



## LABOR WARRANTY

**This warranty applies only when optional labor warranty is purchased with the unit from FBD and IS NOT the standard warranty offered by FBD.**

1. The Labor Warranty is subject to the terms and conditions of the Parts and Equipment Limited Warranty.
2. Reimbursement is made for labor to correct any defect in material/parts only as set forth in the Parts and Equipment Limited Warranty and only within the labor allowances.
3. Maximum travel allowance is 1 hour.
4. Adjustments after start-up are not included. Operating adjustments should be made at the time of start-up.
5. A Warranty Claim Form (see appendix B) must be completed along with a copy of the service invoice for repair work actually done. Terminology and codes used when describing the repair must match Labor Time Allowances Chart located on the back of the Warranty Claim Form.
6. In order to submit a labor claim an RGA# must be issued by FBD for the part replacement and the defective part must be returned to FBD pursuant to the terms of the Parts and Equipment Limited Warranty.
7. All original claims for reimbursement must be submitted to the Warranty Department within 60 days from the date the problem occurred in order to be eligible for reimbursement. ANY CLAIMS OVER 60 DAYS WILL BE DISALLOWED.
8. Labor rates are established on the Labor Time Allowance Chart (see appendix C). After CSR training, the approved service agent is to charge the factory no more than \$90/hour, and should not exceed the hours established per the Labor Time Allowance Chart. ONLY THE MAXIMUM AMOUNT OF TIME SET FORTH IN THE LABOR TIME ALLOWANCE CHART WILL BE REIMBURSED. This labor allowance includes diagnosis time and repair in the same trip.

**Additional time for repair due to unusual or hard-to-access locations will not be paid as FBD has no control over installation location.**

1. When replacing more than one component from the same section, the additional component(s) are to be billed at ½ the listed allowable charge on the Labor Time Allowance Chart.
2. Any repair not listed on the Labor Time Allowance Chart must be completely described on the Labor Warranty Claim Form. Time allowed for these repairs will be at the discretion of the Customer Support/Warranty Department. All decisions are final. Requests for special authorization must be completed in advance.
3. Any change in this procedure will be indicated in a Service Bulletin.

**(Appendix A)**

**FBD WARRANTY POLICY PARTS REQUIRED FOR RETURN UNDER WARRANTY**

- Compressor
- Solution Modules
- Cold Pack
- CO2 Modules
- Refrigeration Hot Gas Bypass Valves
- Solenoids
- Refrigeration Expansion Valves
- Condenser Fan
- Condenser
- Condenser Capacitor
- Compressor Start Capacitor
- Compressor Run Capacitor
- Contactor
- Upper Header
- Process Header
- Lower Header
- Main Controller PCB
- Lower Power Supply PCB
- Relay PCB
- Pressure Transducer
- Temperature Sensor
- Beater Motor
- Water Pump
- Keypad Assembly
- Faceplate
- Dispensing Valve
- Secondary Regulator
- Transformer
- Expansion Tank
- Water Regulator

**Failed spare parts which carry a 90-day part warranty MUST BE RETURNED.**

**D.O.A. parts MUST BE RETURNED.**

**At the discretion of the FBD Service/Warranty Department parts not on this list may be requested to be returned.**

**Parts returned without RGA identification will be refused and returned to sender.**

Questions? Call the Customer Support/Warranty Department at 1-866-323-2777.

(Appendix B)

**Warranty Claim Form Instructions**

<b>Title of Entry</b>	<b>Description of Entries</b>
1. Date:	The date the claim form is being completed.
2. Service Company Information:	The name, branch # (if applicable), phone number and service agent.
3. Customer Information:	The name of the customer / end user, store # (if applicable), address and phone number.
4. Machine Information:	The unit model, serial number and date of installation.
5. Problem Reported:	Date problem occurred and detailed description of problem or symptoms which were found in the unit.
6. Service Performed:	Give specific description of each problem and corrective service performed.
7. RGA#:	Number given by FBD Warranty Department for warranty part replacement and to return defective parts. RGA# must be issued by FBD for the part replacement, return of the defective part, and to file a labor warranty claim.
8. Labor Code:	Enter labor code number listed for the part replaced from Labor Time Allowance Chart located on the back of the Warranty Claim Form.
9. Part Number/Description:	Correct FBD part number, description and labor hours to replace components must be filled in. Refer to the FBD Labor Time Allowance Chart.
10. Time Chart:	Enter date and time of service call. Enter date and the time in and out of service performance.
11. Labor Hours:	Enter the total hours required to repair the unit multiplied by your hourly rate to arrive at the total labor charges requested.
12. Max. Travel Time:	Multiply maximum of one (1) hour by your hourly rate, not to exceed \$90.
13. Total Invoice Amount:	Sum of lines 11 and 12.
14. Service Invoice Number:	Enter the service invoice number.
15. Technician's Signature/Date:	Must be on Warranty Claim.
16. Print Technician's Name	Print legibly. Must be on Warranty Claim Form.

This Warranty Claim Form must be filled out completely and submitted to the FBD Warranty Department along with a copy of the service invoice for repair work actually done within 30 days from the date the problem occurred to be eligible for reimbursement.

**Email claim form and service invoice to: [Warranty@fbdfrozen.com](mailto:Warranty@fbdfrozen.com)  
FBD 8161 Interchange Parkway Suite 115  
P.O. Box 18597  
San Antonio, TX 78218**

# Warranty Claim Form

<b>Date:</b> _____	<b>Customer Information</b>															
<b>Service Company Information:</b> Service Company _____ Branch # _____ Phone # _____ Agent _____	Store Name _____ Store # _____ Address _____ City _____ State _____ Zip _____															
<b>Machine Information</b> Date _____ Model # _____ Serial# _____ Date Installed _____	<b>Problem Reported/Machine Symptoms</b> Date Problem Occurred _____ _____ _____ _____ _____															
<b>Service Performed: Give specific description of each problem</b> _____ _____ _____																
<b>ALL PARTS REPLACED IN WARRANTY REPAIR MUST BE RETURNED TO FBD.                  RETURN GOODS AUTHORIZATION (RGA) REQUIRED,                  CONTACT FBD CUSTOMER SUPPORT/WARRANTY DEPARTMENT TOLL FREE 1-866-323-2777/ WARRANTY@FBD FROZEN.COM.</b>																
<b>Defective Parts Replaced-                  Call Record/ RGA# Issued by FBD</b> (Must be provided even if no parts replaced)																
Labor Code _____ Part# _____ Description _____ Labor Hours _____ Labor Code _____ Part# _____ Description _____ Labor Hours _____ Labor Code _____ Part# _____ Description _____ Labor Hours _____ Labor Code _____ Part# _____ Description _____ Labor Hours _____																
<b>THIS SECTION TO BE COMPLETED ONLY WHEN LABOR CLAIM IS BEING MADE UNDER WARRANTY.                  APPLIES ONLY WHEN OPTIONAL LABOR WARRANTY IS PURCHASED FROM FBD                  STANDARD FBD WARRANTY IS PARTS ONLY.                  CONTACT FBD WARRANTY DEPARTMENT TOLL FREE 1-866-323-2777 FOR WARRANTY VERIFICATION</b>																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">DATE</th> <th colspan="2">TIME OF CALL</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <th>DATE</th> <th>TIME IN</th> <th>TIME OUT</th> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	DATE	TIME OF CALL					DATE	TIME IN	TIME OUT							Total labor hours _____ x hourly labor rate = _____  Max allowance for travel time - 1 hr x hourly rate = _____ Total Labor Warranty Claim _____  <b>INVOICE#</b> _____
DATE	TIME OF CALL															
DATE	TIME IN	TIME OUT														

Technician's Signature \_\_\_\_\_  
 Print Name \_\_\_\_\_

(Appendix C)

**Labor Time Allowance Chart**

LABOR CODE	MODEL	REPLACEMENT PART	REPLACEMENT PROCEDURE	REPLACEMENT TIME (HOURS)
W-01.1	77X 37X	Pressure Transducer, Water or Syrup	Turn barrel off. Remove drip tray, splash plate, and cover. Unplug wiring from solution module. Turn off water and syrup valves at mounting block. Remove bayonet and then solution module. Disconnect CO <sub>2</sub> line from module. Replace pressure transducer. Reinstall CO <sub>2</sub> line and then solution module. Replace bayonet and then turn on water and syrup valves. Restart barrel.	.5
W-01.2	77X 37X	Pressure Transducer, CO <sub>2</sub>	Turn unit off. Turn CO <sub>2</sub> supply off. Remove drip tray, splash plate and cover. Replace pressure transducer. Restore CO <sub>2</sub> supply and restart unit.	.5
W-01.3	77X 37X	Pressure Transducer, Tank	Turn barrel off and defrost. Depressurize barrel. Momentarily activate CO <sub>2</sub> solenoid to clear product line of liquid. Depressurize barrel again. Remove drip tray, splash plate and cover. Replace transducer. Restore CO <sub>2</sub> supply, refill and restart barrel.	1.0
W-02	77X 37X	Water Pump	Remove side panel (drip tray and front cover for 77X). Turn off water and depressurize lines. Remove and replace water pump. Turn on water supply. Check for leaks. Reinstall panels.	1.0
W-03	77X 37X	Gear Motor Assembly	Defrost barrel. Remove panels. Drain and depressurize barrel. Remove faceplate, beater assembly, and seal. Remove and replace gear motor. Install new seal. Reinstall beater assembly and faceplate. Refill and start up barrel.	1.0
W-04	77X 37X	Rear Seal	Defrost, drain, and depressurize barrel. Remove faceplate, beater assembly and seal. Remove and replace seal. Reinstall beater assembly and faceplate. Refill and start up barrel.	1.0
W-05	77X 37X	Expansion Tank	Defrost, drain, and depressurize barrel and lines. Remove panels and replace expansion tank. Verify expansion tank pressure and correct if necessary. Refill barrel and start up.	1.0
W-06	77X 37X	Temperature Sensor	Remove left panel and unplug temperature sensor from harness. Remove insulation from around sensor. Remove and remount new sensor. Plug in sensor harness.	1.0
W-07	77X 37X	Check Valves Water/Syrup	Turn barrel off. Remove drip tray, splash plate, and cover. Unplug wiring from solution module. Turn off water and syrup valves at mounting block. Remove bayonet and then solution module. Disconnect CO <sub>2</sub> line from module. Remove flow control and side plug. Replace check valve. Reinstall flow control. Reinstall CO <sub>2</sub> line and then solution module. Replace bayonet and then turn on water valve and syrup valves.	1.0

LABOR CODE	MODEL	REPLACEMENT PART	REPLACEMENT PROCEDURE	REPLACEMENT TIME (HOURS)
W-08	77X	Control Board	Disconnect from power. Open electrical box cover and disconnect keypad cable from board. Remove board and disconnect LCD cable from board. Install new board and reattach cables. Move SD card from old to new board. Restore power, load defaults, and defrost and refreeze all barrels.	1.0
W-09	77X	Beater Bar Assembly Complete	Defrost, drain, and depressurize barrel. Remove faceplate. Remove and replace beater bar assembly. Reinstall faceplate. Refill and start up barrel.	.5
W-10	77X	Keypad w/ Back Plate	Unplug power cord, Remove and replace keypad, Plug in power cord. Defrost and refreeze both barrels.	.5
W-11	77X	Compressor Run Capacitor	Unplug power cord. Remove drip tray and electrical box cover (open Ebox cover on 77X). Remove and replace Run Capacitor. Reinstall drip tray and electrical box cover. Plug in power cord. Defrost and refreeze both barrels.	1.0
W-12	77X	230/24V Transformer	Unplug power cord. Remove drip tray and electrical box cover (open ebox cover on 77X). Remove and replace transformer. Reinstall drip tray and electrical box cover. Plug in power cord. Defrost and refreeze barrels.	1.0
W-13	77X	Contactora	Unplug power cord, remove drip tray and electrical box cover (open ebox cover on 77X), remove and replace Contactora, reinstall drip tray and electrical box cover, plug in power cord, defrost and refreeze both barrels.	1.5
W-14	77X	Beater Drive Coupling	Defrost, drain and depressurize barrel. Remove panels. Remove faceplate, beater assembly, and seal. Remove gear motor., Remove and replace coupling. Reinstall gear motor. Install new seal. Reinstall beater assembly and faceplate. Refill and start up barrel.	1.5
W-15	77X 37X	CO <sub>2</sub> Check Valve	Turn barrel off. Remove drip tray, splash plate and cover. Unplug wiring from solution module. Turn off water and syrup valves at mounting block. Remove bayonet and then solution module. Disconnect CO <sub>2</sub> line from module. Replace check valve/orifice assembly. Reinstall CO <sub>2</sub> line and then solution module. Replace bayonet and then turn on water and syrup valves. Restart barrel.	.5
W-16	77X 37X	Beater Bar Blade	Defrost, drain and depressurize barrel. Remove faceplate and beater bar assembly. Remove and replace blades. Reinstall beater assembly and faceplate. Refill and start up barrel.	1.0
W-17	77X 37X	Fan Motor	Unplug power cord. Remove fan shroud grill, unbolt motor from grill, and remove fan blade from motor. Remove and replace motor. Reinstall blade on motor and motor on grill. Reinstall grill on shroud. Plug in power cord and start up unit.	1.5

LABOR CODE	MODEL	REPLACEMENT PART	REPLACEMENT PROCEDURE	REPLACEMENT TIME (HOURS)
W-18	77X 37X	Beater Bar Blade Spring	Defrost, drain, and depressurize barrel. Remove faceplate and beater bar assembly. Remove and replace springs. Reinstall beater assembly and faceplate. Refill and start up barrel.	1.0
W-19	77X	Dispensing Valve Rebuild Kit	Defrost, drain, and depressurize barrel. Remove faceplate and install rebuild kit. Reinstall faceplate. Refill and start up barrel.	.5
W-20	77X 37X	Flow Control Assembly, Left (Water)	Turn barrel off. Remove drip tray, splash plate and cover. Unplug wiring from solution module. Turn off water and syrup valves at mounting block. Remove bayonet and then solution module. Disconnect CO <sub>2</sub> line from module. Remove and replace flow control. Reinstall CO <sub>2</sub> line and solution module. Replace bayonet and then turn on water valve. Set water flow rate to 1.5, turn on syrup valve and brix. Restart barrel.	.5
W-21	77X 37X	Flow Control Assembly, Right (Syrup)	Turn barrel off. Remove drip tray, splash plate, and cover. Unplug wiring from solution module. Turn off water and syrup valves at mounting block. Remove bayonet and then solution module. Disconnect CO <sub>2</sub> line from module. Remove and replace flow control. Reinstall CO <sub>2</sub> line and then solution module. Replace bayonet and then turn on water valve. Set water flow rate to 1.5, turn on syrup valve and brix. Restart barrel.	.5
W-22	77X 37X	Remote Condensing or Air-Cooled	Recover refrigerant. Heat and remove lines. Remove compressor and drier. Re-braze lines. Pressure test system. Repair leaks. Vacuum system and leak check. Recharge system and leak check. Start up unit.	5.5
W-23	77X 37X	2, 3, 4 Barrel Cold Pack (Including Remote)	Defrost and drain barrels. Remove faceplates, beaters, beater motors, seals, product inlet lines, cold pack cover plate, and indicator lights. Remove header-mounting screws, lift header, and secure to fan assembly. Recover refrigerant and remove insulation. Heat and remove refrigeration lines. Remove cold pack through front of unit. Install replacement cold pack. Heat and replace drier, re-braze lines, pressure test system, repair leaks (if any), vacuum system and leak check. Recharge system and leak check. Reinstall faceplates, beater motor seals and beaters, product inlet lines, indicator lines, and cold pack cover plate. Start up unit. Reinstall insulation.	6.5 (2BBL) 7.0 (3BBL) 8.0 (4BBL)
W-24	77X 37X	Condenser	Recover refrigerant. Heat and remove lines. Remove condenser and drier. Re-braze lines. Pressure test system, repair leaks, vacuum system, and leak check. Recharge system and leak check. Start up unit.	4.0
W-25	77X 37X	Water Regulator	Shut off water to the unit and depressurize the line. Remove left side panel, remove water regulator, and install new regulator. Turn on water supply and check for leaks, install side panel.	1.0

LABOR CODE	MODEL	REPLACEMENT PART	REPLACEMENT PROCEDURE	REPLACEMENT TIME (HOURS)
W-26	77X 37X	Relief Valve	Drain product from the barrel until it is below the pressure relief valve. Release all the pressure from the barrel. Replace the relief valve. Fill the barrel with product and check for leaks.	.5
W-27	77X 37X	Replaced the Expansion or Defrost Valve Coil	Unplug the power cord. Remove front cover (side panel for 77X). Disconnect the harness from the coil. Replace the coil and reconnect the harness. Reinstall the front cover and plug the power cord back in.	.5
W-28	77X 37X	Expansion Valve/ Defrost Valve	Turn unit off. Remove the top panel of unit and locate access valves. Attach gauges and remove freon from system. Replace desired valve. Recharge system. Hit def/run check pressures and operation.	2.5
	77X	Remote Condenser	See installation addendum 24-2286-0002.	5.0
W-29	77X 37X	Gear Motor Capacitor	Unplug power cable. Remove side panels. Cut zip tie holding old capacitor in place and remove old capacitor. Install new capacitor with tie strap and plug motor into capacitor. Reconnect unit power and start barrel by pressing def/run.	.5
W-30	77X 37X	Solution Module	Turn barrel off. Remove drip tray, splash plate and cover. Unplug wiring from solution module. Turn off water and syrup valves at mounting block. Remove bayonet and then solution module. Disconnect CO <sub>2</sub> line from module. On new module, reinstall CO <sub>2</sub> line and then solution module. Replace bayonet and then turn on water and syrup valves. Restart barrel.	1.0
W-31	77X 37X	Solution Solenoid	Turn barrel off. Remove drip tray, splash plate, and cover. Unplug wiring from solution module. Turn off water and syrup valves at mounting block. Remove bayonet and then solution module. Disconnect CO <sub>2</sub> line from module. Replace solenoid. Reinstall CO <sub>2</sub> line and then solution module. Replace bayonet and then turn on water and syrup valves. Restart barrel.	1.0
W-32	77X 37X	Gas Solenoid	Turn unit off. Turn water and CO <sub>2</sub> supplies off. Remove drip tray, splash plate and cover. Open sample valve and depressurize system. Remove water pump. Replace CO <sub>2</sub> solenoid and re-install water pump. Restore water and CO <sub>2</sub> supplies and restart unit.	.5
W-33	77X 37X	Unit Replacement	Turn unit off by pressing off on all barrels. Drain product from each chamber. Turn off or disconnect water, CO <sub>2</sub> , and syrup. Remove lines from back of the unit using a 9/16 open wrench. Unplug unit from wall, remove from cart or counter, and place new unit onto cart or counter. Connect lines and power to new unit, adjust brix, refill all barrels, and press def/run. Use packing from replacement unit for the old one.	4.5



LABOR CODE	MODEL	REPLACEMENT PART	REPLACEMENT PROCEDURE	REPLACEMENT TIME (HOURS)
W-34	77X 37X	Syrup Pump (Must Be Purchased through FBD)	Turn the barrel off disconnect BIB, disconnect CO <sub>2</sub> fitting from pump, remove syrup hose, replace whole pump assembly, reconnect all hoses and BIB, restart unit by pressing def/run.	.5
W-35	77X 37X	SD Card	Unplug power cord, open electrical box cover, and replace SD card. Close electrical box cover, plug in power cord, load all defaults, defrost, and refreeze all barrels.	.5
W-36	77X	Remote Condenser (Complete)	Recover refrigerant. Heat and remove lines. Remove condenser and drier. Re-braze lines, pressure test system, and repair leaks. Vacuum system and leak check. Recharge system and leak check. Start up unit.	4.0
W-37	77X 37X	Repair of Refrigerant Leak	Recover refrigerant, repair leak or replace lines effected and drier, re-braze lines, pressure test system, repair leaks, vacuum system and leak check, recharge system and leak check, start-up unit.	4.5
W-38	77X	Remote Receiver	Recover refrigerant, heat and remove lines, remove receiver and drier, re-braze lines, pressure test system, repair leaks, vacuum system and leak check, recharge system and leak check, start-up unit.	3.0
W-39	77X	Remote Fan	Disconnect power. Disconnect wires to affected fan. Unmount old fan and remount new fan. Reconnect power and test for correct operation.	1.0
W-40	77X	Remote Contactor	Unplug power cord. Remove contactor box cover. Remove and replace contactor. Reinstall contactor box cover and plug in power cord. Defrost and refreeze both barrels.	1.0
W-41	77X	Refrigeration Pressure Transducer	Recover refrigerant. Unplug sensor, heat the fitting to loosen, and replace with refrigeration thread sealant. Recharge unit and restart.	2.5
W-42	77X 37X	Merchandiser Installation	See Instructions.	1.0
W-43	77X 37X	CO <sub>2</sub> / Solution Solenoid	See Instructions.	1.0
W-44	77X 37X	New Check Valves	See Instructions.	1.0
W-45	77X 561	Video Door Replacement	See Instructions.	1.0
W-46	77X 37X	Faceplate Replacement	See Instructions.	1.0
W-47	77X 37X	DCC Replacement	See Instructions.	1.0
W-48	77X 37X	Power Harness (AC/DC)	See Instructions.	1.5