



# HOSHIZAKI AMERICA, INC.

## REQUIRED RETURN PARTS LIST

Warranty Items ("WE" Claims)

To: Valued Vendors

Effective Date: July 22, 2022

All required return parts listed below **must be returned** to your local Hoshizaki Distributor/Distribution Center where parts were purchased.

Failure to return a required part or not follow the instructions listed below may result in denial of claim, no part credit, and or delay in processing.

1. <b>All</b> Parts that Fail within <b>1 YEAR</b> of the installation date
2. <b>All</b> Compressors that Fail within <b>2 YEARS</b> of the installation date
3. <b>All</b> Evaporators that fail within <b>3 YEARS</b> of installation date
4. <b>All</b> 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

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

**Follow procedures to return the compressor:**

- 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.
  - Refrigerant oil** could be considered hazardous and **MUST be sealed in the compressor** during the return.
  - Compressors received with **unsealed or improperly sealed lines will be subject to denial.**
- All **compressor shipments received with oil saturating the carton will be refused at the dock** and returned to the sender.
  - No credit issued.**
- If the **model/serial decal plate** is missing from the returned compressor when received by HA.
  - No credit will be issued.**
- Each **returned compressor MUST be placed in a separate box.**
  - Each box **MUST include the corresponding parts tags placed in a plastic bag** attached to the compressor.
- DO NOT ship other parts in the same box** as the compressor (Except for compressor start components and filter drier).
- If the returned compressor is missing the start components** (Except for compressors supplied by Hoshizaki without start components).
  - No credit will be issued.**

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### Additional Notes:

1. 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.**
2. 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.
3. **All Hot Gas Valve** returns must include the replacement and return of the strainer and drier.
4. No other parts need to be returned unless instructed to do so by Technical Support.
5. 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.
6. **All required return parts are factory tested. All parts should have adequate pipe length and wire length to allow for testing.** Coil wires / motors.

July 22, 2022