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# Warranty Policy Bulletin

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**To: All Commercial Distributors and Ice-Care Dealers**

**Subject: Warranty Parts Disposition - Supercedes SP-1-2021**

Scotsman products occasionally require a replacement part while in warranty. Once replaced, those parts are the property of Scotsman, and Scotsman requires a few of those parts to be returned. This policy bulletin specifies which parts to return, how to return them and what to do with those not requiring a return.

**Warranty Parts Requiring Return:**

- Return selected compressors, see Compressor Section for details.
- Hold all other warranty parts for 45 days from the date the claim was paid. If Scotsman has not provided a return notification within 45 days of the date the claim is marked "PAID" in Service Bench, those parts should be scrapped.

**How to Return Warranty Parts - Except Compressors**

**Distributor:**

All non-ICE CARE Dealers must return all Warranty Parts to the Scotsman Distributor. Freight from the non-ICE CARE Dealer to the Scotsman Distributor is not eligible for Scotsman coverage.

The Scotsman Distributor may choose to manage Warranty Parts at their non-ICE CARE Service Dealer location. The Scotsman Distributor maintains responsibility for compliance with all terms and conditions of the Warranty Parts Disposition instructions. **Failure to return appropriate Warranty Parts may result in a debit to the Scotsman Distributor for up to the full amount of the Warranty Claim.**

Upon notification from Scotsman, return the requested parts to the address below.

Include a printed copy of the Service Bench warranty claim form. If parts are being returned from multiple claims, make sure each part is clearly identified with the claim it is associated with. Freight between Distributor, Service Dealer and / or End User is not eligible for warranty reimbursement.

Scotsman Ice System  
101 Corporate Woods Parkway  
Vernon Hills, IL 60061  
Attn: Warranty Parts Return

Add Freight (from you to Scotsman) to the Warranty Claim only when parts are requested for return.

## **ICE-CARE Dealer Instructions - does NOT APPLY to compressors**

An Ice-Care Dealer may have the option\* of "Direct Return" to Scotsman or continuing with the prior process of returning all warranty parts to the local Scotsman Distributor. Determine if you will ship all warranty parts to the local Scotsman Distributor (Option 2) or if you will hold those not requiring return and ship the required ones back to Scotsman directly (Option 1).

\*Some Scotsman Distributor's may request the return of all Warranty Parts to there location.

### **OPTION 1: Direct Returns (Recommended for most Ice-Care Dealers)**

Upon notification from Scotsman, return parts to the address below.

Include a printed copy of the Service Bench or Scotsman Ice-Care warranty claim form. If parts are being returned from multiple claims, make sure each part is clearly identified with the claim it is associated with. Freight between Distributor, Service Dealer and / or End User is not eligible for warranty reimbursement.

Scotsman Ice Systems  
101 Corporate Woods Parkway  
Vernon Hills, IL 60061  
Attn: Warranty Parts Return

Add Freight (from you to Vernon Hills) to the Warranty Claim when parts are requested for return.

For all parts not requiring return, package each claim separately and mark the package externally with a date and claim number for easy recognition.

Hold all non-return parts for a minimum of 45 days from date of claim "Paid" status and then scrap.

A Scotsman Distributor may occasionally request return of some Warranty Parts within the same terms as a Scotsman special request. Otherwise, all parts are returned to Scotsman per request or held at the ICE CARE Dealer location..

**Time Limits:** All parts designated for return must be received at Scotsman within 30 days of the request date. Failure to return the specified and / or special request part(s) may result in a debit for up to the full claim amount plus a processing fee and / or loss of internet warranty processing privileges.

**Ship To Location:** All requested Warranty Part (excludes compressors) returns must be shipped to the Scotsman Vernon Hills location, unless another location is provided as part of a special return request.

**Other Parts:** Return only specified and/or special request parts. Other parts involved in the Warranty Claim should be held as instructed above.

**Freight:** Freight will only be covered for parts that are specified in the bulletin of if the part has been requested by Scotsman.

Please contact the Scotsman Technical Assistance Line or Scotsman Regional Service Manager if you have any Return or Hold questions.

### **OPTION 2: Returns to Local Distributor:**

Return all in-warranty parts to the distributor. No return freight may be claimed on freight to the distributor. Include a copy of your Service Bench warranty claim form.

All parts must be received at the distributor within 15 days of the date of repair. Failure to return parts to the distributor within this time limit may result in a debit for up to the full claim amount plus a processing fee and / or loss of warranty processing privileges.

## **Compressor Section**

### **How to Return Warranty Compressors**

#### **Distributor:**

Manage Warranty Compressors at the service company location. There is no need to return compressors not on the return matrix (see lasted page).

The Scotsman Distributor maintains responsibility for compliance with all terms and conditions of the Warranty Parts Disposition instructions. Failure to return appropriate Warranty Parts may result in a debit to the Scotsman Distributor for up to the full amount of the Warranty Claim.

1. Look up the date code of the failed compressor using the chart on the last page.
2. Determine if the compressor is to be returned to Scotsman. If yes, go to the next step. If no, hold for 45 days after the claim has been paid, then scrap the compressor, but retain the compressors tag.
3. Include a printed copy of the Service Bench warranty claim form. If parts are being returned from multiple claims, make sure each part is clearly identified with the claim it is associated with. Freight between Distributor, Service Dealer and / or End User is not eligible for warranty reimbursement.

Scotsman Ice System

Hwy 321 South

Fairfax, SC 29827

Attn: Warranty Parts Return

4. Add Freight (from you to Scotsman) to the Warranty Claim only when parts are requested for return.

#### **Distributor Compressor Shipping Recommendations:**

I. From the continental U.S.

A. Hold compressors until either 2 weeks have expired or 5 compressors are ready to be returned. After two weeks, ship all eligible compressors. After 5 eligible compressors have accumulated, ship that batch. Ship other required parts as they come in, but no less than every two weeks.

B. Be sure compressor ports are sealed.

C. Be sure that each compressor is tagged with a copy of the warranty claim or a parts tag.

D. The replacement compressor was shipped with a blank label to be filled out by the service technician. Check that it is in place on the side of the compressor.

E1. Ship a skid of compressors via truck.

E2. Ship individual compressors via UPS. Ship to:

Scotsman Ice Systems / Fairfax

Hwy 321 South

Fairfax, SC 29827

Attn: Warranty Parts Return

F. Claim the return freight cost on the warranty claim of the most recent compressor. Use part number:

14-0355-01 (qty 1). Attach a copy of the freight bill to the claim form.

II. From Canada, Alaska or Hawaii:

If the most economical freight cost (per compressor) is less than \$80.00 (US), ship the compressors as above.

If the most economical freight cost (per compressor) is greater than \$80.00 (US), scrap the compressors and return the nameplates.

**Ice-Care Shipping Recommendations:**

Return eligible (on current matrix) compressors to Scotsman or the Scotsman distributor weekly. Hold others for 45 days from payment and then scrap.

**Distributor Compressor Warranty Credit:**

Warranty credit will continue to be issued upon processing of the compressor warranty claim. However, if a compressor is determined to be eligible for return and is not received by Scotsman within 30 days of processing of the claim form, the credit for the compressor and any related parts and labor will be canceled by a matching debit.

NOTE: Copeland is charging a fee when they receive any return compressors outside the specified date codes. Please refer to the Warranty Parts Disposition Bulletin and return only required compressors. All Copeland fees for inappropriate compressor returns may be charged back to the claim submitter.

**Mandatory on all Warranty Claims:**

Scotsman **requires** that the serial number of the failed compressor to be listed on the warranty claim for the compressor. In some cases only part of the serial number is being supplied. It is now **MANDATORY** that **ALL** of the serial number, including the date code, be listed on the service bench claim.

## Date Codes

Note: Date codes may be part of the compressor's serial number or separate, but they are on always the compressor or compressor tag.

An example of a Copeland serial number with date code is: 12A-29300H. In this case 12A is the date code. An example of a Tecumseh date code is J2600 serial number 200002. Here J2600 is the date code: J (September) is the month, 26 the day, and 00 (2000) is the year. Only the month and year are needed to determine eligibility.

Factory Exchange Note: The serial numbers of replacement compressors (serial number required for warranty for all but consumer products, CU0515 and MDT2) are on the carton, not on the invoice or packing slip.

### Copeland



Location of Copeland Date Code within the Serial Number

### Tecumseh



Location of Tecumseh Serial Number

Location of Tecumseh Date Code



Location of Tecumseh Serial Number

Location of Tecumseh Date Code



Location of Tecumseh Serial Number

Location of Tecumseh Date Code

**Bristol**



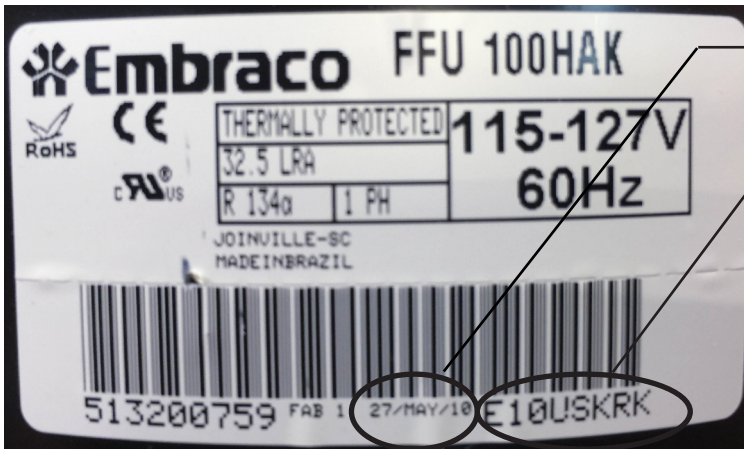
Location of Bristol Date Code within the Serial Number

**Reciprocating Compressors Serial Number System**  
**108 02 2 00235**

Julian Date of Manufacture: 108 = April 18th  
 Year Manufactured 02 = 2002

Mfg. Location: 0 or 2 = Bristol  
 Sequence # of Units Built During Week

**Embraco**



Location of Embraco Date Code

Location of Embraco Serial Number

**Do not return Embraco compressors that are "Made in Slovakia"**

**Danfoss**



Location of Danfoss Date Code

Location of Danfoss Serial Number

All Danfoss compressors that fail in warranty must be returned for credit.

Danfoss Date Code: Line two of the numbers stamped on the side. Date Code Example: 242A14W  
 Include with serial number on the claim form. On the claim form serial number line, list the date code first, then the serial number.

## How To Select Warranty Compressors for Return:

1. Return all Danfoss in-warranty compressors.
2. All field exchange: Only Copeland compressors are eligible for field exchange. Return the defective compressor to the local Copeland Distributor who provided the replacement compressor.
3. All factory exchange: Identify the defective compressor's brand and its date code.
4. Locate claim date in (Box 1) and follow it across to the compressor date code being claimed.
5. If the date code of the claimed compressor is in the shaded area, return the compressor to Scotsman (Fairfax). Shipping recommendations are on page 4. If the date code is not in the shaded area, go to step 6.
6. Hold all non-return compressors for a minimum of 45 days from the date of claim "paid" status, and then \*field scrap.
7. Do not return Embraco compressors "**Made in Slovakia**"

**\*Recommendation: Remove compressor serial number tag and add it to your records before field scrapping.**

Year	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021		
Copeland Month Code	A	B	C	D	E	F	G	H	I	J	K	L	A	B	C	D	E	F	G	H	I	J	K	L		
Tecumseh Month Code	A	B	C	D	E	F	G	H	J	K	L	M	A	B	C	D	E	F	G	H	J	K	L	M		
Bristol Day Numbers	1-31	32-59	60-90	91-120	121-151	152-181	182-212	213-243	244-273	274-304	305-334	335-365	1-31	32-59	60-90	91-120	121-151	152-181	182-212	213-243	244-273	274-304	305-334	335-365		
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
<b>(Box 1) Month and Year of Claim</b>	September 2021																									
	October 2021																									
	November 2021																									
	December 2021																									
	January 2022																									
	February 2022																									
	March 2022																									
	April 2022																									
	May 2022																									
	June 2022																									
	July 2022																									
	August 2022																									
September 2022																										

Return all 2002 Compressors

Hold for 45 days

Return the compressor to Scotsman (Fairfax)