



WARRANTY FLAT RATE GUIDE

Release Date: January 2004
Publication Number: TP01069-14
Revision Date: June 23, 2016
Revision: C

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Equipment/Units that DO NOT Have Labor Warranty

**Counter Electric
Viper
Juice
Quest Elite
Ice Cooled
Back Room Packages
Accessories
BIB Pumps
Carbonators**

NOT COVERED BY WARRANTY

**** These items are examples only and are not meant
to represent a complete list of all non-warranty items****

**Diagnosis
Travel
Fuel Surcharge
Sales Tax
Adjustments
Installation Errors
Adjustments
Air Freight (Warranty covers ground freight for return parts, one way only)
Freight Damage
Wear Items
Multiple trips for same repair
Maintenance
Misapplication of Equipment**



NORDIC CUBE ICE MAKERS

Refrigeration System	Maximum Allowable Repair Time
Compressor (Includes filter/drier and any start component replaced, if required)	4.5 hours
Overload	2.0 hours
Remote Condenser	4.5 hours
Hot Gas Valve	4.5 hours
Start Relay	2.0 hours
Start Capacitor	2.0 hours
Run Capacitor	2.0 hours
Expansion Valve	4.5 hours
Condenser	4.5 hours
Service Valves	4.5 hours
Pressure Switch Low/High	4.5 hours
Leak Check and Repair (Air & Water)	3.0 hours
Leak Check and Repair (Remote)	4.0 hours
Water Reg. Valve	4.5 hours
Evaporator	4.5 hours

Electro-Mechanical Section	Maximum Allowable Repair Time
Sensor	2.0 hours
Float	1.5 hours
Hoses	1.5 hours
Pump	2.0 hours
Dump Valve	2.0 hours
Binstat (Nordic CCU, IAC224 and IAC227 ONLY)	2.0 hours
Distribution Tube	1.5 hours
Ice Deflector	1.5 hours
Ice Panel	1.5 hours
On-Off Switch	2.0 hours
Dump Switch	2.0 hours
Ice Bin Door	1.5 hours
Door Gasket	1.5 hours
Drain	1.5 hours
Water Inlet Assembly	1.5 hours
Proximity Switch	2.0 hours
Evaporator Curtain	1.5 hours
Contactator	2.0 hours
Electronic Control (Board)	2.0 hours
Water Level Control Assembly	1.5 hours
Auger Delay	2.0 hours
Fan Motor Assembly, Blade and/or Bracket	2.0 hours

When the repair requires the opening of the Refrigeration System, Recovery, Recycling, and Reclamation, add 1.0 hour labor and \$10.00 maximum miscellaneous charge

NOTE: For multiple system repairs on the same call, add 1/2 hour to the highest allowable rate.



CHUNKLET/FLAKED ICE MAKERS

Refrigeration Section	Maximum Allowable Repair Time
Compressor (Includes filter/drier and any start component replaced, if required)	4.5 hours
Overload	0.75 hours
Start Relay	0.75 hours
Start Capacitor	0.75 hours
Run Capacitor	0.75 hours
Expansion Valve	2.5 hours
Condenser	3.0 hours
Service Valves	0.75 hours
Leak Check and Repair (Air & Water)	2.5 hours
Evaporator	4.5 hours

Electro-Mechanical Section	Maximum Allowable Repair Time
Ice Level Detector Switch	0.75 hours
Ice Level Control Switch	1.0 hour
Contactors	1.0 hour
Low Water Safety Switch	0.75 hours
High Pressure Cut-out Switch (water cooled only)	2.5 hours
Water Modulating Valve (water cooled only)	2.5 hours
Water Level Control Assembly	0.75 hours
Fan Motor Assembly, Blade and/or Bracket	1.0 hour
Gear Motor	2.0 hours
Extruding Head	0.75 hours
Bin Stat	2.0 hours

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NOTE: For multiple system repairs on the same call, add 1/2 hour to the highest allowable rate.



IMD ICE MAKERS

Refrigeration Section	Maximum Allowable Repair Time
Compressor (Includes filter/drier and any start component replaced, if required)	4.5 hours
Overload	1.0 hour
Start Relay	.75 hours
Start Capacitor	.75 hours
Run Capacitor	.75 hours
Expansion Valve	2.5 hours
Condenser	3.0 hours
Service Valves	.75 hours
Leak Check and Repair (Air & Water)	2.5 hours
Evaporator	4.5 hours

Electro-Mechanical Section	Maximum Allowable Repair Time
Dispense Motor	1.5 hours
Dispense Solenoid	1.0 hour
Dispense Switch	0.75 hours
Ice Level Control Switch	1.0 hour
Low Water Safety Switch	0.75 hours
Electronic Control	1.25 hours
Water Level Control Assembly	0.75 hours
Agitator Blades	1.0 hour
Auger Delay	1.25 hours
Fan Motor Assembly, Blade and/or Bracket	1.0 hour
High Pressure Cut-out Switch (water cooled only)	2.5 hours
Water Modulating Valve (water cooled only)	2.5 hours
Extruding Head	1.0 hour
Gear Motor	2.0 hours

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NOTE: For multiple system repairs on the same call, add 1/2 hour to the highest allowable rate.



ICE DRINK DISPENSERS

(Flavor Fusion, Cold Fusion, IDC, ED, UC)

Electro-Mechanical Section	Maximum Allowable Repair Time
Electrical Components	2.0 hours
Agitator Motor	2.0 hours
Pneumatic Components	2.0 hours
Dispensing Valve Components	1.5 hours
Mechanical Components – Chutes, springs, agitators, etc.	1.0 hour

NOTE: For multiple system repairs on the same call, add 1/2 hour to the highest allowable rate.



ICE DRINK DISPENSERS

(Refresh, Refresh Pro, Refresh Classic)

Electro-Mechanical Section	Maximum Allowable Repair Time
Electrical Components	2.0 hours
Agitator Motor	2.0 hours
Dispensing Valve Components	1.5 hours
Mechanical Components – Chutes, springs, agitators, etc.	1.0 hour
Door Assembly	3.0 hours
**LCD Screen/Touch Sensor/Frame	3.0 Hours
Exhaust Fan/Intake Fan	2.0 hours
Single Board Computer	2.0 hours
Touch Controller Board	2.0 hours

When the repair requires the opening of the Refrigeration System, Recovery, Recycling, and Reclamation add 1.0 hours labor and \$10.00 maximum miscellaneous charge.

****NOTE: Neglect, abuse, misuse, accident, fire, flood, freezing or act of God will not be considered warranty.**

NOTE: For multiple system repairs on the same call, add 1/2 hour to the highest allowable rate.



JET SPRAY

ELECTRO-MECHANICAL SECTION	Maximum Allowable Repair Time
Condenser Fan Motor Assembly	1.0 hour
Dryer	1.0 hour
Fan Blade	1.0 hour
Spray Drive Motor Assembly	1.0 hour
Terminal Block	1.0 hour
Temperature Control	1.0 hour
Switch Assemblies	1.0 hour
Power Cord	1.0 hour
Drip Tray Supports	1.0 hour
Drip Tray	1.0 hour
Push Handle Assembly	1.0 hour
Whipper Assembly	1.0 hour
Whipper Motor Assembly	1.0 hour
Panel/Grill Assembly	1.0 hour
Chassis Assembly	1.0 hour
Compressor Kit	3.5 hours
Evaporator	3.0 hours

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