



## Limited Warranty Guidelines

FEBRUARY 2024

### **THIS WARRANTY DOES NOT COVER PRODUCT LOSS/CONSEQUENTIAL DAMAGES.**

Warranty includes, but is not limited to, Refrigerators, Freezers and Display Cases sold in the Contiguous United States to the original Dealer and the respective customer. This warranty cannot be transferred under any circumstances. **Howard McCray recommends a qualified refrigeration technician preform the start up. Howard McCray products are made for commercial use only**, any warranty claim for residential use will be denied and void immediately.

(1) A Qualified Refrigeration Company is defined as a fully licensed and insured refrigeration company that handles food service equipment.

### **Warranty for Self-Contained Equipment:**

**Parts** - 1 Year from Date of Installation or 15 Months from Date of INVOICE/SHIPMENT, whichever comes first.

**Labor** - 1 Year from Date of Installation or 15 Months from Date of INVOICE/SHIPMENT, whichever comes first.

**Compressor** - 5 Year from Date of INVOICE/SHIPMENT

### **Extended Warranty for COMPRESSOR on Self Contained Equipment**

Compressor - 1 year Copeland over the counter warranty

Compressor - 4 additional years covered by HMC

Compressor age will be prorated according to: **Schedule A. – COMPRESSOR WARRANTY**

**Warranty for Remote Cases:** The above PARTS & LABOR warranty only applies to items that are installed by the factory, EXPANSION VALVES and other related components involved in the installation of these units are not covered, nor any part affected by the installation of (Howard McCray) Remote Cases.

**Refrigerant loss is not covered.**

**FAILURE TO CLEAN THE CONDENSER WEEKLY WILL VOID THE FACTORY WARRANTY**



**All Warranty Claims must include the following or they will not be processed. The required is:**

1. Service Authorization Number (SA#) – Provided by Howard McCray
2. Date of service
3. Model number of unit being serviced
4. Serial number of unit being serviced
5. Copy of wholesaler receipt for all parts replaced including compressor.
6. Picture of the tag off the failed compressor. (compressor replacement only)

Please fill out Request for Warranty Reimbursement Form – **Schedule D**

The Recommended Service Allowances by HMC is listed on **Schedule B**

## **ITEMS NOT COVERED BY WARRANTY**

Product Loss or failure due to failed refrigeration.

Adjustments of any type including the following; thermostats electric or mechanical, expansion valves, door hinges or cabinet levelness.

Broken or cracked glass including display glass and doors.

Ware & tare parts such as door gaskets, door frames, or door glides.

Improper installation ex. Too close to front door, in direct sunlight, unlevel or an area where the cabinet experiences excessive air disturbance.

Electrical surges which cause components to burn out, or equipment that has experienced other stress or hazards such as floods, fire, or other acts of nature.

Damages due to spraying water into the unit

Claims not submitted within 60 days of date of service

Refrigeration components on Remote units

**All Howard McCray equipment is intended for indoor use with ambient temperatures not exceeding 75 degrees and 55% relative humidity.**



## **SCHEDULE A – COMPRESSOR REPLACEMENT** **WARRANTY**

**FAILURE TO CLEAN THE CONDENSOR COIL ON A WEEKLY BASIS WILL VOID THE WARRANTY**

**First 15 months** the compressor must be exchanged at the local refrigeration wholesaler.

The Factory reserves the right to supply the replacement compressor if the compressor is older than 16 months.

**Months 16-36** - 100% reimbursement from factory provided the factory is provided the Compressor plate (photo will be permitted) and copy of actual invoice from the local refrigeration wholesaler.

**Months 37-48** - 75% reimbursement from factory provided the factory is provided the compressor plate (photo will be permitted) and copy of actual invoice from the local refrigeration wholesaler.

**Months 49-60** - 50% reimbursement from factory provided the factory is provided the compressor plate (photo will be permitted) and a copy of the actual invoice from the local refrigeration wholesaler.

**FAILURE TO CLEAN THE CONDENSOR COIL ON A WEEKLY BASIS WILL VOID THE WARRANTY**



## **SCHEDULE B – LABOR RATES**

<u>Item</u>	<u>Allowable Labor hours</u>	<u>Part must be returned</u>
<b><u>CONDENSING UNIT ISSUES</u></b>		
Compressor replacement	4.0	Exchange
Compressors start components	1.0	Exchange
Replace Condenser Fan Motor	1.0	Exchange
<b><u>REFRIGERATION ISSUES</u></b>		
Diagnose & Repair refrigerant leak	3.0	No
<b><u>(PICTURES OF LEAK REQUIRED FOR INVOICE APPROVAL)</u></b>		
Diagnose & replace Expansion Valve	4.0	No
Diagnose & replace faulty Evaporator Coil	4.0	No
Diagnose & replace defective filter drier & sight glass	1.5	No
Diagnose & replace defective pressure switch	3.0	Yes
Diagnose & replace solenoid valve	2.0	No
<b><u>DEFROST HEATERS</u></b>		
Diagnose & replace drain pan heater	1.0	Yes
Diagnose & replace drain line heater	1.0	Yes
Diagnose & replace coil heater	1.0	Yes
Diagnose & replace faulty defrost relay	1.0	Yes
<b><u>ELECTRICAL COMPONENTS</u></b>		
Diagnose & replace faulty electronic controller	1.0	Yes
Diagnose & replace faulty sensor probes	1.0	No
Diagnose & replace faulty evaporator fan motor	1.0	Yes
Diagnose & replace 2 faulty evaporator fan motors same unit	1.5	Yes
Diagnose & replace 3 faulty evaporator fan motors same unit	2.0	Yes
Diagnose & replace faulty condensate pan	1.0	Yes
Diagnose & replace faulty fan relay	1.0	Yes
Replace LED driver	1.0	Yes
Replace Light switch	1.0	Yes
<b><u>DOOR ISSUES</u></b>		
Diagnose & replace faulty or damaged door	2.0	No
Diagnose & repair door gasket	1.0	Yes
<b><u>Travel time - Not to exceed 1.5 hours max charge is \$150.00 If travel times exceeds 1.5 hours approval need first.</u></b>		



## **SCHEDULE C - PARTS WARRANTY**

HMC is obligated to replace or repair all parts covered under the 1-year original manufacture warranty. These parts will be replaced by the original factory supplying the parts or a designated wholesaler.

**It is the responsibility of the repairing refrigeration company to return these parts to HMC for the claim to be processed. The part must be MARKED with: MODEL, SERIAL, & AUTH #**

**Refrigerant** – only the factory specified charge amount will be accepted. The charges are listed on the serial plate.

**COPELAND** – ALL condensing unit parts are covered under COPELANDS 1 YEAR OVER THE COUNTER EXCHANGE WARRANTY. Please provide model & serial number to condensing unit being serviced.

**TECUMSEH** – ALL condensing unit parts are covered under COPELANDS 1 YEAR OVER THE COUNTER EXCHANGE WARRANTY. Please provide model & serial number to condensing unit being serviced.

**APW** – All hot well warranty claims must include APW serial number off faulty well.

**Anthony International** – All Anthony international door warranty claims must have Anthony International WO# attached

**Heatcraft** – All Heatcraft condensing unit/compressor claims must include condensing unit serial number.

**All reimbursement requests for parts must include wholesaler invoice copy** except for Sight Glass & Filter Driers. The current reimbursement rates for these parts are found below.

### **Refrigerant prices based on average prices from UNITED REFRIGERATION in 1/1/24**

404A REFRIGERANT- \$50.00 per LBS  
134A REFRIGERANT- \$50.00 per LBS  
513A REFRIGERANT- \$60.00 per LBS  
448A REFRIGERANT- \$60.00 per LBS

Sight Glass - \$ 40.00  
Filter Drier - \$ 40.00



## SCHEDULE D - Request for Warranty Reimbursement

Howard/McCray  
HMC Enterprises LLC  
831 E. Cayuga St  
Philadelphia, PA 19124

For questions related to Warranty & Service  
Please email the address below.  
TSC@howardmccray.com

Today's Date \_\_\_\_\_ Date of Service \_\_\_\_\_

Service Authorization Number (SA#) \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Service Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Zip Code \_\_\_\_\_ Contact Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Service Performed \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Labor Rate per hour \_\_\_\_\_ Labor Hours to perform service \_\_\_\_\_

Travel Time \_\_\_\_\_ Total Labor: \_\_\_\_\_

### **Checklist:**

Name & Contact info: \_\_\_\_\_

Original Service dispatch from HMC: \_\_\_\_\_

Service authorization number: \_\_\_\_\_

Model & Serial number: \_\_\_\_\_

Copy of receipt/invoice for parts purchased in field: \_\_\_\_\_



Description of work performed:

\_\_\_\_\_