



HOSHIZAKI AMERICA, INC.

REQUIRED RETURN PARTS LIST

Warranty Items ("WF" Claims)

To: Valued Vendors
Effective Date: July 22, 2022

100 LBS. OR LESS

DOMESTIC & INTERNATIONAL

L" x W" x H"
139



CALCULATE DIMENSIONAL WEIGHT
Round up to the nearest whole number

UPS GROUND - Collect

Account #390224
up to \$100 in cost; if greater ship LTL

DO NOT SHIP 3rd PARTY

Shipping of Required Return Parts:

- If part shipment is under 100 lbs. use the UPS account number:
Account #390224
- If over 100 lbs. contact Technical Support:
1-800-233-1940 or Tech-support@hoshizaki.com

Return Address:

Hoshizaki Warranty Assurance Department
Attn: QC Warranty Technician
618 Highway 74 South
Peachtree City, GA 30269

Required Return Parts:

1. All Parts that Fail within 1 YEAR of the installation date
2. All Compressors that Fail within 2 YEARS of the installation date
3. All Evaporators that fail within 3 YEARS of installation date
4. All Driers Must Be Returned Along w/ Refrigerated Related Parts from Sections Above
a. Any Claim for Repair to the Refrigeration System Must Include the replacement drier
b. Any Claim for Repair to the HGV (hot gas valve) within first year Must Include the replacement Strainer

***Include the complete compressor/condensing assemblies from rear mounts/prep tables.**

All driers should be returned along with refrigerated related parts in sections 1, 2, and 3 above.

- Any claim for repair to the refrigeration system should include the replacement of the drier.

Additional Notes:

- All required return parts must have **warranty parts tags attached. All parts must be marked with a parts tag that includes model, serial, and claim number.**
- International, Hawaiian, Alaskan and Puerto Rican distributors are EXEMPT from returning warranty parts. UNLESS, instructed to do so. However, these parts must be held for 45 days from the date the claim was submitted to HA.
- All Hot Gas Valve** returns must include the replacement and return of the strainer and drier.
- No other parts need to be returned unless instructed to do so by Technical Support.
- Parts that are not required to be returned must be held at the servicer location for a **minimum of 45 days from the date the claim** was submitted to HA. In some cases, these parts may be requested for further investigation.
- All required return parts are factory tested. All parts should have adequate pipe length and wire length to allow for testing. Coil wires / motors.**

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IF THE COMPRESSOR FAILS WITHIN TWO (2) YEARS of the equipment installation date

Follow procedures to **return the compressor**:

1. All **compressor refrigeration lines MUST be sealed** so that oil cannot leak and contaminate the shipment. The lines must be brazed shut, properly crimped, or properly sealed with plugs from the replacement compressor.
 - a. **Refrigerant oil** could be considered hazardous and **MUST be sealed in the compressor** during the return.
 - b. Compressors received with **unsealed or improperly sealed lines will be subject to denial.**
2. All **compressor shipments received with oil saturating the carton will be refused at the dock** and returned to the sender.
 - a. **No credit will be issued.**
3. **If the model/serial decal plate is missing** from the returned compressor when received by HA.
 - a. **No credit will be issued.**
4. Each **returned compressor MUST be placed in a separate box.**
 - a. Each box **MUST include the corresponding parts tags placed in a plastic bag** attached to the compressor.
5. **DO NOT ship other parts in the same box** as the compressor (Except for compressor start components and filter drier).
6. **If the returned compressor is missing the start components** (Except for compressors supplied by Hoshizaki without start components).
 - a. **No credit will be issued.**

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