

Dealer Compensation Scheme

Schedule of Rates (February 2020)



Introduction to the 'Dealer Compensation Scheme'

The attached schedule covers items that would be classified as machine breakdown or fault found during installation. HTG Trading Ltd (Hubbard Systems) will, subject to the conditions of the Scheme, compensate bonafide service partners & refrigeration contractors, in accordance with the published rates.

These rates may be varied from time to time, at the company's discretion and without prior notification.

To qualify for the scheme, the equipments details (Location, Model & Serial Number) should be registered on the 'Service Data' system of HTG Trading Ltd.

The scheme will cover equipment for a nominated period. The period of warranty is determined by the 'Warranty Statement' and based on the range of equipment and not exceeding 24 months from the date of supply.

All claims made must be accompanied by a signed engineer's service report, detailing the work carried out and any materials used. No additional payments will be made in respect of items such as welding/brazing equipment, evacuation and reclaim plant, filter driers and refrigerants.

No labour claim will be processed until it is confirmed if parts have been used to complete any repair with 'Warranty Claims forms being provided to HTG Trading Ltd, at their current trading address or email address of warranty@htgtrading.co.uk.

Excluded are problems due to improper installations and commissioning procedure, misuse, lack of adequate preventive maintenance. Cleaning condensers, cleaning water circuits i.e. descale and sanitise, routine maintenance. Adjust controls to suit environmental conditions. No fault found visits. Repeat call to the same fault, except where spare parts are deemed to be faulty. All third party damage.

We have a full 'Warranty Statement' available which explains cover and exclusions if required.

Schedule:

The scheme currently consists of 4 schedules:

Section A - Cube Icemakers

Section B - Flake Icemakers/Ice and Water Dispensers

Section C - Water Coolers

Section D - Storage Bins

Warranty Claims Procedure for Spare Parts.

We are constantly trying to find ways of assisting the service sector when it comes to the supply and replacement of spare parts and the processing of warranty related claims.

Due to the overwhelming cost of transport to return parts to ourselves for warranty claims, we have looked to revise our 'Warranty Spares returns' procedure. We have worked on the principle the only items we would look to have returned following any failure would be PCB control boards & some specific nominated recalled items that we may request from time to time. You will also see this will help speed up claims payments to all dealers.

All we would require from you is that any parts being claimed for under warranty are held within your premises for 90 days from the date stated on your claim form

The procedure we therefore have in place is as follows:

- Warranty replacement spares continue to be ordered from 'HTG Trading Ltd' in the normal manner, stating any Service Call number, model number & serial number of the unit concerned.
- Spares supplied will be invoiced as per the current process of ordering & as per a normal purchase.
- Claims for faulty parts to be made via the Warranty Claim form system– All sections to be completed, note that unless the form is returned to 'Hubbard Systems' we will be unable to credit for replacement parts

The Completed form is to be sent back to the Warranty department for processing either by; email (warranty@htgtrading.co.uk) Or sending in the post to;

'HTG TRADING LTD', Warehouse & Workshop, Unit 103 Claydon Business Park, Gipping Road, Great Blakenham, Ipswich. IP6 0NL.

The serial number of warranty related compressors will, in addition to equipment serial numbers will be required and should be entered on the form.

Note - Parts ordered in error or returned not required, will be subject to a re-stocking charge of 15% of the invoice value (Terms & Conditions of sale are shown on the reverse of our despatch note issued). A 'Returns Procedure' is available upon request

As we are not asking for you to return parts at this time, spot checks and collections of goods will occur from time to time. as required.

Dealer Compensation Scheme (February 2020)

Schedule A - Cubers

Section 1 – Refrigeration

		Claimable	
		Amount	Hours
A1A1	Replace Compressor (Less or = 1HP)	200	5
A1A2	Replace Compressor (More than 1HP)	280	7
A1B	Replace Compressor Electrics Only	60	1.5
A1C	Replace Condenser Fan Motor	60	1.5
A1D	Replace Hot Gas Valve Complete	160	4
A1E1	Repair Refrigerant leak on Evaporator	120	3
A1E2	Repair Refrigerant leak on Condenser	120	3
A1E3	Repair Refrigerant leak on Suction line Accumulator	120	3
A1E4	Repair Refrigerant leak on Liquid Line Filter Drier	120	3
A1E5	Repair refrigerant leak on Hot Gas Valve	120	3
A1F	Add Refrigerant (no leak on system) - Valid 1 month from installation	40	1
A1G	Moisture or restriction in the system, Inc. replace capillary	160	4
A1H	Adjust expansion valve – valid 1 week from installation	60	1.5
A1I	Replace evaporator	200	5
A1J	Replace Condenser (Air/Water)	200	5
A1K	Replace Pressure Control	140	3.5
A1L	Adjust Pressure Control – valid 1 week from installation	40	1
A1M	Replace Expansion Valve	160	4
A1N	Re-position Condenser Fan Motor – valid on installation date only	20	0.5

Section 2 – Water Circuit

A2A	Replace Water Inlet Valve Complete	60	1.5
A2B	Replace Water Drain Valve Complete	60	1.5
A2C	Replace Water Pump Including drain pump (EC / EF Range)	60	1.5
A2D	Replace Spray Plate Assembly	60	1.5
A2E	Replace Spray Bar	60	1.5
A2F1	Repair leak on internal hose – Valve to Evaporator	40	1
A2F2	Repair leak on internal hose – Pump to Spray System	40	1
A2F3	Repair Leak on Internal Drain Hose	40	1
A2G	Repair Internal Water Hose inc. drain	60	1.5
A2H	Remove debris from Water Circuit – valid on installation date only	40	1
A2I	Re-position spray plate – valid on installation date only	20	0.5
A2J	Re-position spray bar – valid on installation date only	20	0.5
A2K	Re-position spray curtain – valid on installation date only	20	0.5
A2L	Replace Deflector Plate (NW/MV Range)	60	1.5
A2M	Replace Ice Curtain - <i>Excludes misuse</i>	40	1
A2N	Replace Drain Tank (EC Range)	60	1.5
A2O	Replace Drain Tank Lid/Gasket (EC Range)	40	1
A2P	Replace Water Sump (AC226 / MXG Range)	120	3

Schedule A - Cubers

Section 3 – Electrical

		Claimable Amount	Hours
A3A	Replace Hot Gas Valve Coil	60	1.5
A3B	Replace Water inlet Valve Coil	40	1
A3C	Replace Drain Valve Coil	40	1
A3D	Replace Harvest Timer	80	2
A3E	Replace Bin Thermostat	40	1
A3F	Replace Evaporator Thermostat	80	2
A3G	Replace Contactor Relay	60	1.5
A3H	Replace Delay Timer	80	2
A3I	Remake Electrical Connections	40	1
A3J	Replace PCB (inc Sensor when supplied)	80	2
A3K1	Replace Evaporator Sensor	80	2
A3K2	Replace Ambient or Condenser Sensor	80	2
A3K3	Replace Ice Level Control	80	2
A3L	Replace Micro Switch	60	1.5
A3M	Replace Transformer PCB Fuse	60	1.5
A3N	Replace Transformer	60	1.5
A3O	Replace Water Level Sensor (Including AC / AF / EC / EF / NW Range)	60	1.5
A3P	Replace dispense motor (TC / DXN / DXG)	60	1.5
A3Q	Replace Relocate Ice agitator (TC / DXN / DXG)	60	1.5
A3R	Replace Dispense Sensor (TC / DXN)	40	1
A3S	Replace LED Panel (MV / NW Range)	40	1

Section 4 – Carcass

A4A	Replace Damaged Panel – Valid on Installation Date Only	40	1
A4B	Replace Bin Door – Valid on Installation Date Only	40	1
A4C	Replace Storage Bin AC/EC Range (up to AC/EC177) – excludes mis-use	120	3
A4D	Replace storage bin AC/EC226 - excludes misuse	160	4
A4E	Replace Leg/Foot – Valid on Installation Date Only	20	0.5
A4F	Replace Door Frame – Valid on Installation Date Only	40	1

Schedule B – Flakers

Section 1 – Refrigeration

		Claimable Amount	Hours
B1A1	Replace Compressor (Less or = 1HP)	200	5
B1A2	Replace Compressor (More than 1HP)	280	7
B1B	Replace Compressor Electrics Only	60	1.5
B1C	Replace Condenser Fan Motor	60	1.5
B1D1	Repair Refrigerant leak on Suction line Accumulator	120	3
B1D2	Repair Refrigerant leak on Liquid Discharge Line	120	3
B1D3	Repair Refrigerant leak on Condenser	120	3
B1E	Add Refrigerant (no leak on system) - Valid from 1 Month from Install	40	1
B1F	Moisture or restriction in the system, Inc. replace capillary	160	4
B1G	Adjust expansion valve – valid 1 week from installation	60	1.5
B1H	Replace Expansion Valve	160	4
B1I	Replace Evaporator including bearings & seals	200	5
B1J	Replace Condenser (Air/Water)	160	4
B1K	Replace Pressure Control	140	3.5
B1L	Adjust Pressure Control – valid 1 week from installation	40	1
B1M	Replace Refrigerant seal (MAR Range)	160	4
B1N	Replace E.P.R. (Mar Range)	160	4
B1P	Replace Liquid Line solenoid Valve Complete	160	4

Section 2 – Water Circuit

B2A	Replace Float Valve	60	1.5
B2B	Replace Internal Water Hose, inc drain	60	1.5
B2C	Replace Water Pump (MAR & Howe Range only)	60	1.5
B2D	Repair Leak on Internal Water Hose	20	0.5
B2E	Replace Water Seal & Bearings on Auger	100	2.5
B2F	Replace Spray Bar (MAR Range only)	60	1.5
B2G	Replace Water Reservoir (Excluding MAR)	60	1.5

Section 3 – Electrical

B3A	Replace Timer	80	2
B3B	Replace Bin Thermostat	40	1
B3C	Replace Water Pressure Switch	60	1.5
B3D	Replace Contactor Relay	80	2
B3E	Replace Delay Timer	80	2
B3F	Replace Micro/Spout Switch	60	1.5
B3G	Remake Electrical Connections	40	1
B3H	Replace PCB (including sensor when supplied)	60	1.5
B3I1	Replace Evaporator/Condenser Sensor	60	1.5
B3I2	Replace Ice Level Control	60	1.5
B3I3	Replace Drive Gear Motor Sensor	60	1.5
B3J	Replace Drive motor (MAR Range)	60	1.5
B3K	Replace Drive Motor (Flaker, Nugget & Dispenser)	60	1.5
B3L	Replace Drive Motor Complete (Flaker, Nugget & dispenser)	60	1.5
B3M	Replace dispense motor	60	1.5
B3N	Replace dispense motor	40	1

Schedule B – Flakers

Section 4 – Mechanical

		Claimable Amount	Hours
B4A	Replace Auger Bearings & Water Seal	100	2.5
B4B	Replace Drive/Gear Motor Bearings	60	1.5
B4C	Replace Drive Coupling (Flaker & Nugget)	80	2
B4D	Replace Drive Coupling (Dispensor)	80	2
B4E	Replace Drive Key (MAR)	80	2
B4F	Replace Gear Reducer – Valid only with roller bearing or internal water damage	120	3
B4G	Replace Drive Belt	60	1.5
B4H	Replace Ice Breaker/Blade	100	2.5
B4I	Replace Ice Spout	80	2
B4J	Replace Ice Agitator (dispensor)	60	1.5
B4K	Replace Seals & Gasket on Gear Reducer	100	2.5
B4L	Replace Gear(s) in Gear Reducer including seals & gaskets	100	2.5
B4M	Replace gear reducer (MAR)	80	2

Section 5 – Carcass

B5A	Replace Damaged Panel – Valid on Installation Date Only	40	1
B5B	Replace Leg/Foot – Valid on Installation Date Only	20	0.5
B5C	Replace Ice Chute (excluding mis-use)	60	1.5

Schedule C - Bins for Modular Machines

Section 1

C1A	Repair leak on drain fitting	40	1
C1B	Replace drain fitting	60	1.5
C1C	Tighten / Adjust Door Hinge(s)	20	0.5
C1D	Replace Door Hinges - <i>Excluding misuse</i>	40	1
C1E	Replace Door - <i>Excluding misuse</i>	40	1
C1F	Replace leg - valid on installation date only	20	0.5
C1G	Replace micro switch RBC Frame	60	1.5
C1H	Replace Drain Tap RBC Roller bin	60	1.5

Schedule D - Water Coolers

Section 1 - Refrigeration

D1A1	Replace compressor (<HP)	180	4.5
D1A2	Replace compressor (>1HP)	220	5.5
D1B	Replace compressor, <i>electrics only</i>	60	1.5
D1C	Replace condensor fan motor	60	1.5
D1D1	Repair Refrigerant Leak on Evaporator	120	3
D1D2	Repair Refrigerant Leak on Condensor	120	3
D1D3	Repair Refrigerant leak on suction line Accumulator	120	3
D1D4	Repair Refrigerant Leak on Liquid Line Filter Drier	120	3
D1E	Add Refrigerant (no leak on system) - valid 1 month from installation	40	1
D1F	Moisture or restriction in the system, <i>including replace capillary</i>	160	4
D1G	Replace evaporator	180	4.5
D1H	Replace condensor	180	4.5

Schedule D - Water Coolers

Section 2 - Water Circuit

		Claimable Amount	Hours
D2A	Replace stream regulator	60	1.5
D2B	Replace Carafe Filler - <i>excludes damage</i>	60	1.5
D2C	Replace Drinking Fountain - <i>excludes damage</i>	60	1.5
D2D	Replace push button - <i>excludes damage</i>	40	1
D2E	Replace Foot Pedal - <i>excludes damage</i>	40	1
D2F	Replace linkage on foot pedal/push button	60	1.5
D2G1	Repair leak in internal hose - <i>Inlet to evaporator</i>	20	0.5
D2G2	Repair leak on internal drain hose	20	0.5
D2H	Replace internal water hose	40	1

Section 3 - Electrical

D3A	Replace Thermostat	40	1
D3B	Remake Electrical Connections	20	0.5

Section 4 - Carcass

D4A	Replace/damaged panel - <i>valid in installation date only</i>	40	1
D4B	Replace leg/foot - <i>Valid in installation date only</i>	20	0.5

Other Codes to use:

DIAG	Diagnostic Allowance (Maximum Allowance = 1.5 hours labour)	60	1.5
NONW	Non-Warranty related works (Cleaning, Filter changes etc - Please Quote !!!)		

All further enquiries/claims should be addressed to:

HTG Trading Ltd (Hubbard Systems is a trading division)
Unit 103/106 Claydon Business Park
Gipping Road
Great Blakenham
Ipswich
Suffolk
IP6 0NL

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