



# WARRANTY Guidelines

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. <https://globalwarranty.davisware.com/GlobalWarranty/GW.aspx>
- For guidelines on submitting claims visit our website's Warranty Info. page by selecting the link. [http://servware.com/wordpress/wp-content/uploads/2020/01/Serv-Ware\\_-\\_Global-Warranty-Help-Guide-for-Service-Agent.pdf](http://servware.com/wordpress/wp-content/uploads/2020/01/Serv-Ware_-_Global-Warranty-Help-Guide-for-Service-Agent.pdf)
- 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. <https://servware.com/servware-homepage/warranty-info/>
- 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

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