



A Higher Standard.

# Parts & Support Reference Guide

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## A. Parts Ordering Guideline:

**ALL PARTS ORDERS SHOULD BE FAXED TO: 651-602-3558. Orders are accepted via fax 24 hours a day.**

1. All prices in the Parts Price Catalog are "EACH" unless specified differently.
2. When placing an order, please specify the part number, quantity, model, and part description. Failure to provide all this information may delay your order.
3. Please remember there is a ***minimum billing of \$50.00 for each order*** to a separate address in the USA or Canada. ***All other orders require a \$100 minimum.***
4. ***All credit card orders require a \$50.00 minimum for delivery to the USA or Canada, and \$100.00 for all others.***

### FINANCIAL TERMS:

In general, parts orders are payable in full 45 calendar days from the invoice date. Your specific terms will be noted on each invoice. Invoices will be issued when your order has been shipped.

### SHIPPING:

Orders are shipped FOB St. Paul, Minnesota, with your choice of service type (ground, overnight, two-day air, and three-day air). Parcel orders will be shipped via standard ground service unless a special service type is specified. **APi reserves the right to select the shipper for parcel deliveries, including warranty replacements.**

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## B. Warranty

### **MERCHANDISER WARRANTY:**

**API warrants its equipment for a period of two years from the invoice date to the original customer, per the following Express Warranty:**

#### **LIMITED EXPRESS WARRANTY**

Automatic Products International, Ltd. (API) warrants these automatic merchandisers (the "Unit"), manufactured by it, to be free under normal use and service from defects in material or workmanship for a period of two (2) years from the date of delivery of this Unit to the original purchaser who purchased the Unit either directly from API or from an authorized API dealer or distributor ("API Dealer/Distributor"). This warranty extends only to the original purchaser of the Unit, but only if purchased either directly from API or from an authorized API Dealer/Distributor ("Original Purchaser"), and is limited to the repair or replacement, at API's sole option, of any part or parts of the Unit that are returned to API or to the authorized API Dealer/Distributor from whom the Unit was originally purchased, with all transportation charges prepaid by Original Purchaser, and which, on API's examination, such returned part or parts shall conclusively appear to have been defective. This warranty does not extend to:

1. Any Unit, or part thereof, that was subjected to misuse, neglect, or accident by anyone other than API after its delivery to the Original Purchaser;
2. Any Unit, or part thereof, that was modified, altered, incorrectly wired or improperly installed by anyone other than API or used in violation of the instructions provided by API;
3. A Unit, or part thereof, which has been repaired or altered by anyone other than API or an authorized API Dealer/Distributor;
4. A Unit, or part thereof, which has had the serial number removed, defaced, or otherwise altered;
5. Any plastic or glass windows, lamps, fluorescent tubes, and water contact parts;
6. Any Unit used outdoors;
7. Any accessories used with the Unit that were manufactured by some person or entity other than API; or
8. Any Unit repaired within the warranty period with parts other than genuine API built or endorsed parts.

**API DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND AS TO THE UNIT AND ALL WARRANTIES OF ANY KIND AS TO ANY ACCESSORIES. THIS DISCLAIMER OF WARRANTIES INCLUDES (1) ANY EXPRESS WARRANTIES OTHER THAN THE LIMITED WARRANTY PROVIDED ABOVE AS TO THE UNIT AND (2) ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AS TO THE UNIT AND ANY ACCESSORIES. UNDER NO CIRCUMSTANCES SHALL API BE RESPONSIBLE FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, LOSSES OR EXPENSES (INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOST SALES, INJURY TO PERSON OR PROPERTY) ARISING FROM OR IN CONNECTION WITH THE USE OF, OR THE INABILITY TO USE, THE UNIT FOR ANY PURPOSE WHATSOEVER REGARDLESS OF THE LEGAL THEORY (CONTRACT, TORT OR OTHER). IN NO EVENT WILL API BE OBLIGATED TO PAY DAMAGES FOR ANY AMOUNT EXCEEDING THE PRICE PAID FOR THE UNIT.** No representative of API or any other person is authorized to assume for API, or agree to on the behalf of API, any other liability or warranty in connection with the sale of this Unit.

API reserves the right to make any changes or improvements in its products without notice and without obligation, and without being required to make corresponding changes or improvements in Units theretofore manufactured or sold.

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#### **PARTS WARRANTY:**

APi warrants service parts for a period of **90 calendar days** from the invoice date to the original customer. Electrical components, purchased as service parts, are sold **without warranty**. **APi will not accept the return of electrical components for credit or refund.**

**Electrical components are defined as the following:**

Start capacitors, start relays, bulb starters, fluorescent bulb lamps, relays, switches, and other similar items.

#### **CONTROL BOARD WARRANTY:**

APi warrants control boards, for merchandisers under warranty, for a period of **two years** from the invoice date. In the event the original control board becomes defective, we will issue a replacement control board which will assume the balance of time remaining on the original two year merchandiser warranty.

**Any in-field material modification of a board that is covered by our warranty voids the merchandiser's warranty.**

#### **REPAIRED/REFURBISHED CONTROL BOARD WARRANTY:**

APi warrants repaired/refurbished control boards for a period of **six months** from the invoice date to the original customer.

**Any in-field material modification of a board that is covered by our warranty voids the control board's warranty.**

#### **REFRIGERATION UNIT WARRANTY:**

APi warrants refrigeration units, on new merchandisers, for a period of **two years**.

**Any in-field material modification of a refrigeration unit voids the merchandiser's warranty.**

#### **REPAIRED REFRIGERATION UNIT WARRANTY:**

In-warranty refrigeration units, that have been repaired, are warranted for a period of **six months** from the date of invoice or the balance of the machine warranty, whichever is greater.

**Any in-field material modification of a repaired refrigeration unit voids the refrigeration unit's warranty.**

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## C. Claims:

### SHIPMENT SHORTAGE CLAIMS:

Non-carrier related claims for shortages **must be submitted in writing** to API's Parts /Customer Service Department. Your claim can be filed using one of the following options:

1. United States Mail
2. Fax (651) 602-3558
3. E-mail: [customerservice@automaticproducts.com](mailto:customerservice@automaticproducts.com)

Shortage claims for shipments within North America must be received within **ten calendar days** of invoice date. Claims for shipments outside of North America must be received within **thirty calendar days** of invoice date. **Claims beyond these deadlines will not be honored.**

### DAMAGE CLAIMS:

All claims for transit damage, or shortages due to transit damage, must be made directly with the carrier or freight forwarder. If a replacement shipment is required due to damaged goods, the replacement shipment will be treated as a new order. Please notify us if transit damage occurs so that we can assist in sending the necessary items as quickly as possible.

### WARRANTY CLAIMS:

All warranty claims must be approved and shipped to St. Paul through the RGA process (see Returns/RGA Process for details). To provide the fastest service possible, we will ship replacements parts to your specified location upon warranty claim request and approval. API reserves the right to determine the method of shipment.

Warranty items will be billed to your account, at your standard purchase price, plus applicable freight and taxes. Credit will be applied to your account for these items upon API's receipt, inspection, and final approval of the defective goods.

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## D. Inspection Fees:

### WARRANTY INSPECTION & HANDLING FEE:

API reserves the right to charge a **\$25 inspection and handling fee** for parts returned under a warranty claim, but that in API's sole discretion upon inspection are found to be in good working condition. If this occurs you will be contacted and will be offered the option of receiving the parts back freight-collect.

API reserves the right to charge a **\$25 inspection and handling fee** for parts received under a warranty claim, but that upon inspection are found to be out-of-warranty. If this occurs you will be contacted and will be offered the option of receiving the out-of-warranty parts back freight-collect.

### CONTROL BOARD INSPECTION & HANDLING FEE:

- 1) Control boards returned under warranty, and found to have been modified in the field, voids the warranty. You will be contacted and will have the following options:
  - A) Return of the board, as-is, to your facility. Customer is responsible for return shipping charges and a possible **\$25 inspection and handling fee**.
  - B) The board will be scrapped by us. Customer is responsible for a **\$30 inspection/handling/environmental disposal fee**.
  
- 2) In the event a returned board is not under the warranty period, and is found to be unrepairable, you will be contacted and will have the following options:
  - A) Return of the board, as-is, to your facility. Customer is responsible for return shipping charges and a possible **\$25 inspection and handling fee**.
  - B) The board will be scrapped by us. Customer is responsible for a **\$30 inspection/handling/environmental disposal fee**.

### REFRIGERATION INSPECTION AND HANDLING FEE:

#### No Fault Found

If we are unable to find fault with the returned unit refrigeration unit, you will be charged a **\$45 inspection and handling fee**, plus return freight.

#### Incomplete Unit

We do not accept incomplete refrigeration units for return. If an incomplete unit is received, you will be charged a **\$45 inspection and handling fee**, plus the option of a **\$120 environmental disposal fee** or return of the unit, as-is, to your facility freight collect.

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### [Refrigeration Gas](#)

**We will only repair units which contain R404a or R134a refrigeration gas.** If upon inspection a different gas is found, the warranty is void. You will be charged a **\$45 inspection and handling fee**, plus the option of a **\$120 environmental disposal fee** or return of the unit to your facility, freight collect.

### **RETURN TO STOCK INSPECTION AND HANDLING FEE:**

APi reserves the right to charge a **\$25 inspection and handling fee** for merchandise received under a restock RGA, but that in APi's sole discretion upon inspection is found to be unfit for re-sale.

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## E. RGA Procedure:

The Return of Goods Authorization (RGA) Process must be used for all merchandise, returned to the factory, prior to dispatch from your facility. **Merchandise returned to APi, without an APi issued RGA#, will be sent back to your facility freight collect via a carrier of our choice.**

**\*\*\* NO RETURNS WILL BE ACCEPTED WITHOUT A COMPLETED RGA FORM \*\*\***

Please follow the steps below to obtain an APi issued RGA #:

1. An RGA form, in a PDF format, is available to download and print from our Web site. Go to [http://www.automaticproducts.com/framesets/distrib\\_frames.html](http://www.automaticproducts.com/framesets/distrib_frames.html), select **Inside Network**, and then **RGA Form**.
2. Complete the RGA form and call the appropriate department to request an RGA # for your return, or fax the RGA form to 651-602-3558.

Department	Phone Number	Item for Return
Parts	(800) 784-6438	Spare parts requiring warranty replacement or return
Sales	(800) 523-8363	Vending merchandisers

When calling or completing the RGA form, please be sure to include the following information for faster issue of your RGA #:

- Part Number
  - Machine Serial Number
  - Compressor Serial Number and APi Sticker Date – *Note: RGA's will not be issued for out-of-warranty refrigeration units*
  - Control Board Serial Number and APi Sticker Date
  - Invoice# or CO# from original purchase date
  - Indicate Action and Reason Code
3. If you are issued an RGA# for your return, enclose a copy of the RGA form with your return merchandise, and mark the RGA# on the outside of your package. If you have more than one package shipping for a single RGA#, please mark the RGA# on each package being sent. **Goods must be return shipped on an insured and prepaid basis.** *APi shall not be liable for any goods, returned on an RGA, that are lost or damaged in transit. Credit may be denied for damage incurred to the return, that in APi's sole discretion is a result of improper packing by the customer.*

**If you are not issued an RGA#, your return is not authorized and you should not send it back to APi.**

4. Return credit will be issued to your account upon APi approved inspection of the returned merchandise. Inspection fees may apply if the return is found to be outside of the warranty period, or is found to be, in APi's sole discretion, non-defective. Please refer to the "Inspection Fees" section for complete details.

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## F. Returns:

### RETURN TO STOCK:

Before any merchandise can be returned, an RGA# must be issued by APi (see RGA Procedure). All returned merchandise is subject to the guidelines of the RGA Procedure.

**Returns will be authorized up to thirty calendar days from invoice date.**

Merchandise beyond thirty calendar days of invoice date will not be authorized.

**There is a 20% restocking charge for all merchandise that we agree to accept for return. All merchandise returned must be received in an AS NEW condition-**

Inspection fees may apply if the return is found to be, in APi's sole discretion, unfit for re-sale. Please refer to the "Inspection Fees" section for complete details.

Automatic Products int'l, Ltd. is under no obligation to accept returns of any undamaged parts ordered, shipped, and accepted by the customer. Any merchandise accepted for return is at APi's sole discretion.

### RETURN OF SPIRALS:

Before any spirals can be returned, an RGA# must be issued by APi (see RGA Procedure). All returned merchandise is subject to the guidelines of the RGA Procedure. New spirals are permitted for return under the following two conditions:

Condition for Return	Result
1. APi error on a new machine or parts order, in which case replacement spirals will be sent.	<ul style="list-style-type: none"><li>• APi will ship the replacement spirals and will issue a parts invoice at list price, less discount.</li><li>• Upon receipt of the incorrect spirals, APi will issue a credit memo at list price, less discount, plus reimbursement for all shipping costs.</li></ul>
2. If customer requirements change or you place an order incorrectly, you may request exchange of a brand new spiral within <b>90 calendar days</b> after shipment of a new machine order.	<ul style="list-style-type: none"><li>• APi will ship the replacement spirals and will issue a parts invoice at list price, less discount, plus freight.</li><li>• Upon receipt of the incorrect spirals, APi will issue a credit memo at list price, less discount, with the exception of a <b>\$4.00 per spiral exchange fee</b>. Customer is responsible for all freight charges.</li></ul>

### ADVANCED REPLACEMENTS:

To provide you with the fastest service possible, **Advanced Replacements** can be shipped before an RGA customer return is received. Customers are invoiced for their standard purchase price of the part, plus shipping and handling. Customer will be issued credit for the advanced replacement part upon APi receipt, inspection, and approval of the returned part. **Customers must return warranty parts with all shipping costs prepaid.** Shipping costs include all freight, brokerage fees, duties and tariffs.

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## G. Refrigeration Repair Policy:

### RETURNED REFRIGERATION UNITS

#### In Warranty Units

All refrigeration units must be 1) complete and 2) in-warranty for return to APi. **We do not accept out-of-warranty or incomplete refrigeration units for repair.** To determine if your refrigeration unit is in warranty, please refer to the Refrigeration Unit Warranty section of this guide.

To be considered complete, a refrigeration unit must have all components of the refrigeration system, including but not limited to the compressor assembly, dome, condenser, condenser fan, electrical parts, evaporator, evaporator fans, harnesses, and blower motor.

Before any in-warranty refrigeration units can be returned for repair, an RGA# must be issued by APi (see RGA Procedure). All returned in-warranty refrigeration units are subject to the guidelines of the RGA Procedure and Refrigeration Repair Policy. **Any refrigeration unit returned to us, without a valid RGA number, will be refused at our dock and returned to the customer freight collect.**

To ensure your unit is not damaged in transit, please use the special shipping box of your Advanced Replacement unit to return your in-warranty unit to us. Credit may be denied for damage incurred to the unit, that in APi's sole discretion is a result of improper packing by the customer.

A returned refrigeration unit is subject to an inspection and handling fee, plus a possible environmental disposal fee, if upon inspection the unit is found to be outside of the warranty period, the warranty is void due to field alterations, the unit is found to be without fault, or if the unit is found to have been returned incomplete. Please refer to the Refrigeration Unit Inspection and Handling Fees section for complete details.

Upon inspection and APi confirmation that the in-warranty returned unit is complete and defective, APi will issue full credit for the unit.

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