



## **Warranty Service Request Form**

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

I wish to authorize **USR Brands** 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 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 in full. **(Maintenance, adjustments, and installation problems are not warranty issues)** In the event I choose not to allow the service company to complete the estimated 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.usrbrands.com](http://www.usrbrands.com) for full warranty information):

- ❖ Adjustments (example: thermostat settings, ice cube size adjustment)
- ❖ Damage not noted on the freight carrier paperwork upon delivery
- ❖ Dirty Condenser and/or Evaporator coils
- ❖ Incoming water pressure too high or too low
- ❖ Clogged water filters, air filters, strainer, or inlet valve
- ❖ Weather induced problems outside of Equipment
- ❖ Ambient temperature too hot or too cold around equipment
- ❖ Overtime (unless approved by manufacturer), Regular hours are Monday- Friday 8:00am-5:00pm
- ❖ Labor charges denied or not authorized by manufacturer
- ❖ Installation Issues



\*BUSINESS NAME: \_\_\_\_\_

\*SERVICE ADDRESS:

\_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

\*TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_ EMAIL: \_\_\_\_\_

\*BUSINESS HOURS: \_\_\_\_\_ \*SIGNATURE: \_\_\_\_\_

\*PRINT NAME AND POSITION: \_\_\_\_\_

\*Model Number: \_\_\_\_\_ \*Serial Number: \_\_\_\_\_ \*Date Purchased? \_\_\_\_\_

\*Professionally Installed? \_\_\_\_\_ \*By Whom? \_\_\_\_\_

\*Description of Issue:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**BILLING ADDRESS (IF DIFFERENT FROM ABOVE)**

\*ADDRESS: \_\_\_\_\_ \*CITY: \_\_\_\_\_

\*STATE: \_\_\_\_\_ \*ZIP CODE: \_\_\_\_\_ \*SIGNATURE: \_\_\_\_\_

(\* LINES MUST BE FILLED OUT)

**CREDIT CARD INFORMATION IS REQUIRED TO GUARANTEE DISPATCHING OF TECHNICIAN AND PAYMENT.**

NAME ON CREDIT CARD \_\_\_\_\_

CREDIT CARD BILLING ADDRESS: \_\_\_\_\_

CARD TYPE: \_\_\_\_\_

CARD NUMBER: \_\_\_\_\_ EXP DATE: \_\_\_\_\_

SECURITY CODE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**\*Failure to pay for non-warranty service can result in the invalidation of your warranty\***

**\*Failure to notify USR Brands service cancellation before service technician arrival will result in a \$50 travel charge.**

**\*This form must be signed and returned to: [service@usrbrands.com](mailto:service@usrbrands.com) (EMAIL) or 800-764-1172 (PHONE)**