

FreshBlender™ Warranty Service Guide

INSTRUCTIONS FOR COMPLETING FORM:

1. Model and serial numbers of all equipment involved must be supplied.
2. All claims must be submitted through the local Multiplex Distributor within 35 days of repair.
3. If warranty registration is not on file, a copy of Bill of Sale to owner is required.
4. Must be submitted in legible form (print).
5. This form may be used as your original invoice within the guidelines listed below.
6. When submitting a bill for warranty work, the hours submitted is the time spent on the job multiplied by the straight time labor rate to determine the charge.
7. Multiplex reserves the right to pay no more than the average commercial hourly rates within the Distributor territory or region of the country. This rate is negotiated yearly by Multiplex and the FAS.
8. To prevent delays in processing claims, a complete explanation of the diagnosis and repair is required.
9. All highlighted fields must be completed. Blend counts is required on all submitted forms.
10. Multiplex realizes that diagnostic and repair times may vary depending on the problem and model machine. Any repair requiring extended labor time must be approved by a Multiplex representative, and an authorization number will be supplied to complete the repair. This authorization number must be included on the claim form.
11. Parts must be returned to Multiplex for credit to be applied. Please follow procedures outlined warranty part return policy RMA 22-1

MULTIPLE REPAIRS DURING SAME SERVICE CALL

To diagnose and repair or replace more than one item, use the highest allowable time for the single repair, then add ½ hour for each additional repair.

REFRIGERANT ALLOWANCES

1. No substitutes or so-called alternatives are approved without written permission.
2. New or reclaimed refrigerant (meets ARI Standard 700 Lab test).
3. Bill per gram at local refrigerant cost pricing. Call our Distributor or Multiplex for current warranty allowances.
4. When servicing with non-contaminated systems, the reuse of the recovered/recycled refrigerant is required. Non-contaminated system includes:
 - o Service on new or never opened system.
 - o Component failure is such that it did not contaminate the system, a compressor burn will prevent the reuse of refrigerant.
 - o A system that was recently serviced and proper recovery, evacuation and recharging was performed as outlined in Multiplex service manuals.
5. The recovery and reuse of refrigerant is covered by the \$40.00 miscellaneous charge and labor billing to perform the service.
 - o New refrigerant pricing applies to any amount of new refrigerant required to complete the specified measured refrigerant charge. Refer to the service manual for proper refrigerant system service procedures.

WARRANTY ALLOWANCES

FreshBlender Warranty Repair Time Guidelines

Repairs resulting in the equipment being powered off for periods longer than 2 Hours will require the product be removed from the cabinet and stored in a refrigerated area. A Zone 2, weekly cleaning, will need to be completed before returning product to the cabinet. This will add approximately .5 - .75 hrs to the repair times below.

If a component repair or replacement is necessary inside the refrigerated cabinet that requires prolonged periods of the door being open or off time, the product should be moved to a refrigerated area and a Zone 2, weekly cleaning completed. This can be done prior to the repair assuming the defective component does not interfere with proper cleaning operations.

When equipment is reported as not cooling the customer should be informed to move the product to a refrigerated area, or discard if above safe temperatures, and perform the Zone 2 weekly cleaning as soon as possible as this will be required before returning the unit to normal operation.

Refrigeration Group:

- A. Diagnose and replace defective compressor, evaporator, and condenser, evacuate, recharge and test.
Compressor (including start components).....4 hrs.
Condenser or Evaporator4 hrs.
- B. Locate refrigerant leak, evacuate, recharge and test.
Reach in cabinet or ice machine (must detail location of leak)2 hrs.
- C. Diagnose and replace, capillary tube or TXV4 hrs.
- D. Diagnose and repair or replace defective refrigeration parts, other than listed
above that require opening the sealed system, evacuate, recharge and test.4 hrs.

Electrical Group:

- A. Diagnose and replace defective control boards or relay boards. (Includes loading the appropriate software
where necessary) SRB, AUX, Mixer, Stepper, UI, power supply..... 1 hrs.
- B. Diagnose and replace or repair listed defective electrical parts.....1 hrs.
Product solenoid1 hrs.
Linear slide2 hrs.

Water Group:

- A. Diagnose and replace or repair defective components related to the water group –
(does not include cleaning or water content related issues) 1 hrs.

Mechanical Group:

- A. Diagnose and replacement of faulty or defective mechanical parts.
(doors, door components, casters, quick connect fittings, etc...)..... 1 hrs.
- B. Diagnose and repair or replace defective motor..... 1 hrs.

CUSTOMER’S RESPONSIBILITIES

1. To verify the product’s installation date for warranty purposes.
2. To pay for normal operational maintenance, adjustments and cleaning.
3. To pay for repairs caused by machine modification without the Company’s written approval.
4. To pay for damage repairs resulting from electrical supply, water supply or drainage, flood, storm or other acts of God.
5. To pay for premium labor rates, holidays, overtime, etc., also travel time, flat rate service call surcharges, mileage or miscellaneous tools and material charges not listed on payment schedule.
6. Additional labor charges resulting from inaccessibility of the equipment.

Repair	Hours	Repair	Hours
Replace Blender Board	1	Replace Quick Disconnect.....	1
Replace SRB Board	1	Replace Water Regulator	1
Replace UI Screen	1	Replace Water Solenoid Valve	1
Replace Blender motor	1	Replace Product Pump*	10 min
Replace Linear slide.....	2	Replace Door Hinges	1
Replace Blender relay	1	Locate/Repair a Refrigerant Leak	2
Replace Power Supply	1	Replace Temperature Probes	1
Replace Condenser Fan.....	1	Replace Capillary Tube.....	4
Replace the Duct Fan	1	Replace Condenser or Evaporator Coil.....	4
Replace Evaporator Fan Motor.....	2	Replace Compressor Start Components	1
Replace Safety Switch/Rectifier Assembly	1	Replace Compressor.....	4
Calibration*	1		
Replace Dispense Head (LMS Valves)*	1		

*Not covered under warranty