REPAIR / REPLACE	Hours
Charbroiler Burner	1.5
Charbroiler Gas Valve	3
Charbroiler Gas Leak	3
Fryer Pot Inspection	1
Fryer Thermopile	2
Fryer Thermostat	2
Fryer Hi-Limit	2
Fryer Gas Valve	3
Fryer Burner	2
Fryer Gas Leak	3
Griddle Thermostat	2
Griddle Gas Valve	2
Griddle Burner	2
Griddle Gas Leak	3
Hot Plate Burner	2
Hot Plate Gas Valve	2
Hot Plate Gas Leak	3
Oven Rocker Switch	2
Oven Timer	2
Oven Ignition Controller	2
Oven Thermostat	2
Oven Transformer	2
Oven Flame Sensor	2
Oven Gas Valve	3
Oven Gas Leak	3
Oven Fan Motor	3
Range Gas Valve	3
Range Burner	2

DIAGNOSE & REPAIR / REPLACE	Hours
Range Oven Thermostat	3
Range Oven Thermopile	3
Range Oven Burner	2
Range Gas Leak	3
Stock Pot Gas Valve	2
Stock Pot Gas Leak	3

NOTES/Misc.	



ELECTRICAL EQUIPMENT Hourly Labor Allowances



DIAGNOSE & REPAIR / REPLACE	Hours
Mixer On/Off Button	2
Mixer Overload	2
Mixer Safety Switch	2
Mixer Fuse	2
Mixer Contactor	2
Proofer Thermometer	2
Proofer Hi-Temp Limit	2
Proofer Thermostat	2
Proofer Heating Element	2
Proofer Rocker Switches	2
Steam Table Element	2
Steam Table Thermostat	2

NOTES/Misc.	

