

WARRANTY LABOR ALLOWANCES



*****IMPORTANT*****

Include in all claims submitted to Arctic the following:

- Walk-in box serial number. It is stamped on the data tag located inside on the door frame.
- Model & Serial Number of refrigeration unit(s) serviced if claim involves refrigeration.
- Picture of the data tag of refrigeration unit(s) serviced if claim involves refrigeration.
- Complete description of diagnosis and details of repair with itemized charges.
- All service bills MUST be submitted to Arctic within 60-days of service.

BILL TO INFORMATION

Arctic Industries
9731 NW 114th Way
Medley, FL 33178
305-883-5581
support@arcticwalkins.com

GENERAL GUIDELINES

- If you are dispatched to perform warranty service on an Arctic walk-in box, it is recommended to inform the customer beforehand that if you find the issue to be related to a non-warranty cause (as a dirty condenser, customer abuse, improper power supply, improper installation, plumbing, etc.), diagnostic and repair will NOT be covered by Arctic's warranty. The customer will be responsible for the diagnosis bill and any repair bills associated with the correction of the issue upon their approval to perform the repair. You MUST inform the factory of these findings at support@arcticwalkins.com.
- Securing a customer's credit card for non-warranty calls is a recommended practice before servicing.
- Should your repair time to perform the repairs exceed the labor allowance guidelines, please contact Arctic's support before or during service, for approval.
- If it is a refrigeration emergency after hours or on non-business days clearly state a description of the time used in your bill and contact Arctic support.
- Diagnostics and testing are included in the labor allowance.
- If time was needed for de-icing or thawing an evaporator coil, this time must be specified on the warranty claim.
- If repairing multiple issues, bill up to the highest allowable rate, plus 1 hour for each additional part change.

TRAVEL TIME

- Travel time is to be billed as a separate line item.
- Travel is not to exceed 2 hours round trip unless pre-approved by Arctic.
- We pay hourly time for travel. We do not pay mileage, truck or travel charges. Please bill accordingly.

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WALK-IN BOX REPAIRS - MAXIMUM STANDARD LABOR ALLOWANCE

-Diagnosis and Testing included-

Ballast / LED/ light replacement	1 hr.
Digital Thermometer Display replacement	1 hr.
Door Cartridge Spring replacement	1 hr.
Door Closer replacement	1 hr.
Door DTP Replacement/Re-attach	1 hr.
Door Hinge replacement (up to 3 hinges)	2 hrs.
Door Heater Wire replacement	1 ½ hrs.
Door Locks replacement	1 hr.
Door Light Switch (rocker) replacement	1 hr.
Door Plug Replacement (Tech + helper)	2 ½ hrs.
Door Roller Bearing replacement	1 ½ hrs.
Door Threshold replacement	1 hr.
Panel / Door Panel Replacements	Contact us
PRV- Pressure Relieve Port replacement	1 hr.
Reach-in cabinet hinges replacement	1 hr.
View Port (Non-Heated) replacement	1 ½ hrs.
View Port (Heated) replacement	2 ½ hrs.
Wiring Problems	1 ½ hrs.

CONDENSING UNIT REPAIRS - MAXIMUM STANDARD LABOR ALLOWANCE

-Diagnosis and Testing included-

Capacitor/ Starting Components	1 hr.
Compressor Replacement / Condensing Unit Replacement	
Up to 3 HP	4 hrs.
3 ½ to 6 HP	5 hrs.
6 ½ to 22 HP	6 ½ hrs.
25 to 40 HP	8 hrs.
Condenser Coil Replacement	4 hrs.
Contactors Replacement (First Contactor)	1 hr.
Contactors Replacement (Additional Contactors)	½ hr.
Crank Case Heater Replacement	1 hr.
Defrost Lock-Out Relay Replacement	1 hr.
Defrost Timer Replacement	1 hr.
Demand Cooling Module Replacement	1 hr.
Dual Pressure Control Replacement (Hi or Low-Pressure Control)	1 hr.
Fan Motor Replacement (First Motor Only)	1 hr.

****Warranty Service Guidelines are subject to change without any notice****

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Fan Motor (Additional Motors)	½ hr.
Head Pressure Control Replacement	3 hrs.
Liquid Line Valve Replacement	2 hrs.
Locate & Repair Refrigerant Leaks (No Gas & Go!!)/ one time ONLY	
Up to 3 HP	1 ½ hrs.
3.01 to 6.5 HP	2 hrs.
7 to 22 HP	3 hrs.
25 to 40 HP	4 hrs.
Oil Failure Control Replacement	1 hr.
Oil Separator Replacement	3 hrs.
Receiver King Valve Replacement	3 hrs.
Receiver Replacement	3 hrs.
Solenoid Coil Replacement	1 hr.
Solenoid Valve Replacement	2 hrs.
Suction Accumulator Replacement	2 hrs.
Vibration Eliminator Replacement	3 hrs.
Wiring Problems	1 hr.

EVAPORATOR UNIT REPAIRS - MAXIMUM STANDARD LABOR ALLOWANCE

-Diagnosis and Testing included-

Check Valve Replacement (hot gas unit)	2 hrs.
Coil De-icing (due to component failure)	2 hrs.
Defrost Heater Replacement	1 hr.
Defrost Safety Switch Replacement	1 hr.
Distributor Replacement	2 hrs.
Drain Pan Replacement	1 hr.
EcoNet Controller Board troubleshooting/replacement	1 hr.
Expansion Valve Replacement (If Factory Mounted)	2 hrs.
Evaporator Coil Replacement	3 hrs.
Fan Delay and/or Defrost Termination Switch Replacement	1 hr.
Fan Guard Replacement	1 hr.
Fan Motor, Motor Mount and/or Fan Blade Replacement (First Motor)	1 hr.
Fan Motor, Motor Mount and/or Fan Blade (Additional Motors)	½ hr.
Locate & Repair Refrigerant Leaks	
Up to 5,000 BTU	1 ½ hrs.
5,001 to 22,000 BTU	2 hrs.
22,001 to 90,000 BTU	3 hrs.
Over 90,000 BTU	4 hrs.
Terminal Block Replacement	1 hr.
Thermostat Replacement	1 hr.
Wiring Problems	1 hr.

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WARRANTY PARTS & REFRIGERANT ALLOWANCES

- Parts under warranty are paid at over-the-counter prices, or if chosen, they can be re-stocked.
- Refrigerant allowances are according to the table below:

R-448A/449A	\$16/lb
R-513A	\$22/lb
R-290	\$22/lb

EXCLUSIONS

- Refrigerant leaks occurring at threaded mechanical joints. Mechanical joints to be defined as: Flare, Rotolock, and pipe threads.
- Expansion Valve adjustments.
- Controls and materials not installed or provided by the factory.
- Resetting time clocks, pressure device, or circuit breakers.
- Under-amped fuses.
- Defrost Component adjustments.
- Pressure control, room thermostat or controller board adjustments.
- Field Wiring.
- Additional Components or controls (unless prior authorized by factory).
- Coil cleaning.
- Service on compressor components or oil level adjustments.
- Starting and other components (other than the compressor) after the 1-YR warranty.
- Refrigerant top off charge.
- Use of unspecified refrigerant from original equipment design.
- Truck Charges.
- State and Local Sales taxes in CA, CO, FL, NV and TX.
- Labor overtime rates unless approved by Arctic.
- More than one call for the same problem (Specific parts replacement evaluated by each occurrence).
- Cleanup of "iced" equipment or coils due to improper control setting or application problems.
- Purchase or rental of service tools or equipment.
- Field Conditions that cause failure.
- Acts of God.