



Phone Number: 800-683-8660
E-mail: Warranty@Atosausa.com
Accounting: Sksap@Atosausa.com

Service Agreement

THIS GENERAL SERVICE AGREEMENT (the "Agreement") dated the ____ of _____ ("Effective Date") between: _____ and Atosa Catering Equipment Inc. / Smart Kitchen Service. (ATOSA/SKS)

These guidelines are for approved service providers of ATOSA/SKS. Approved servicers are not employees of ATOSA/SKS but are sub-contractors and must have their own workers' compensation and liability insurance

Warranty Service Guidelines

Maximum Standard Labor Allowance for Repair of Equipment

- All repairs must be done with authorization from Smart Kitchen Service. If you are called directly by a dealer, customer, or an Atosa branch office please tell them to call us or get customer's information and call us before dispatching a technician.
- Should your repair time to perform the repairs exceed the warranty guidelines contact before or during service for approval.
- Diagnostic and testing are included in the labor allowance. Travel time is to be billed as a separate line item. We pay travel time and not mileage. Travel is not to exceed 2 hours unless pre-approved by Smart Kitchen Service.
- SKS will pay the return travel when the part needed is not on the suggested truck stock list. If the call specifies to bring a part or the part is on the truck stock list but is not brought a second trip will not be paid.
- If you are dispatched by Smart Kitchen Service to perform warranty service on Atosa units and find the issue to be related to dirty condenser or customer abuse inform the customer that this is not covered by warranty and inform the factory of these finding. Service agent is to bill Customer for their travel and thirty minutes diagnostic fee.
- Any charges will not be accepted if the unit was not serviced in a proper workman like manner or according to the standards of the industry.



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1 Hour Labor for Repair

- LED Light Strip
- Controller Parameter Adjustments
- Door Locks
- Power Switch
- Light Switch
- Door Replacement
- Hinge Replacement
- Lid Replacement
- Drawer Roller and Slider
- Handle

1.5 Hour Labor for Repair

- Manual Thermometer
- Digital Controller
- Door Switch
- Temperature Probes
- Evaporator Fan Motor
- Condenser Fan Motor
- Ballast/LED Power Supply
- Door Replacement
- Hinge Replacement
- Compressor Components
- Wiring Issues
- Defrost Limit
- Heaters (Cabinet, Mullion, Drain line, Drain Pan)

2 Hour Labor for Repair

- Defrost Heating Elements Replacement
- Leak Check; Under/Over Charged Refrigeration System; No leak found

3 Hour Labor for Repair

- Repair leak in system: Check, Repair, Replace drier, Recharge and test
- TXV Replacement
- Capillary Tube Replacement

4.5 Hour Labor for Repair

- Condenser Coil Replacement
- Evaporator Coil Replacement
- Compressor Replacement



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Limitations that pertain to Smart Kitchen Service limited warranty for parts& labor.
Other limitations may apply. Please refer to full manufacturer's warranty policy.

- Product loss is not covered under factory warranty.
- Warranty covers repairs due to manufacturing defects and/or component failures.
- Equipment that has been subjected to damage, neglect, misuse, misapplication are not covered by manufacturer's warranty.
- Overtime rates will be covered by manufacturer's warranty at the service company's straight time rate. The difference between straight time and overtime rates will be handled between the end-user and the service agent.
- Some calibrations, adjustments, lubrications, and cleanings are NOT warranty repairs. If you have questions of warranty coverage please call the manufacture.
- Installation, removal and re-installation of units and special installation situations are not covered under warranty. This includes but is not limited to, built in units, units under counters, behind bars and remote applications.
- Repairs exceeding Smart Kitchen Service warranty guidelines must have detailed description of special circumstances for consideration of coverage.
- Allowances for refrigerants are \$16.00/lb. for R134A, \$20.00/lb. for R404A, \$50.00/lb. for R290.
- Evacuate & recharge system: \$25.00 max refrigerant recovery allowance (Total of \$50 max, recovery, evacuate, torch & brazing)

Parts Inventory

Select servicers will be provided a stock of parts in the form of a "go box" to be used for warranty repairs. Parts will be replenished as they are used on warranty repairs. If SKS or the servicer decides to void this contract or otherwise end the relationship, the stock will need to be returned or purchased at that time. If purchased, the price will be Dealer Price in price list.

Fill out form "Parts in & out" and update to SKS part department every month.

If the OEM part is not on the truck at the time of service, an approved equivalent may be used to avoid a delay in service. Call SKS technical support from the location and a special authorization will be given.

All parts replaced under warranty should be held for 90 days before disposal as we may need to collect them for analysis, after this period any parts not requested may be disposed of.



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Invoicing

SKS will make every effort to determine the nature of the problem and get the serial number before making a request for service. Dispatches from SKS will include a service incident number which needs to be included on the service invoice. When possible a probable diagnosis will be on the service incident and parts needed will be included and shipped to the customer prior to the service request.

We require all invoices to be submitted within ten days of the job completion date.

All warranty invoices must include the following:

- The incident number from the service request we sent to you
- The customer's name and address
- The serial number and model number of the unit being serviced
- The complaint, the cause such as defect compressor, leak or restriction, and action taken to repair the unit
- The part number and description of any parts used to repair the unit
- The date work was completed
- **Separate labor hours, travel hours, and mileage. We cannot accept a one lump sum.**

Without this information, the invoice will not be paid. With this information, the invoice will be paid in 30 days.

Please submit all invoices by email to SKSAP@ATOSAUSA.COM or fax to 626-800-4098. Please note terms on your invoices. If no terms are noted, invoices will be paid within 30 days.

Sales Taxes do not apply and will not be paid.

Service/labor Rates

- The service company will provide a ____-day labor warranty for any work performed.

Labor Rate:	\$_____ Per hour	*Technician must call for authorization from SKS prior to starting any jobs exceeding Maximum Standard Labor Allowance.
Travel Rate:	Flat: \$_____, 0~30 miles \$_____, 30~60 miles \$_____, 60~100 miles	*Only apply one section. SKS only pays for one type of travel rate.
	Hourly: \$_____, Single/ Round trip	
	Per mile: \$_____, Single/ Round trip	



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Coverage Area

Address:
Radiance: miles

Please contact us if you have any questions or concerns regarding Smart Kitchen Service policies, labor rates, or procedures. We would be more than happy to assist you.

Please sign and initial each page to accept our service rates and policies, and email to SKSAP@ATOSAUSA.COM or fax to 626-800-4098 with your W9 form. Please keep a copy for your records

Printed Name (Sub-contractor)

Signature/Title (Sub-contractor)

Date

Yuecai Zhou Atosa/Smart Kitchen Service

Date

Thank you for choosing to become a representative of Smart Kitchen Service