

# WARRANTY LABOR CLAIM FORM



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

Work Order Number (If Issued) \_\_\_\_\_

Model # \_\_\_\_\_ Date Failed: \_\_\_\_\_

Serial # \_\_\_\_\_ Date Repaired: \_\_\_\_\_

## CUSTOMER INFORMATION

Location Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Name: \_\_\_\_\_

## SERVICE COMPANY

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Labor Rate \$ \_\_\_\_\_

## WORK PERFORMED

Problem/Issue with Unit: \_\_\_\_\_

Description of Service Performed (Include detailed report of diagnosis & repair, specify location of any leaks):

**Travel Charge (One Trip Charge per Work Order unless a part is required; Mileage or Excessive Travel is not covered unless Approved)**

1 Hour Maximum Travel Charge.....\$ \_\_\_\_\_

Labor Hours (Please refer to the appropriate labor guideline sheets)..... \$ \_\_\_\_\_

Recovery (\$35.00 maximum) ..... \$ \_\_\_\_\_

Torch/Soldering/Vacuum (\$50.00 maximum)..... \$ \_\_\_\_\_

Nitrogen (\$40.00 maximum) ..... \$ \_\_\_\_\_

Refrigerant \_\_\_\_\_ Ounces \_\_\_\_\_ Per Ounce \$ \_\_\_\_\_ Refrigerant **TOTAL** \$ \_\_\_\_\_

**Refrigerant will only be paid out in the recommended ounces per unit allowed. (Ex: 2FN takes 3.52oz R290 - Rnd up to 3.6oz)**

**Miscellaneous Charges\* Parts if not supplied by Continental must have the receipt attached**

Part #'s ..... \$ \_\_\_\_\_

Sub Total..... \$ \_\_\_\_\_

Tax (if applicable)..... \$ \_\_\_\_\_

**\*\*Overtime is Not Covered Under Warranty Unless Authorized by Continental\*\***..... **TOTAL** \$ \_\_\_\_\_

### Please Attach Your Company Invoice

Continental Refrigerator  
539 Dunksferry Road • Bensalem, PA 19020  
Toll Free: 1.800.523.7138 • Fax: 267.525.3310  
www.continentalrefrigerator.com  
Send Invoices to: [continentalinvoicing@nrac.com](mailto:continentalinvoicing@nrac.com)

Continental Refrigerator is a Division of National Refrigeration & A/C Products Inc.  
Rev#9 Date 1/4/22

- Work Order Number must be obtained or a 10% processing fee will be deducted
- **Filling out and returning this form, you are agreeing to our warranty labor guide lines**
- Continental does not cover PPE Fee's \*Customer would be responsible\*
- Parking Fee's are not covered under warranty unless Authorized by Continental
- All invoices are reviewed prior to processing to meet our warranty guide lines.
- Do not submit warranty invoices until job is complete
- **Warranty claims not received within 90 days will be subject to 10% Processing Fee**
- Invoice's with work orders over 12 Month's old are subject not to be honored.
- Claims with parts requested to be returned, will be processed after received

**WARRANTY CLAIM REPAIR GUIDELINES**  
**DLG & DGN**  
 Griddle Stand Refrigerators & Freezers



**DESCRIPTION**

**\*Max Hours Allowed**

Diagnose and replace Defective Compressor .....	5 Hrs
Diagnose and replace Defective Condensing Unit.....	3.5 Hrs
Diagnose and replace Defective Evaporator Coil.....	5 Hrs
Diagnose and repair Refrigerant Leaks .....	3.5 Hrs
Diagnose and replace Defective Capillary Tube.....	5 Hrs
Diagnose and replace Thermostatic Expansion Valve .....	5 Hrs
Diagnose and replace Lock Assembly.....	2 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	4 Hrs
Diagnose and replace Sollatek Control and Sensors.....	4 Hrs
Diagnose and replace Sensing Probes .....	3 Hrs
Diagnose and replace Time Clock.....	1.5 Hrs
Diagnose and replace Defrost Termination .....	3 Hrs
Diagnose and replace Condenser Fan Motor.....	2 Hrs
Diagnose and replace Evaporator Fan Motor.....	3 Hrs
Diagnose and replace Compressor Start Components.....	2 Hrs
Diagnose and replace Evaporator Defrost Heater.....	4 Hrs
Diagnose and replace Door Frame Heater.....	5 Hrs
Diagnose and replace Vaporizer/Condensate Pan Heater.....	1.5 Hrs
Diagnose and replace/replace Drawer Assemblies.....	3 Hrs
Diagnose and replace Drawer Parts.....	2 Hrs
Diagnose and replace Hot Gas Loop.....	3.5 Hrs

- \*One hour travel time allowed unless otherwise approved.
- \*Note if outside of the repair guidelines please contact the Service Department for approval.
- \*All repairs must be in accordance to standard refrigeration practices.
- \*All warranty parts must be returned unless otherwise advised.
- \*Customer is responsible for overtime rates; Continental will cover the standard time.
- \*Note for remote locations, customers would be responsible for travel if out of the 1 hour allotted travel time.
- \*Please fill out completely the warranty labor form.

**To diagnose and repair or replace more than one item, on the same day use up to the highest allowable time or a single repair, then add 1 hour for each additional repair.**

**Continental Refrigerator**  
 539 Dunksferry Road • Bensalem, PA 19020  
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 Fax: 267.525.3310

**WARRANTY CLAIM REPAIR  
GUIDELINES BBC/KC ,BBN / KCN  
Back Bar Refrigerators**



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

**DESCRIPTION**

**\*Max Hours Allowed**

Diagnose and replace Defective Compressor .....	4 Hrs
Diagnose and replace Defective Condensing Unit.....	3 Hrs
Diagnose and replace Defective Evaporator Coil.....	4 Hrs
Diagnose and repair Refrigerant Leaks .....	3 Hrs
Diagnose and replace Defective Capillary Tube.....	4.5 Hrs
Diagnose and replace Thermostatic Expansion Valve .....	4.5 Hrs
Diagnose and replace Door(s).....	1.5 Hrs
Diagnose and replace Door Hinges.....	1.5 Hrs
Diagnose and replace Lock Assembly.....	2 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	2.5 Hrs
Diagnose and replace Electronic Control and Sensors.....	3 Hrs
Diagnose and replace Sensing Probes .....	2 Hrs
Diagnose and replace Time Clock.....	1.5 Hrs
Diagnose and replace Condenser Fan Motor.....	2 Hrs
Diagnose and replace Evaporator Fan Motor.....	2 Hrs
Diagnose and replace Compressor Start Components.....	2 Hrs
Diagnose and replace Light Fixture and Door Light Switch.....	2 Hrs
Diagnose and replace Vaporizer/Electric Condensate Heater .....	1.5 Hrs
Diagnose and replace Hot Gas Loop.....	3.5 Hrs

- \*One hour travel time allowed unless otherwise approved.
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- \* All repairs must be in accordance to standard refrigeration practices.
- \*All warranty parts must be returned unless otherwise advised.
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- \*Please fill out completely the warranty labor form.

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# WARRANTY CLAIM REPAIR GUIDELINES

CFA / FA Freezers



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

## DESCRIPTION

## \*Max Hours Allowed

Diagnose and replace Defective Compressor .....	5 Hrs
Diagnose and replace Defective Condensing Unit.....	3.5 Hrs
Diagnose and replace Defective Evaporator Coil.....	5 Hrs
Diagnose and repair Refrigerant Leaks .....	3.5 Hrs
Diagnose and replace Defective Capillary Tube.....	5 Hrs
Diagnose and replace Thermostatic Expansion Valve .....	5 Hrs
Diagnose and replace Door(s).....	1.5 Hrs
Diagnose and replace Door Hinges.....	1.5 Hrs
Diagnose and replace Lock Assembly.....	2 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	4 Hrs
Diagnose and replace Electronic Control and Sensors .....	4 Hrs
Diagnose and replace Sensing Probes .....	3 Hrs
Diagnose and replace Time Clock.....	1.5 Hrs
Diagnose and replace Defrost Termination .....	3 Hrs
Diagnose and replace Condenser Fan Motor.....	2 Hrs
Diagnose and replace Evaporator Fan Motor.....	3 Hrs
Diagnose and replace Compressor Start Components .....	2 Hrs
Diagnose and replace Evaporator Defrost Heater.....	4 Hrs
Diagnose and replace Door Frame Heater.....	5 Hrs
Diagnose and replace Vaporizer/Condensate Pan Heater .....	1.5 Hrs
Diagnose and repair/replace Drawer Assemblies.....	3 Hrs
Diagnose and repair Drawer Parts .....	2 Hrs
Diagnose and replace Hot Gas Loop.....	3.5 Hrs

\*One hour travel time allowed unless otherwise approved.

\*Note if outside of the repair guidelines please contact the Service Department for approval.

\* All repairs must be in accordance to standard refrigeration practices.

\*All warranty parts must be returned unless otherwise advised.

\*Customer is responsible for overtime rates; Continental will cover the standard time.

\*Note for remote locations, customers would be responsible for travel if out of the 1 hour allotted travel time.

\*Please fill out completely the warranty labor form.

**To diagnose and repair or replace more than one item, on the same day use up to the highest allowable time or a single repair, then add 1 hour for each additional repair.**

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# WARRANTY CLAIM REPAIR GUIDELINES

CPA & PA

Pizza Prep Refrigerators



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

## DESCRIPTION

## \*Max Hours Allowed

Diagnose and replace Defective Compressor .....	5 Hrs
Diagnose and replace Defective Condensing Unit.....	3.5 Hrs
Diagnose and replace Defective Evaporator Coil.....	5 Hrs
Diagnose and repair Refrigerant Leaks .....	3.5 Hrs
Diagnose and replace Defective Capillary Tube.....	4.5 Hrs
Diagnose and replace Thermostatic Expansion Valve .....	4.5 Hrs
Diagnose and replace Door(s).....	1.5 Hrs
Diagnose and replace Door Hinges.....	1.5 Hrs
Diagnose and replace Lock Assembly.....	2 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	3 Hrs
Diagnose and replace Sollatek Control and Sensors.....	4 Hrs
Diagnose and replace Sensing Probes .....	3 Hrs
Diagnose and replace Time Clock.....	1.5 Hrs
Diagnose and replace Condenser Fan Motor.....	2 Hrs
Diagnose and replace Evaporator Fan Motor.....	3 Hrs
Diagnose and replace Compressor Start Components .....	2 Hrs
Diagnose and replace Vaporizer/Electric Condensate Heater .....	1.5 Hrs
Diagnose and repair/replace Drawer Assemblies.....	3 Hrs
Diagnose and repair Drawer Parts .....	2 Hrs
Diagnose and replace Hot Gas Loop.....	3.5 Hrs

\*One hour diagnosis time allowed.

\*One hour travel time allowed unless otherwise approved.

\*Note if outside of the repair guidelines please contact the Service Department for approval.

\* All repairs must be in accordance to standard refrigeration practices.

\*All warranty parts must be returned unless otherwise advised.

\*Customer is responsible for overtime rates; Continental will cover the standard time.

\*Note for remote locations, customers would be responsible for travel if out of the 1 hour allotted travel time.

\*Please fill out completely the warranty labor form.

**To diagnose and repair or replace more than one item, on the same day use up to the highest allowable time or a single repair, then add 1 hour for each additional repair.**

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# WARRANTY CLAIM REPAIR GUIDELINES

CRA & RA

Base Refrigerators



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

## DESCRIPTION

## \*Max Hours Allowed

Diagnose and replace Defective Compressor .....	5 Hrs
Diagnose and replace Defective Condensing Unit.....	3.5 Hrs
Diagnose and replace Defective Evaporator Coil.....	4 Hrs
Diagnose and repair Refrigerant Leaks .....	3 Hrs
Diagnose and replace Defective Capillary Tube.....	4.5 Hrs
Diagnose and replace Thermostatic Expansion Valve .....	4.5 Hrs
Diagnose and replace Door(s).....	1.5 Hrs
Diagnose and replace Door Hinges.....	1.5 Hrs
Diagnose and replace Lock Assembly.....	2 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	2.5 Hrs
Diagnose and replace Sollatek Control and Sensors.....	4 Hrs
Diagnose and replace Sensing Probes .....	1.5 Hrs
Diagnose and replace Time Clock.....	1.5 Hrs
Diagnose and replace Defrost Termination .....	2 Hrs
Diagnose and replace Condenser Fan Motor.....	2 Hrs
Diagnose and replace Evaporator Fan Motor.....	2 Hrs
Diagnose and replace Compressor Start Components.....	2 Hrs
Diagnose and replace Evaporator Defrost Heater.....	3.5 Hrs
Diagnose and replace Door Frame Heater.....	5 Hrs
Diagnose and replace Vaporizer/Electric Condensate Pan Heater .....	1.5 Hrs
Diagnose and repair/replace Drawer Assemblies.....	3 Hrs
Diagnose and repair Drawer Parts .....	2 Hrs
Diagnose and replace Hot Gas Loop.....	3.5 Hrs

\*One hour travel time allowed unless otherwise approved.

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\* All repairs must be in accordance to standard refrigeration practices.

\*All warranty parts must be returned unless otherwise advised.

\*Customer is responsible for overtime rates; Continental will cover the standard time.

\*Note for remote locations, customers would be responsible for travel if out of the 1 hour allotted travel time.

\*Please fill out completely the warranty labor form.

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**WARRANTY CLAIM REPAIR GUIDELINES**  
**MC & MCN**  
Milk Cooler



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

**DESCRIPTION**

**\*Max Hours Allowed**

Diagnose and replace Defective Compressor .....	4 Hrs
Diagnose and replace Defective Condensing Unit.....	3 Hrs
Diagnose and replace Defective Evaporator Coil.....	4 Hrs
Diagnose and repair Refrigerant Leaks .....	3 Hrs
Diagnose and replace Defective Capillary Tube.....	4.5 Hrs
Diagnose and replace Thermostatic Expansion Valve .....	4.5 Hrs
Diagnose and replace Lid(s).....	1.5 Hrs
Diagnose and replace Lock Assembly.....	2 Hrs
Diagnose and replace Lock Hingers.....	1.5 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	2.5 Hrs
Diagnose and replace Electronic Control and Sensors.....	3 Hrs
Diagnose and replace Sensing Probes .....	2 Hrs
Diagnose and replace Time Clock.....	1.5 Hrs
Diagnose and replace Condenser Fan Motor.....	2 Hrs
Diagnose and replace Evaporator Fan Motor.....	2 Hrs
Diagnose and replace Compressor Start Components.....	2 Hrs
Diagnose and replace Vaporizer/Electric Condensate Pan Heater.....	1.5 Hrs
Diagnose and replace Hot Gas Loop.....	3.5 Hrs

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**WARRANTY CLAIM REPAIR GUIDELINES**  
**R & F , RN & FN, DLR & DLF, DRN**  
 Reach-In Refrigerators & Freezers



**DESCRIPTION**

**\*Max Hours Allowed**

Diagnose and replace Defective Compressor .....	5 Hrs
Diagnose and replace Defective Condensing Unit.....	3.5 Hrs
Diagnose and replace Defective Evaporator Coil.....	4 Hrs
Diagnose and repair Refrigerant Leaks .....	3 Hrs
Diagnose and replace Defective Capillary Tube.....	4 Hrs
Diagnose and replace Thermostatic Expansion Valve .....	4 Hrs
Diagnose and replace Door(s).....	1.5 Hrs
Diagnose and replace Door Hingers .....	1.5 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	2.5 Hrs
Diagnose and replace Electronic Control and Sensors .....	2.5 Hrs
Diagnose and replace Sensing Probes .....	1.5 Hrs
Diagnose and replace Time Clock.....	1.5 Hrs
Diagnose and replace Defrost Termination .....	2 Hrs
Diagnose and replace Condenser Fan Motor.....	2 Hrs
Diagnose and replace Evaporator Fan Motor.....	2 Hrs
Diagnose and replace Compressor Start Components .....	2 Hrs
Diagnose and replace Evaporator Defrost Heater.....	2 Hrs
Diagnose and replace Door Frame Heater.....	5 Hrs
Diagnose and replace Vaporizer/Electric Condensate Pan Heater .....	1.5 Hrs
Diagnose and replace Hot Gas Loop.....	3.5 Hrs

- \*One hour travel time allowed unless otherwise approved.
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# WARRANTY CLAIM REPAIR GUIDELINES

DLW

Warming Cabinet



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

## DESCRIPTION

## \*Max Hours Allowed

Diagnose and replace Electronic Control .....	2.5 Hrs
Diagnose and replace Sensors .....	2.5 Hrs
Diagnose and replace Blower.....	3 Hrs
Diagnose and replace Heater.....	3 Hrs
Diagnose and replace Heater Limit .....	2 Hrs
Diagnose and replace Door(s).....	1.5 Hrs
Diagnose and replace Door Hingers .....	1.5 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	2.5 Hrs
Diagnose and replace Lock Assembly.....	2 Hrs

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## WARRANTY CLAIM REPAIR GUIDELINES

### SW & SWF, SWN & SWFN

Work Top & Undercounter Refrigerators & Freezers



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

#### DESCRIPTION

#### \*Max Hours Allowed

Diagnose and replace Defective Compressor .....	5 Hrs
Diagnose and replace Defective Condensing Unit.....	3.5 Hrs
Diagnose and replace Defective Evaporator Coil.....	4 Hrs
Diagnose and repair Refrigerant Leaks .....	3 Hrs
Diagnose and replace Defective Capillary Tube.....	4 Hrs
Diagnose and replace Thermostatic Expansion Valve .....	4 Hrs
Diagnose and replace Door(s).....	1.5 Hrs
Diagnose and replace Door Hinges.....	1.5 Hrs
Diagnose and replace Lock Assembly.....	2 Hrs
Repair Cabinet Body .....	2 Hrs
Diagnose and replace Mechanical Thermostat .....	2.5 Hrs
Diagnose and replace Electronic Control and Sensors .....	2.5 Hrs
Diagnose and replace Sensing Probes .....	2 Hrs
Diagnose and replace Defrost Termination .....	2 Hrs
Diagnose and replace Condenser Fan Motor.....	2 Hrs
Diagnose and replace Evaporator Fan Motor.....	2 Hrs
Diagnose and replace Compressor Start Components .....	2 Hrs
Diagnose and replace Evaporator Defrost Heater.....	5 Hrs
Diagnose and replace Door Frame Heater.....	2 Hrs
Diagnose and replace Vaporizer/Electric Condensate Heater .....	1.5 Hrs
Diagnose and repair/replace Drawer Assemblies.....	3 Hrs
Diagnose and repair Drawer Parts .....	2 Hrs
Diagnose and replace Hot Gas Loop.....	3.5 Hrs

\*One hour diagnosis time allowed.

\*One hour travel time allowed unless otherwise approved.

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