



# WARRANTY CLAIM FORM

**\*\*IMPORTANT\*\***

## STEPS FOR WARRANTY CONSIDERATION

1. **Both pages** of this claim form must be **COMPLETELY** filled out.
2. Form must be submitted in one of the following ways:
  - a. Submit with the Email Submit Button - button located at the bottom of page 2
  - b. Email to [cwilliamson@glastender.com](mailto:cwilliamson@glastender.com)
  - c. Fax to 989.752.4444
  - d. Printed and sent back with the defective part. NOTE: Defective parts do not need to be returned unless requested. **Upon request, return parts to: Glastender, 1455 Agricola Dr., Saginaw, MI 48604.**
3. Model number, serial number, and parts order number **must** be provided.
4. 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.
5. A wholesale invoice must be included to support replacement parts purchased locally.
6. Refrigeration models carry a 5-year compressor warranty. The data tag from either Aspera or Tecumseh compressors must 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 1-year labor warranty. When purchased, a 2-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 if filling in manually

Date : \_\_\_\_\_

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

Company : \_\_\_\_\_

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

Phone & Fax : \_\_\_\_\_

**Service Company:**  Check if same as Submitted by

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

Company : \_\_\_\_\_

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

Phone & Fax : \_\_\_\_\_

Glastender, Inc. · 5400 North Michigan Road · Saginaw, MI. 48604-9780 · USA  
989.752.4275 · 800.748.0423 · Fax 989.752.4444 · Parts Fax 800.838.0888

**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.

**Click here to submit this form by email**

- OR -

Save this form and email to [cwilliamson@glastender.com](mailto:cwilliamson@glastender.com), or print and fax to 989.752.4444, or print and send back with the requested defective part