

WARRANTY LABOR ALLOWANCE GUIDE

The guide on the following page is a basis for Diagnosis and Repair / Replacement Time Allowances in hours. This guide should be used as a basis for all warranty claims. If a repair is not listed, contact Hoshizaki Technical Support for the allowable time for your repair.

For Multiple repairs on the same call: to diagnose, repair, or replace more than 1 item per failure, use highest allowance for single repair and add .5~1 hour for second item as needed. You must justify any charges over the allowed labor times in the service preformed description of the claim form.

Labor Time: When calculating your total charges, be sure to follow the time allowance chart provided on the following page or in **SB04-0005**. Charges in excess of the allowable hourly rate must be explained in complete detail on the labor claim form. Additional time allowed for these repairs will be the decision of the Hoshizaki Technical Support and are not guaranteed. Any adjustments to the claim will be explained and justified.

Additional Time: In some cases, additional time may be needed for a repair and can be justified. In the event that additional time is needed for a repair or there are charges that are not covered by the manufactures warranty, a special Authorization number is required.

Special Authorization:

Additional time requires pre-approval from the factory. You must contact Hoshizaki Technical Support and receive this authorization prior to submitting your claim. It must be entered on the claim form in the space provided. The service agent must call Hoshizaki Technical Support @ (800)233-1940 prior to spending the additional time and acquire a Special Authorization Number.

WARRANTY LABOR ALLOWANCE GUIDE FOR ALL HOSHIZAKI PRODUCTS.

Including: cubers, flakers, dispensers bins and refrigerated cases

ELECTRICAL COMPONENTS	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
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	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