



## American Panel Warranty Service Guidelines

### Support & Service

#### Warranty at a Glance

90-days labor (standard on all walk-ins)  
1-year parts  
1-year labor (optional to end-user)  
3-year blast chiller labor and parts  
5-year compressor (walk-in and blast chiller)  
10-year panel

#### Billing Information

**American Panel**  
5800 SE 78<sup>th</sup> Street  
Ocala, FL 34472  
Toll Free: +1 800-327-3015  
Ph: +1 352-245-7055  
[service@americanpanel.com](mailto:service@americanpanel.com)

#### Technical Support

When calling technical support, please ensure to have the serial number of the walk-in available.

**Email:** [service@americanpanel.com](mailto:service@americanpanel.com)

**Phone:** +1 352-245-7055

#### Refrigeration Technical Support

For technical assistance regarding refrigeration components, please contact the OEM directly for best assistance:

Manufacturer	Phone	Email
Heatcraft	+1 800-321-1881 opt 2	<a href="mailto:sesweb@heatcrafttrpd.com">sesweb@heatcrafttrpd.com</a>
Russell	+1 800-288-9488 opt 7	<a href="mailto:Tech.support@htpg.com">Tech.support@htpg.com</a>
Copeland	+1 770-425-2724	<a href="mailto:Coldchain.technicalservices@emerson.com">Coldchain.technicalservices@emerson.com</a>
Emerson	+1 888-367-9950	

#### Freight Claims

- Do NOT refuse walk-in shipments.
- Take overview pictures detailing all angles before uncrating and after.
- Document visible damage on the delivery receipt.
- Mark the delivery receipt as “damaged” and have the driver sign it.
- Do NOT note the number of damaged panels or specifics on the delivery receipt as there could be concealed damage.
- Contact your American Panel representative immediately.
- All claims must be sent to [traffic@americanpanel.com](mailto:traffic@americanpanel.com)



## American Panel Warranty Service Guidelines

### Incorrect Part Shipments

#### Walk-in Refrigeration Systems

- Before unpacking, please verify Model of the equipment and confirm it matches the order acknowledgement
- Save all packaging until unit has been installed, started-up, and is fully operational
- Contact your American Panel representative immediately regarding any discrepancies or concerns

#### Walk-in Components & Windows

- Before unpacking, please verify model of the equipment and confirm it matches the order acknowledgement
- Save all packaging until unit has been installed, started-up, and is fully operational
- Contact your American Panel representative immediately regarding any discrepancies or concerns

### Claim Requirements

- Claims must include the serial number of the box or blast chiller from the serial tag. This information is located on the black and silver data tag inside the walk-in on the frame of the door or the white data tag on the blast chiller.
- W9 when applicable
- Itemized invoice including parts and labor hour breakdown.
- Detailed work order for services performed.
- Compressor claims must include a picture of the data tags for the failed compressor and the new compressor.
- All claims for parts must include a copy of the wholesale parts receipt for parts more than \$20.

### Requesting Walk-in Service & Repair Under Warranty

**Authorized service for American Panel walk-ins is extended to licensed or certified refrigeration companies, ensuring professional expertise in maintenance and repairs.**

Refrigeration companies who service American Panel walk- under the warranty period must submit all proper recorded documentation including: walk-in serial number stamped on door data tag, condensing unit model and serial number, evaporator model and serial number, part number, wholesale receipts for parts used, photos and complete description of diagnostics and work performed.

American Panel will cover reasonable labor charges within the Warranty Service Guidelines.



## American Panel Warranty Service Guidelines

### Walk-in Refrigeration Parts

**American Panel does not stock walk-in refrigeration parts.** Walk-in refrigeration parts can be sourced from a local wholesale distributor. If parts are less than a year old, parts should be under warranty and are eligible for an over-the-counter exchange utilizing the equipment model and serial number. All other parts for walk-ins are available for purchase from American Panel or a local wholesale distributor.

American Panel can reimburse common refrigeration parts available at local wholesale distributors, at the supplier's cost, with a copy of the wholesale receipt.

### Compressor Replacements on Walk-ins

**American Panel does not stock compressors for walk-ins.**

American Panel must be contacted to authorize all compressor replacements during the parts and labor warranty period.

During the first year, compressors can be procured through an over-the-counter exchange at a local wholesale distributor. The faulty compressor **MUST** be returned to the local wholesale distributor to be tagged and sent for inspection by the OEM.

American Panel will cover reasonable labor charges within the Warranty Service Guidelines for the replacement of the compressor within the first year.

After the first year, American Panel must be contacted to authorize any compressor replacements during the 5-year limited warranty period. American Panel will only reimburse for the cost of the compressor (no other components or labor) available at a local wholesale distributor with wholesale receipt of the compressor provided from the installer.



## American Panel Warranty Service Guidelines

### Walk-In Parts

For a list or to order walk-in parts under warranty please contact us at: [service@americanpanel.com](mailto:service@americanpanel.com).

### General Guidelines

- It is a recommended practice to inform the end-user that issues related to a non-warranty cause, such as a dirty condenser coil, customer misuse/abuse, improper power supply, improper installation, plumbing, etc. are not covered under the American Panel warranty. The customer will be responsible for the diagnosis labor and any repair labor and parts, upon their approval to perform the repair. Please ensure to inform American Panel of the findings at [service@americanpanel.com](mailto:service@americanpanel.com)
- If repair times exceed the labor allowance guidelines noted below, please contact American Panel service department for approval. If a refrigeration emergency occurs outside of normal business hours or on non-business days, please clearly state a description of the time used in your bill and contact American Panel service department.
- Diagnostics and testing are included in the labor allowance.
- If time was needed for thawing or de-icing an evaporator coil, this time must be specified in the bill.
- If repairing multiple service issues, bill up to the highest allowable rate plus 1 hour for each additional part change.
- Before servicing refrigeration, please confirm the refrigerant type used is the one specified in the original purchase documents and equipment data tags. Contact American Panel if this information is not available to you.
- Warranted work is approved for one technician only.

### Travel Time

- Travel time is to be billed as a separate line item.
- Travel is not to exceed two hours round trip unless pre-approved by American Panel.
- Travel time is based on distance from company location to service location.
- We pay hourly time for travel. We do not pay mileage, truck, or travel charges.



## American Panel Warranty Service Guidelines

### Walk-in Warranty Exclusions

- Refrigerant leaks occurring at threaded mechanical joints. Mechanical joints are defined as: pipe threads, flare, and rotolock.
- Repair to issues related to the installation including inadequate clearances, inadequate refrigeration pipe sizing and layout, and leaks in field installed refrigeration lines.
- Expansion valve adjustments (superheat/expansion valve adjustments).
- Repairs to products not installed and/or provided by the factory.
- Resetting time clocks, pressure devices, or circuit breakers.
- Under amp fuses.
- Defrost component and/or schedule adjustments.
- Pressure control, room thermostat setpoint or controller board adjustments.
- Field wiring.
- Additional components or controls (unless authorized by factory).
- Coil cleaning.
- Service on compressor components or oil level adjustments.
- Refrigerant top off charge.
- Truck charges.
- Labor overtime rates unless approved by American Panel.
- Taxes in all states other than AL, CT, CO.
- More than one call for the same issue (specific parts replacement evaluated by each occurrence).
- More than one technician to service equipment.
- Cleanup of "iced" equipment or coils due to improper application settings or control problems.
- Purchase or rental of service tools or equipment.
- Field conditions that cause issues or failure.
- Force majeure - events beyond human control, such as natural disasters or other unavoidable accidents.



## American Panel Warranty Service Guidelines

### Non-Mechanical Refrigeration Walk-in Repairs

Labor for services listed below are allowed up to 90-days after the date of initial start-up, but no more than 120-days from the date of original shipment.

<b>Labor Service</b>	<b>Allowed hours</b>
Ballast/LED/Light replacement	1.5
Digital thermometer display replacement	1.5
Door cartridge spring replacement	2
Door closer replacement	1
Door DTP replacement/re-attach	3
Door hinge replacement (up to 3 hinges)	3
Door heater wire replacement	2
Door locks replacement	1.5
Door light switch (rocker) replacement	1
Door plug replacement	4
Door threshold replacement	1
Door gasket replacement	1
Panel/Door panel replacements	<b>Contact APC</b>
PRV – Pressure relief vent replacement	2
Peep window (heated) replacement	2.5
Wiring problems	2



## American Panel Warranty Service Guidelines

### Mechanical Refrigeration Repairs on Walk-ins

Labor for services listed below are allowed up to one (1) year, but no more than one (1) year and three (3) months from the date of original shipment when an optional extended warranty is purchased.

#### **Condensing Units Labor Allowance – Diagnosis and testing included.**

Labor Service	Allowed Hours
Capacitor/Starting Components	2
Compressor Replacement/Condensing Unit Replacement	
Up to 3 HP	5
3.5 to 6 HP	6
6.5 to 40 HP	7.5
Condenser Coil Replacement	4
Contactora Replacement (first contactora)	1.5
Contactora Replacement (additional contactoras)	0.5
Crank Case Heater Replacement	1
Defrost Time Clock Replacement	2
Drain Line Heater Replacement	2
Dual Pressure Control Replacement (High or Low pressure control)	2
Fan Motor Replacement (First motor only)	2
Fan motor (additional motors)	1
Filter Drier Replacement	2
Head pressure control replacement	3
Liquid/suction Service (king) Valve Replacement	3
Liquid Injection (DTC) Valve	3
Locate & Repair refrigerant leaks (no gas & go)/ one-time ONLY	
Up to 3 HP	2
3.5 to 6 HP	2.5
6.5 to 40 HP	3.5
Oil Failure Control Replacement	2
Oil Separator Replacement	3.5
Receiver Replacement	3.5
Site Glass Replacement	2
Wiring Problems	1.5

**Note:** The labor allowance for the refrigeration components such as (compressor, receiver, ...) includes filter drier replacement time.



## American Panel Warranty Service Guidelines

### Evaporator Units Labor Allowance – Diagnosis and testing included.

Labor Service	Allowed Hours
Coil de-icing (due to component failure)	2
Defrost heater replacement	2
Defrost safety switch replacement	1.5
Distributor replacement	2.5
Drain pan replacement	1.5
Electric Evaporator Controller Board troubleshooting/replacement	2
Expansion valve replacement (if factory mounted)	3
Evaporator coil replacement	4
Fan Delay and/or Defrost termination switch replacement	1.5
Fan guard replacement	1.5
Fan motor, motor mount, and/or fan blade replacement (first motor)	2
Fan motor, motor mount and/or fan blade replacement (additional motors)	1
Locate & Repair refrigerant leaks	
Up to 5,000 BTU	2
5,001 to 22,000 BTU	2.5
22,001 to 90,000 BTU	3.5
Over 90,000 BTU	4
Terminal block replacement	1.5
Thermostat replacement	1.5
Solenoid Coil Replacement	1.5
Solenoid Valve Replacement	2.5
Suction Accumulator Replacement	3.5
Wiring problems	2

### Refrigerant Allowances, Consumables, and Warranty Parts

- Parts under warranty are paid at wholesale cost with accompanying parts receipt.
- Consumables collectively will not be reimbursed in excess of \$135.00.
- Refrigerant charge costs will not exceed wholesale costs per lb. of refrigerant.

Consumable	Max Allowance
Recovery	\$35.00
Vacuum/Torch/Nitrogen	\$100 <i>Max combined allowance</i>
Vacuum	\$35.00
Torch Charge	\$35.00
Nitrogen	\$20.00



## American Panel Warranty Service Guidelines

### Additional Walk-in Refrigeration Parts Warranties

Certain refrigeration systems may have additional parts warranties available. These warranties are for parts reimbursement only. Please make sure to contact American Panel to verify coverage of these parts for the system being worked on prior to submitting a claim to American Panel. The following parts may have extended warranties:

#### Heatcraft

- **Air cooled condensers** - 2 years from date of installation or thirty (30) months from date of production (whichever comes first)
- **EC condenser fan motors** – 3 years from date of installation or forty-two (42) months from date of production (whichever comes first)
- **Unit cooler EC fan motors** – 2 years from date of installation or thirty (30) months from date of production (whichever comes first)
- **Beacon II Control Systems** - 3 years from date of installation or forty-two (42) months from date of production (whichever comes first)
- **Quick Response Controller** - 3 years from date of installation or forty-two (42) months from date of production (whichever comes first)
- **IntelliGen Controller** - 3 years from date of installation or forty-two (42) months from date of production (whichever comes first)
- **Pro3 packaged refrigeration system** - 2 years from date of installation or thirty (30) months from date of production (whichever comes first)
- **Hypercore microchannel coil** - 2 years from date of installation or thirty (30) months from date of production (whichever comes first)
- **Smart defrost kit** - 2 years from date of installation or thirty (30) months from date of production (whichever comes first)
- **LG scroll compressors** - 2 years from date of installation or thirty (30) months from date of production (whichever comes first)
- **Magna industrial refrigeration** - 2 years from date of installation or thirty (30) months from date of production (whichever comes first)



## American Panel Warranty Service Guidelines

### Blast Chiller Warranty Service Guidelines

#### General Guidelines

- Warranty status must be verified prior to performing warranty service on blast chillers.
- It is a recommended practice to inform the end-user that issues related to a non-warranty cause, such as a dirty condenser coil, customer misuse/abuse, improper power supply, improper installation, plumbing, etc. are not covered under the American Panel warranty. The customer will be responsible for the diagnosis labor and any repair labor and parts, upon their approval to perform the repair. Please ensure to inform American Panel of the findings at [service@americanpanel.com](mailto:service@americanpanel.com)
- Diagnostics and testing are included in the labor allowance.
- If repair times exceed the labor allowance guidelines noted below, please contact American Panel service department for approval. If a refrigeration emergency occurs outside of normal business hours or on non-business days, please clearly state a description of the time used in your bill and contact American Panel service department.
- The blast chiller warranty does not cover expedited shipping charges for parts. If the end-user requires expedited shipping, they will be responsible for the cost difference.
- Confirm that the provided electrical power is as specified on the safety label of the unit.
- If repairing multiple service issues, bill up to the highest allowable rate plus 1 hour for each additional part charge.
- Before servicing refrigeration, please confirm the refrigerant type used is the one specified on the equipment data tag. Contact American Panel if this information is not available to you.
- Visually check for any obvious installation errors such as installation near heat or grease source and lack of reasonable clearances (front, sides, and back). Consult **Installation & User's Manual** if necessary.
- Warranted work is approved for one technician only.

#### Travel Time

- Travel time is to be billed as a separate line item.
- Travel is not to exceed two hours round trip unless pre-approved by American Panel.
- Travel time is based on distance from company location to service location.
- We pay hourly time for travel. We do not pay mileage, truck, or travel charges.



## American Panel Warranty Service Guidelines

### Warranty Labor Allowance

Labor for services listed below are allowed up to one (3) year, but no more than one (3) years and three (3) months from the date of original shipment.

### Diagnosis and testing included.

Labor Service	Allowed hours
Adjustable Leg	1
Air Probe	1.5
Capacitor	1
Casters	1
Coil de-icing (due to manual defrost or component failure)	1
Compressor Replacement/Condensing Unit Replacement	
Up to 3 HP	5
3.5 to 6 HP	6
6.5 to 40 HP	7.5
Control Transformer	1.5
Defrost Heaters	1
Door	2
Door Gasket	1
Door Handle	1
Door Heater Cover	1
Door Heater Wire	1
Door Lock (Roll-In Units)	1.5
Drain Fitting	1
Electronic Controller	1
Electronic Modules	1
Evaporator	6
Evaporator Fan	1
Expansion Valve / Orifice	3
Filter Drier	2
Fuse	1
Hinge (Roll-In Units)	1
Hinge Lower (Reach-In Units)	1.5
Hinge Upper (Reach-In Units)	1
Locate and Repair Refrigerant Leaks	
Self-contained unit	2
Remote system	3
Ozone Generator	1
Power Source Ozone	1
Pressure Switch / Fan Cycle Ctrl	1
Probe Connector (Roll-In Units)	1
Receiver	3



## American Panel Warranty Service Guidelines

Receiver Fusible Plug	3
Receiver King Valve	3
Sight Glass	2
Solenoid Coil	1
Solenoid Valve	3
Switch Proximity Evaporator Door	1.5
Switch Proximity Main Door	1
Touchscreen Controller	1
USB / Wi-Fi Modules	1
Wire Harness Display	1
Wire Harness Probes (Reach-In Units)	1

**Note:** The labor allowance for the refrigeration components such as (compressor, receiver, ...) includes filter drier replacement time.

### Blast Chiller Warranty Exclusions

- Food temperature probe replacement.
- Food / air temperature probe calibration check.
- Adjustments to the electronic control.
- Coil de-icing (unless due to manual defrost cycle not functional or component failure).
- Repair to issues related to the installation including inadequate clearances, inadequate refrigeration pipe sizing and layout, and leaks in field installed refrigeration lines.
- Issues related to inadequate electrical power supply.
- Adjustments to the pressure switches on remote refrigeration.
- Cleaning the condenser and evaporator coil.
- Door gasket replacement (unless deemed to be factory defect).
- Any aesthetic components.
- Software updates.

### Warranty Parts and Materials

- The replacement parts must be provided by American Panel.
- A third-party part can only be used if the part matches the specifications of the original part **and** American Panel approves its use.
- American Panel will reimburse pre-approved locally sourced parts at the suppliers cost with a copy of the wholesale receipt when applicable.

### Refrigerant Allowance

- Maximum 7 lbs. for self-contained blast chillers.
- Maximum 50 lbs. for remote refrigeration units – except when the refrigerant leak occurs in field installed piping and third party provided refrigeration components.