

WARRANTY CLAIM PROCEDURE

If you think you have a potential warranty claim, please review the following:

Be sure to check:

1. **Is there power to the unit?**
 - If not, check the circuit breakers in your electrical circuit panel to ensure they have not been tripped.
2. **Is the thermometer calibrated? Check by confirming the temperature with a second thermometer.**
 - If not, confirm temperature.
3. **Is there heat in the drain pan of the evaporator coil?**
 - If so, the unit may be in the defrost cycle.
Wait 15 minutes and check again.
4. **Has the entrance door been opened repeatedly or held open in the last 15 minutes?**
 - If so, wait 15 minutes and recheck temperature.

If the above conditions do not exist, then:

1. Contact a recommended service contractor. You may wish to view the ICS website at www.icsco.com for a list of these contractors. When calling ICS for the work authorization number (see step #2 below), we can provide a list of recommended service contractors in your area.
2. When the problem is located, the service company must call ICS for a work authorization number prior to making the repairs. ICS will issue a work authorization number to the service contractor by telephone and a written work order shall be sent by fax. ICS will have no liability for any claim unless a work authorization number has been obtained from ICS prior to the repair.
3. Provide the equipment's model and serial numbers along with the installed business name, address, city, state, phone number, and date of service on all documentation for submission of the claim.
4. When requested, all defective parts are to be returned to:
INTERNATIONAL COLD STORAGE
215 E. 13th Street
Andover, Kansas, USA, 67002

5. Submit original or copy of service company diagnosis and repair invoice, clearly showing nature of problem, the work performed, and parts used to correct the problem. Invoice must show labor hours and rate per hour, as well as name and contact information of service provider.
6. Submit the claim to:
Warranty Administration
INTERNATIONAL COLD STORAGE
215 E. 13th Street
Andover, Kansas, USA, 67002
7. Allow 4-5 weeks for claim to be processed and payment made.
8. Contact ICS Warranty Administration should you have any questions in regards to the claim.
9. Claim must be received within 60 days of service. Any claim submitted beyond 60 days will not be processed.
10. If immediate repairs cannot be made and there is danger of product loss, please call ICS for assistance in securing alternate storage to preserve the product.

This procedure should be made available and explained to managers and all key operators. ICS will not pay for service resulting in a diagnosis of equipment that was properly operating.

24/7 SERVICE LINE
800-333-5653
316-733-1385



**INTERNATIONAL
COLD STORAGE**

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