

WARRANTY LABOR CLAIM GUIDELINES

Warranty service on all YOSHIMASA products may not be performed unless otherwise authorized by a YOSHIMASA representative and a Job Number has been assigned. Warranty service will not be authorized unless all of the below have been verified by a YOSHIMASA representative:

1. Warranty status of the unit has been verified.
2. The unit was purchased through an authorized dealer or distributor.
3. The person requesting the service must be the original purchaser of the unit.

INSTRUCTIONS FOR COMPLETING FORM:

1. Model and serial numbers of all equipment involved must be supplied.
2. All claims must be submitted directly to YOSHIMASA at:
YOSHIMASA USA, INC.
2730 Monterey St. #103
Torrance, CA 90503
3. A Copy of the "Bill of Sale" is required.
4. Must be submitted in legal form (print).
5. This form may be used as your original invoice.

WARRANTY SERVICE GUIDE

When submitting a bill for warranty service, the hours submitted must be within the guidelines listed below or authorization is required from YOSHIMASA. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. YOSHIMASA reserves the right to pay no more than the average commercial hourly rates within the Distributor territory or region of the country. To prevent delays in processing claims, a complete explanation of the diagnosis and the repair are required. YOSHIMASA realizes that diagnostic and repair times may vary depending on the problem and model.

MULTIPLE REPAIRS DURING SAME SERVICE CALL

To diagnose and repair or replace more than one item, use up to the highest allowable time for the single repair, then add 1/2 hour for each additional repair.

REFRIGERANT ALLOWANCES

- Use r-134a only and no alternative blends are approved without written permission.
- New or reclaimed refrigerant (meets ARI Standard 700.88 Lab test).
- The recovery and reuse of refrigerant is covered by the \$15.00 reclaim charge.
- Only the weigh-in charge for the unit will be reimbursed.

CUSTOMER RESPONSIBILITIES

1. To verify the product's installation date for warranty process.
2. To pay for normal operational maintenance, adjustments and cleaning.
3. To pay for repairs caused by modifications made without YOSHIMASA's written approval.
4. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
5. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the unit.

NO CONSEQUENTIAL DAMAGES

YOSHIMASA is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

YMSC Series Sushi Cases

YOSHIMASA authorizes the following maximum labor and travel amounts on a per incident basis for warranty services unless otherwise indicated.

1. YOSHIMASA will allow up to \$75.00 per hour for the work labor. Unless otherwise agreed different with service agent and a YOSHIMASA representative.
2. YOSHIMASA will pay either a truck charge or travel time, but not both.
3. YOSHIMASA will pay up to \$30 per service call, per occurrence when no service is required.
4. YOSHIMASA will pay up to \$85.00 when the repairing is not performed but for the basic evaluation. For units that need repair the service call charge should be waived in which the service call charge will be included into the job itself.
5. YOSHIMASA will pay up to \$8 per pound or \$0.50 per ounce for r-134a refrigerant.
6. YOSHIMASA will pay up to \$10 maximum for miscellaneous charges such as solder, flux, etc. These charges are only applicable when the unit is open for repairs.

Warranty Repairs Allowance

Item	Hourly Allowance	Job Description
Compressor Repair/Replacement	4Hrs	Diagnose, evacuate, change dryer, test flushing condenser coil, flushing evaporated coil, vacuum, leak hold test. Re-attach insulation form, recharge and test.
Condenser Coil Repair/Replacement	3 ½ Hrs	Diagnose, re-install fan unit, and evacuate, change dryer, flushing condenser coil, flushing evaporated coil, vacuum, leak hold test, recharge and test.
Expansion Valve or Capillary Tube Repair/Replacement	3 Hrs.	Diagnose, repair, and evacuate, change dryer, flushing condenser coil, flushing evaporated coil, vacuum, leak hold test, recharge and test.
Refrigerant Leak Repair	2 ½ Hrs.	Diagnose, locate refrigerant leak, repair, evacuate, change dryer, flushing condenser coil, flushing evaporated coil, vacuum, leak hold test, recharge and test. <i>*in the event that the leak is located, please provide a photocopy of the exact location the leak was found.</i>
Fan Motor Repair/Replacement	2 Hrs	Diagnose, repair or replace the part

Parts Provided

YOSHIMASA will provide all of the warranty parts needed for repair such as Expansion Valve, Capillary Tube, Condenser Coil, Condenser Fan Unit, and Compressor.

SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY DEPARTMENT WHILE DOING OR BEFORE DOING THE WARRANTY WORK FOR APPROVAL.

Note:

Since the repairing of the sushi case utilize almost 100% of same repairing procedures. YOSHIMASA will not pay mistake caused by mislead diagnosed by Tech. YOSHIMASA will only pay for one technician.

FYI: Video Clips for flushing condenser coil, flushing evaporated coil, replacing compressor, can be seen at www.YOSHIMASAUUSA.com Under Tech Support.

YOSHIMASA USA, INC. WARRANTY LABOR CLAIM



YOSHIMASA USA, INC.
A SUSHI DISPLAY CASE MANUFACTURER

2730 Monterey St. #103, Torrance, CA 90503, USA
Tel. 310-533-1111/800-789-9835 Fax. 310-533-1117/800-789-9836
www.YOSHIMASAUSA.com, info@YOSHIMASAUSA.com

JOB #: _____

MODEL	SERIAL #	IMPORTANT: Please place only one unit's SERIAL number per Warranty Service Claim Form.					
		DATE OF (Please PRINT each DATE clearly)					
		INSTALL	REGISTRATION	RUN FAILED	REQUEST CALL	REPAIRED	FORM FILLED

SERVICE VISIT SCHEDULE

DATE OF 1st VISIT	ARRIVAL TIME	DEPARTURE TIME	DATE OF 2nd VISIT	ARRIVAL TIME	DEPARTURE TIME

CONTACT INFORMATION

	CUSTOMER	SERVICE COMPANY & TECHNICIAN	DEALER/DISTRIBUTOR
NAME			
ADDRESS			
CITY, STATE, ZIP			
PHONE NO.			

PRE-SERVICE QUESTIONS & SERVICE GUIDELINE FOR TECHNICIAN

1. Is the customer the original purchaser of the unit? (Y/n)	if NO STOP ▶ YOSHIMASA warrants to the ORIGINAL purchaser only.
2. Is the unit registered for Warranty Service? (Y/n)	if NO STOP ▶ Failure to registration within (12) days of purchase will automatically void all warranties.
3. Does the customer use any power extension cords? (Y/N)	if YES STOP ▶ Please read USER'S MANUAL carefully and it may effect your Warranty Claims.
4. Does the unit share the power outlet socket with any other electric appliances? (y/N)	if YES STOP ▶ Sharing power socket may cause sever ecompressor damages.
5. Is the air inlet or outlet blocked? (y/N)	if YES STOP ▶ Damaged compressor due to blocking the air inlet or outlet it shall void all warranties. Please reade USER'S MANUAL carefully.
6. Are the condenser and the air filter of the unit clean? (Y/n)	if NO STOP ▶ YOSHIMASA strongly recommend clean every month or it may effect your Warranty Claims.
7. Is the unit at least 7' away from any heating equipment? (Y/n)	if NO STOP ▶ Please read USER'S MANUAL carefully and it may effect your Warranty Claims.
IMPORTANT: The technician shall follow the given guideline. Please call YOSHIMASA for further instructions. YOSHIMASA will take no responsibility for any unapproved services.	

REPORTED COMPLAINT:

Warranty Service performed (symptoms and/or summary of diagnosis is required. List hours and explanation for each repair made. Please provide photocopy of exact location of any leaks.)

SERVICE CHARGES

SERVICE DESCRIPTION	AMOUNT (US \$)	WARRANTY PARTS	old one RETURN	Q'TY	PRICE (US \$)	AMOUNT (US \$)	TOTAL AMOUNT
Total Hour _____ Labor Rate per Hour _____		Compressor	yes				
Refrigerant ounces used _____ x Price per ounce _____		Condenser	yes				
# of leaks _____ and provide photocopy of exact locations		Expansion Valve/Capillary Tube	yes				
Reclaim Fee (maximum \$25.00 allowed)		Condenser Air Fan	yes				
MISCELLANEOUS Material Fee (Maximum \$20.00 allowed) including soldering supplies, etc.							
TAX (if applicable) _____ (%)							
TOTAL							

Please give an exact description of each repair made and a detailed list of hours taken for it. SEE LABOR ALLOWANCE CHART FOR TIME ALLOWED OR CALL FOR ANY FURTHER INSTRUCTIONS AND APPROVALS if time is going to exceed hours allowed. ALL WARRANTY LABOR CLAIMS SHALL BE RECEIVED AT YOSHIMASA USA WITHIN (90) DAYS OF COMPLETION OF THE SERVICE WORK. If this form is not completed properly it may result in a possible loss of partial or all compensation. ONLY OEM PARTS WILL BE CERTIFIED UNLESS PRIOR AUTHORIZATION IS GIVEN if non-OEM parts are used without prior approval this may effect future Warranty Claims.

The Service Agency is liable for the same problems as this occurring hereafter for at least 3 months or more.
Signature required (or attach a copy of the ORIGINAL invoice of the Service Agency with the Technician's signature.)
Please note that a copy of this form shall be mailed out with all returned parts to YOSHIMASA USA, INC. 2730 Monterey t. #103, Torrance, CA 90503, USA.

CUSTOMER SIGNATURE: _____ SERVICE TECHNICIAN SIGNATURE: _____
DATE SIGNED: _____ DATE SIGNED: _____