



WARRANTY CLAIM FORM

****IMPORTANT****

STEPS FOR WARRANTY CONSIDERATION

1. Claim form must be **COMPLETELY** filled out and emailed to cwilliamson@glastender.com, faxed to 989.752.4444, or sent back with the defective part.
2. Model number, serial number, and parts order number **must** be provided.
3. Original parts are warranted for 1 year or 15 months from date of factory shipment, whichever occurs sooner. Field replacement parts are warranted for 90 days from date of installation.
4. Defective parts do not need to be returned unless requested.

Upon request, return parts to: Glastender 1455 Agricola Dr, Saginaw, MI 48604

5. A wholesale invoice must be included to support replacement parts purchased locally.
6. Refrigeration models carry a 5-year compressor warranty. For credit consideration the data tag from either Aspera or Tecumseh compressors need be returned to Glastender.
7. A 1-year labor warranty applies to all glasswashers.
8. BDS model bottle disintegration systems and self-contained refrigeration models, except beer line chillers, include a one year labor warranty. When purchased, a two year parts and labor warranty applies.
9. **Authorization for labor must be obtained from Glastender within the warranty period and prior to the service being performed.**
10. All claims are subject to evaluation and will be reviewed for clarity of content.

**** If any of these steps are not followed warranty consideration will be delayed or denied.**

Submitted by: (Company requesting reimbursement)

Please Print

Date : _____

Your Name : _____

Company : _____

Address : _____

Phone & Fax : _____

Service Company: Check if same as Submitted by

Name : _____

Company : _____

Address : _____

Phone & Fax : _____ (Over)

Equipment Information MANDATORY:

Model No. of equipment being serviced : _____

Serial No. of equipment being serviced : _____

End-user : _____

Address : _____

Phone & Fax : _____

Date Equipment Installed: _____ Date Service Required: _____

The following section MUST be completed:

Explain part failure in detail or describe how the part is malfunctioning (simply writing "Part Failed" is not an acceptable explanation)

Warranty Claim Status (check one):

- Glasswasher Labor Warranty effective one year from startup, if applicable, on GT-24, GT-30, GW24, and GT-18 series. Regular hourly rate only, **No Overtime.**
- Refrigeration Labor Warranty effective one year from date of installation only on self-contained refrigeration models, not including beer line chillers. Regular hourly rate only, **No Overtime.**
- Extended two year Refrigeration parts and labor warranty (if purchased). Regular hourly rate only, **No Overtime.**
- Parts Warranty on original parts effective 12 months from date of installation or 15 months from date of factory shipment. **Warranty covers ground freight service only, and does not include expedited freight charges.**
- Field replacement parts effective 90 days from date of installation of part, does NOT include labor.
- Five-Year Compressor Warranty, applies in the United States and Canada only. **Cost of compressor only, does not include freight.**

Claim Information: Amount of Claim: \$ _____

Must Provide: Glastender Part(s) Invoice #: _____ (required only for parts ordered from Glastender)

Labor Authorization #: _____

Reimbursement (check one): Credit Account Send Check

Glastender, Inc.'s policy of constant quality improvement means that prices, specifications, and policies are subject to change without notice. Questions regarding this warranty should be directed to Customer Service.