

# 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** \$ \_\_\_\_\_

**R290 Refrigerant will only be paid out in the recommended ounces per unit allowed @ \$5.00 per oz**

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

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

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

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

**\*\*Overtime; Prkg; & Mileage is Not Covered Unless Authorized by Continental\*\***..... **TOTAL** \$ \_\_\_\_\_

**\*\* If a 2nd tech is need, he will be covered at 1/2 the rate and 1/2 the travel of the primary Tech \*\***

### 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

- Must Contact us to obtain work order before working on unit to verify warranty status
- Filling out and retuning this form, you are agreeing to our warranty labor guide lines
- Continental does not cover PPE or EPA Fee's \*Customer would be responsible\*
- Parking and Mileage 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 without an authorized work order 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

**\*\* All Invoices that exceed any warranty Labor guide lines will be subject to further review, and maybe requested to be adjusted to meet Continentals Warranty Standards. \*\***

## NON-WARRANTY GUIDELINES



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE  
NEEDS

### Things not covered under warranty:

- Clogged or dirty condenser coils / blocked air flow supplying condensing unit
- Thermostat or thermometer calibration or adjustment
- End user adjustments to electronic control (does not include Tech Service Parameters)
- Damage or poor performance due to misuse or negligence
- Damage / malfunction due to improper supply voltage
- GFCI nuisance tripping (inductive motors can cause nuisance trips of GFCI protection devices)
- Gaskets & light bulbs (they are wear and tear items)
- Poor / no drainage caused by unit not being level
- Clogged or kinked drain lines
- Improper air flow inside the cabinet due to product blocking evaporator air flow
- General hardware adjustments to items including, but not limited to: castors, legs, doors and hinges
- Improper installation of equipment
- Poor performance due to inadequate clearance around unit as described in the Operations Manual
- **Any of these none warranted topics diagnosed are the responsibility of the customer to cover.**

**PLEASE NOTE: if any of the issues above are found, immediately inform the customer and give them the opportunity to pay for the needed maintenance. If they are unwilling, please detail your findings and submit an invoice to Continental Refrigerator for the trip charge ONLY. Along with your trip charge invoice, please submit pictures of any non-warranty issues.**

Submit all warranty service invoices to: [continentalinvoicing@nrac.com](mailto:continentalinvoicing@nrac.com)

For assistance, please call **1-800-523-7138** and ask for Continental Service Department or visit us at <http://www.continentalrefrigerator.com/product-question/>

**HOURS: 8:00 AM to 5:00 PM EST, Monday thru Friday**

**Operation Manuals**, including a comprehensive **Electronic Control Manual**, can be found at:

<http://www.continentalrefrigerator.com/operation-manuals.html>

**\*\*By confirming the warranty service request, you AGREE to the NON-Warranty Guidelines.**

# WARRANTY CLAIM REPAIR GUIDELINES

## DLG & DGN

Griddle Stand 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.....	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
Diagnose and replace Mechanical Thermostat .....	4 Hrs
Diagnose and replace Carel Controller with Sensors.....	2.5 Hrs
Diagnose and replace Sollatek Control with Carel Retro Conversion Kit.....	3.5 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.

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**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
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.
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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
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.

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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
Diagnose and replace Mechanical Thermostat .....	3 Hrs
Diagnose and replace Carel Control with Sensors.....	2.5Hrs
Diagnose and replace Sollatek Control with Carel Retro Conversion Kit.....	3.5 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.

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\*Please fill out completely the warranty labor form.

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Fax: 267.525.3310

# 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
Diagnose and replace Mechanical Thermostat .....	2.5 Hrs
Diagnose and Replace Sollatek Control with Carel Retro Conversion Kit .....	3.5 Hrs
Diagnose and replace Carel Control with Sensors.....	2.5Hrs
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.

\*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.

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



**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
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/Condenser 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
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

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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
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
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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