

**SUBJECT: WARRANTY CLAIM POLICY**

**Number: 2022-04**  
**Product: Warranty**  
**Date Issued: April 2022**  
**From: Technical Services**

Every Ice-O-Matic (IOM) ice maker is backed by a warranty that provides both parts and labor coverage. To view the most current Domestic & International Limited Warranty policy and IOM's hourly warranty allowances, visit [www.iceomatic.com/warranty](http://www.iceomatic.com/warranty). Below are some specific reminders regarding claims, parts, and travel.

## **CLAIMS:**

- Claims must be entered within 60 days of the date of service. If not, then the claim may be denied.
- Claims may be denied when outside of the standard warranty period.
- When entering a compressor claim, include the serial number of the compressor.
- Detail the service performed. Do not just enter "bad part" or "replaced defective part." The IOM Tech Support Administrator will ask for more detail. Failure to include specific information will delay the processing of claims.
- Warranty exemptions include:
  - Installation
  - Preventative Maintenance
  - Cleaning
  - Adjustments after installation
  - Freight damage
  - Damage caused by adverse environmental or water conditions
  - Freight
  - Tax

## **PARTS:**

### **General:**

- Distributors are required to hold all parts claimed on warranty for 60 days from the date the claim is entered, in the event that IOM should need them back for testing. If IOM does not specifically request a part be returned, then defective parts can be discarded/field scrapped after 60 days.
- IOM may request that parts be returned for evaluation. All parts returned to IOM should include a copy of the claim paperwork and the claim number should be marked on the outside of the box. All parts requested for return must be received at IOM within 30 days of the request date. Failure to return the part may result in the claim being denied.

Return the requested parts to:

Ice-O-Matic  
Attn: Warranty Parts Return 11100 E  
45th Ave.  
Denver, CO 80239

- **Do not send parts back to IOM that were not specifically requested by IOM. Freight will only be covered for parts requested to be returned by IOM. Parts received at IOM that were not specifically requested may result in a debit for the claim amount plus a processing fee. Freight between Distributor, Dealer, and/or End User is not eligible for warranty reimbursement.**
- If a part is received at IOM and claim is denied because the part is functioning properly, IOM Tech Service will ask the customer if they want part returned at customer's expense. IOM will only hold the part for 2 weeks from the date of denying the claim.

#### **Compressors:**

- IOM requires the serial number of the failed compressor to be listed on the warranty claim.
- Claims will be denied when compressors are returned to IOM and ports are not brazed closed. IOM may also charge a processing fee for unsealed ports.

#### **Evaporators:**

- Pictures may be required for review of evaporator claims (front and back of plate). If the pictures are not sufficient, then IOM may request the part be returned for review.

#### **CIM Control Boards:**

- When IOM receives a returned board, it is tested to confirm proper functionality. Boards that are working properly will result in a denied claim.
- When IOM requests a board to be returned, the board must contain all parts (forexample, fuses) and be free of damage.
- Control boards that are returned to IOM claiming to be defective but are actually in "clean" mode and otherwise working properly will result in a denied claim.
- Please reference QR Code below for possible control board fault findings

#### **TRAVEL:**

- Maximum ½ hour of travel unless authorized in Service Bench.
- Maximum up to 2 hours if authorized in Service Bench.
- Travel rate based on travel rate of Servicer in Service Bench.
- At least one part on claim must be under warranty; otherwise, no travel is allowed.



**If you have any questions, please contact the ICE-O-Matic Service Department at 1-800-423-3367**