

\* This form must be signed and returned to: [service@valpromail.com](mailto:service@valpromail.com)  
or faxed to 813-246-4000



COMMERCIAL REFRIGERATION

## Warranty Service Request Form

Before requesting service, please refer to your product manual for troubleshooting.

I wish to authorize Valpro Commercial Refrigeration to schedule an independent service company to perform diagnosis and/or repair on my behalf. I acknowledge that all warranties are an agreement between the owner of the equipment and the manufacturer. I accept responsibility for all charges outside of the limited warranty coverage for the repair or installation work I have instructed the service company to perform.

I acknowledge that in the event this particular service call is not a warranty problem, I am responsible for payment of non-warranty service performed (**Maintenance, adjustments, and installation problems are not warranty issues**). In the event I choose not to allow the service company to complete the estimated non-warranty repair, I am responsible for diagnosis and trip charges. I understand and acknowledge that service companies do not provide "Free estimates."

EXAMPLES OF ITEMS NOT COVERED UNDER WARRANTY (Visit [www.ValproRefrigeration.com](http://www.ValproRefrigeration.com) for full warranty information):

- ❖ Adjustments (example: thermostat settings, leveling)
- ❖ Damage, including damage not noted on the freight carrier paperwork upon delivery
- ❖ Electrical damage from power fluctuations, use of extension cords, improper line voltage, flooding
- ❖ Regular maintenance and cleaning, including dirty condenser and/or evaporator coils
- ❖ Travel exceeding 100 miles round trip and residential service calls
- ❖ Weather induced problems, outside use of equipment
- ❖ Ambient temperature too hot or too cold around equipment
- ❖ Overtime (unless approved by Valpro); Regular hours are Monday- Friday
- ❖ Labor charges denied or not authorized by Valpro, Allied Manufacturing, Inc.
- ❖ Inappropriate use, alteration of equipment, exposure to harsh chemical action
- ❖ Installation Issues including faulty power supply, and lack of adequate ventilation
- ❖ Standard wear parts (Door gaskets and bulbs – 90 day warranty, Door hinges – 1 year warranty)

\*BUSINESS NAME:

**\*SERVICE ADDRESS:**

CITY:

STATE:

ZIP:

\*TELEPHONE:

FAX:

EMAIL:

\*BUSINESS HOURS:

\*SIGNATURE:

\*PRINT NAME AND POSITION:

*Model Number:	*Serial Number:	*Purchase Date :
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*Professionally Installed: Yes                      No	*By Whom:
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**\*Description of Issue:**


**BILLING ADDRESS (IF DIFFERENT FROM ABOVE)**    YES            NO

*ADDRESS:	*CITY:
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*STATE:	*ZIP CODE:
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(\* LINES MUST BE FILLED OUT)

**CREDIT CARD INFORMATION IS REQUIRED TO GUARANTEE DISPATCHING OF TECHNICIAN AND PAYMENT OF SERVICE PROVIDED NOT COVERED BY LIMITED WARRANTY.**

NAME ON CREDIT CARD:	CARD TYPE: MC    Visa    DS    AMEX
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CREDIT CARD BILLING ADDRESS:
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CARD NUMBER:	EXP DATE:	SECURITY CODE:
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SIGNATURE:	DATE:
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**\*Failure to pay for non-warranty service can result in the invalidation of your warranty\***

\*Failure to notify Valpro Commercial Refrigeration of service cancellation before service technician arrival will result in a \$50 travel charge.

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