

LANCER



Beverage Dispensing & Foodservice Equipment

Ice Machine and Refrigeration Warranty



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1. Warranty Coverage

Hoshizaki Lancer offers the following warranty coverage on its Hoshizaki Branded range of products. The warranty begins on the date of installation, if properly registered through the Hoshizaki Lancer website, or on the ship/sold date unless proof of installation date is provided.

1.1. KM, KMA, KMD & IM Cubers

- 3 years parts & labour
- 5 years parts & labour on the KM evaporator
- 5 year (Parts Only) on KM & IM compressor & air cooled condenser coil

1.2. DB Dispensers

- 2 years parts and labour

1.3. FM Flaker/Cublet & DCM Cublet

- 2 years parts & labour
- 5 years parts only on compressor & air cooled condenser coil

1.4. Refrigerators & Freezers

- 2 years parts and Labour

1.5. Sushi Cabinets

- 1 year parts & labour

2. Explanation of the warranty coverage

The Hoshizaki Lancer warranty covers:

1. The repair or replacement, including labour charges, of parts or assemblies that in Hoshizaki Lancer's opinion are defective due to a defect in material or workmanship during the period covered by the parts and labour warranty. Repair may be at Hoshizaki Lancer's workshop in South Australia.
2. The replacement, excluding labour charges, on specific components that, in the opinion of Hoshizaki Lancer are defective due to a defect in material or workmanship during the period covered by the Parts Only warranty.
3. Hoshizaki Lancer reserves the right to deny claims for parts and labour that in Hoshizaki Lancer's opinion did not fail as a result of a defect in material or workmanship.

4. The labour rate shall include standard straight labour charges at the product location, (if the product is to be moved for the purpose of carrying out the repairs i.e. your work shop that cost is not covered by warranty) and shall exclude charges for travel time, mileage, freight, shipping or other premium charges, unless prior authorisation is received from a Hoshizaki Lancer State Manager. Charge times are to be as per Warranty Labour Allowance Guide (see page 6)

The warranty does NOT include parts and labour coverage for component failure or other damage resulting from:

- External electrical power failure or miss-wiring to the product for any reason
- External water supply failure or plumbing problems to the product for any reason
- External drain line failure or incorrect plumbing there of
- External filter failure or blockage
- Parts that fail due to heavy scale or mineral build up, or trash and sediment in the water
- Damage as a result of storm, flood, fire, or other Acts of God, of adverse operating conditions, as set out in the in the Owner/User manual of the product
- Failures due to lack of normal routine preventative maintenance
- Unauthorized modification or alteration of the system or components from the factory design
- Incorrect installation, as set out in the in the Owner/User manual of the product

3. Warranty registration

(Registration must be completed within 14 days of installation date)

Registration of Hoshizaki machines is very important as it allows us to establish the age of the machine.

Registration can be done by visiting our website www.lancerbeverage.com/warranty-registration and completing the details.

If the machine is not registered online the most recent sell date available will be used for warranty determination.

4. Warranty labour explanation

Hoshizaki Lancer's warranty labour will be paid on repairs performed on a Hoshizaki machine:

1. Within the warranty period determined by registration of the unit or by use of a ship date to the dealer. (if the machine has not been formally registered)
2. Having a component with a defect in material or workmanship within the warranty period.

3. A service order number must be obtained prior to commencing any work, and a completed warranty request form (see page 7) is submitted to the NSC, Service order numbers will be issued by our NSC (National Service Centre).
4. Any work that may be considered unusual, must be approved by a Hoshizaki Lancer State Manager prior to any commencement of work. Once approved our NSC will issue a service order number.

5. Over the counter parts warranty

1. All parts have a 12 month parts only warranty.
2. Parts once purchased cannot be returned.

6. Labour claim instructions

1. **All warranty** claim invoices must be submitted to the NSC within 7 days of the repair.
 - Invoices received after 30 days of the repair will be denied
2. **Service performed.**
 - Please be as descriptive as possible the more information provided the easier it will be to approve your invoice i.e. Bad, defective, faulty will NOT be accepted.
3. **Labour rates**
 - When calculating your charges be sure to follow the time allowance chart. See page 6. Charges in excess of the allowable hourly rate must be explained in complete detail on the invoice. Additional time allowed for these repairs will be the decision of Hoshizaki Lancer and are not guaranteed. Any adjustment to claims will be advised and explained.
4. **Recovery Charges**
 - Hoshizaki Lancer allows a \$10 miscellaneous fee and a \$15 recovery fee for any sealed system repair only; this is not an automatic payment it must be listed on the invoice.
5. **Leaks**
 - All gas leak repairs must include the replacement of a liquid line filter drier.
6. **Signature**
 - All invoices MUST be signed by the customer, claims without signatures will be refused

7. Warranty Labour Allowance Guide for all Hoshizaki Products

Including: cubers, flakers, dispensers bins and refrigerated cases

ELECTRICAL COMPONENTS	Air/Water Remote	
	Air/Water	Remote
Agitator or Dispensing Motor - DB / DCM / DM	2	
Bin Control / Thermostatic	1	
Bin Control Proximity Switch / Mech Assy	1.5	
Capacitor: fan / pump / gear motor etc.	1.5	
Compressor Contactor	1.5	
Compressor Cooling Fan Motor	1.5	
Compressor Crankcase Heater	~	1.5
Condenser Fan Motor	1.5	2
Control Board - display/board/module	1.5	
Defrost Heater replacement	2	
Discharge Thermostat - Thermo disc	1.5	
Door Frame Heater Repair	1	
Door Switch replacement	1	
Electronic Control Board / timer board	1.5	
Evaporator Fan Motor	2	
Flaker Timer - control or flush timer	1.5	
FilterThermostat or Klixon - Reach In	1	
Float Switch - KM	1	
Float Switch - F/DCM	1.5	
Gear Motor Assembly	2.5	
Light Assembly - Reach In	1	
NSF cleaning valve switch	1.5	
Opti-Serve dispensing control - DCM	1.5	
Relay: GM / Protect / Water Control / Disp etc.	1.5	
Ribbon / comm. cable -Reach in SSB	1	
Shutter Assembly Solenoid DB / DCM / DM	1.5	
Solenoid Coil (Any valve)	1.5	
Start Components - Compressor	1.5	
Switch - Toggle / Power / Service / Dispense	1.5	
Thermistor - Cuber	1	
Thermistor - Reach In - box or defrost	1.5	
Transformer: control	1	
Transformer: neutral / step-down	1.5	
Water Valves: DCM inlet/drain/flush/circ/disp	1.5	
Wire / Connector / terminal / power cord	1	
Other Electrical	1	

REFRIGERATION COMPONENTS cont.	Air/Water Remote	
	Air/Water	Remote
Evaporator Flaker/DCM	4.5	5
Headmaster / CPR Valve	~	5
High Pressure Switch	3~4	5
OS Quick connector	~	5
Receiver Tank replacement	~	5
Solenoid Valve Body: BP/ HG / LL etc.	4	4.5
TXV or capillary: Diagnose/replace	4	4.5
Water Regulating Valve replacement	3.5	~
Water Regulating Valve body replacement	1.5	~
Other sealed system repairs (leaks)	3	4

Notes: Service times include recovery/evacuation time.

* Add .5 hour to any KM-2400 refrigeration. circuit repair.

* Describe exact location for water or sealed system leaks.

WATER CIRCUIT COMPONENTS

Auger replacement - Flaker	1.5
Auger replacement - DCM	2
Bearing: upper/ lower replacement - Flaker	2
Bearing: upper/ lower replacement - DCM	2.5
Cube Guide replacement	1
Distribution Tubes / spray guides	1
Float Switch - KM	1
Float Switch - F / DCM	1.5
Hoses or Float switch boot	1
Mech Seal replacement - Flaker	1.5
Mech Seal replacement - DCM	2
NSF Cleaning Valve Assembly	1.5
Pumpout Check valve - KM	1
Separators or Clips - KM	1
Water Pump Rebuild - KM's	2
Water Pump Assy Replacement - AM/KM/KML	1.5
Water Reservoir - Flaker	1
Water Reservoir - DCM	1.5
Water Valve Replacement - Cuber/Flaker	1
Water Valve Diaphragm - Any	1.5
Other Water Related repairs (leaks)	1

REFRIGERATION COMPONENTS

REFRIGERATION COMPONENTS	Air/Water Remote	
	Air/Water	Remote
Access Valve: (Schrader core)	2	3
Bypass Capillary Tube	4	5
Check Valve for Hot Gas	4	5
Compressor: Diagnose and replace	3~4	5
Condenser coil replacement	3~4	5
Drier/strainer/Schrader access replacement	3~4	4.5
Drain Pan condensate coil - Reach In	3~4	
EPR valve replacement	3	3
Evaporator AM / IM / HNC / KD	3	~
Evaporator Coil Replacement - Reach In	3~4	
Evaporator KM Modular	4~5	5.5
Evaporator KM Stack (bottom stacked + 1)	5.5	6

STRUCTURAL & OTHER COMPONENTS

Air Distributor / duct - Reach In	1.5
Air filter or louver - Any	1
Casters / legs - Any	1
Door Gaskets - Reach In	1
Door - Bin / AM / IM	1
Door/hinge replacement - Reach In	1.5
Fan Blade loose or replacement	1
Glass - HNC / KD	1
Insulation covers	1
Lock and key	1
Panel replacement	1
Shelving / mount pilasters	1