

# Dealer Compensation Scheme

## Schedule of Rates (May 2023)



## **Introduction to the 'Dealer Compensation Scheme' (DCS)**

The attached schedule covers items that classify as an equipment breakdown or component fault found during normal operation. HTG Trading Ltd will, subject to the conditions of the DCS, compensate approved service partners & refrigeration contractors, in accordance with the published rates.

These rates may be varied from time to time, at the company's discretion and without prior notification.

To qualify for the scheme, the equipments full details; site name, address, model, serial number and installation date need to be registered on the 'Service Data' system of HTG Trading Ltd.

The scheme will cover equipment for a pre-specified period. The period of warranty is determined by the 'Warranty Statement' and based on the range of equipment and will not exceed the indicated period from the date of supply.

All claims made must be accompanied by a signed engineer's service report, detailing the work carried out and any materials used. No additional payments will be made in respect of items such as welding or brazing equipment, evacuation and reclaim plant, filter driers or refrigerants.

No labour claim will be processed until it is confirmed if parts have been used to complete any repair with 'Warranty Claims Forms' being provided to HTG Trading Ltd, either by post or direct email at [warranty@htgtrading.co.uk](mailto:warranty@htgtrading.co.uk).

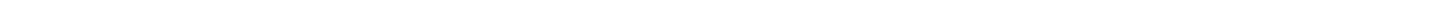
Exclusions include; issues arising from improper installation and commissioning procedure, general misuse, lack of adequate preventive maintenance, lack of cleaning condensers, water circuits i.e. descale and sanitise, routine maintenance, controller adjustments to suit the operating environment, 'No Fault Found' visits, repeat or multi call to the same fault, except where spare parts are deemed to be faulty and any third party damage.

We have a full 'Warranty Statement ' available which explains cover and exclusions if required.

### **Schedule:**

The scheme currently consists of 6 schedules:

Section A	- Cube Icemakers
Section B	- Flake Icemakers/Ice and Water Dispensers
Section C	- Water Coolers
Section D	- Storage Bins
Section E	- Blast Chillers and Freezers
Section F	- Modular Cold Rooms



## Warranty Claims Procedure for Spare Parts.

Due to the overwhelming cost of transport to return parts to HTG Trading for warranty claims, we revised our 'Warranty Spares Returns' procedure in 2016.

Therefore the only items HTG require returning following any failure would be PCB control boards & any item specified as recalled items for supplier return.

We do however, request that any parts removed as faulty and replaced under warranty are held within your premises for 90 days from the date stated on your claim form .

The procedure currently in place is:

- Warranty replacement spares continue to be ordered from 'HTG Trading Ltd' in the normal manner, stating any Service Call number, model number & serial number of the unit concerned.
- Spares supplied will be shipped & invoiced as per the current ordering process, and are treated as a standard purchase.
- Claims for faulty parts to be made via the Warranty Claim form system– All sections to be completed, *Note that unless the form is returned to 'HTG Trading Ltd' we will be unable to credit for replacement parts*

The Completed form is to be sent back to the Warranty department for processing either by; email ([warranty@htgtrading.co.uk](mailto:warranty@htgtrading.co.uk)) Or sending in the post to;

**'HTG TRADING LTD', Warehouse & Workshop, Unit 103 Claydon Business Park, Gipping Road, Great Blakenham, Ipswich. IP6 0NL.**

The serial number for replacement compressors will require a serial number in addition to the equipment details.

Note - Parts ordered in error or returned not required, will be subject to a re-stocking charge of 25.0% of the invoice value (Terms & Conditions of sale are shown on the reverse of our despatch note issued).

As we are not asking for you to return parts at this time, spot checks and collections of goods will occur from time to time. as required.

# Dealer Compensation Scheme (May 23)

## Schedule A - Cubers

### Section 1 – Refrigeration

		Claimable Amount	Hours
A1A1	Replace Compressor (Less or = 1HP)	200	5
A1A2	Replace Compressor (More than 1HP)	280	7
A1B	Replace Compressor Electrics Only	60	1.5
A1C	Replace Condenser Fan Motor	60	1.5
A1D	Replace Hot Gas Valve Complete	160	4
A1E1	Repair Refrigerant leak on Evaporator	120	3
A1E2	Repair Refrigerant leak on Condenser	120	3
A1E3	Repair Refrigerant leak on Suction line Accumulator	120	3
A1E4	Repair Refrigerant leak on Liquid Line Filter Drier	120	3
A1E5	Repair refrigerant leak on Hot Gas Valve	120	3
A1F	Add Refrigerant (no leak on system) - Valid 1 month from installation	40	1
A1G	Moisture or restriction in the system, Inc. replace capillary	160	4
A1H	Adjust expansion valve – valid 1 week from installation	60	1.5
A1I	Replace evaporator	200	5
A1J	Replace Condenser (Air/Water)	200	5
A1K	Replace Pressure Control	140	3.5
A1L	Adjust Pressure Control – valid 1 week from installation	40	1
A1M	Replace Expansion Valve	160	4
A1N	Re-position Condenser Fan Motor – valid on installation date only	20	0.5

### Section 2 – Water Circuit

A2A	Replace Water Inlet Valve Complete	60	1.5
A2B	Replace Water Drain Valve Complete	60	1.5
A2C	Replace Water Pump Including drain pump (EC / EF Range)	60	1.5
A2D	Replace Spray Plate Assembly	60	1.5
A2E	Replace Spray Bar	60	1.5
A2F1	Repair leak on internal hose – Valve to Evaporator	40	1
A2F2	Repair leak on internal hose – Pump to Spray System	40	1
A2F3	Repair Leak on Internal Drain Hose	40	1
A2G	Repair Internal Water Hose inc. drain	60	1.5
A2H	Remove debris from Water Circuit – valid on installation date only	40	1
A2I	Re-position spray plate – valid on installation date only	20	0.5
A2J	Re-position spray bar – valid on installation date only	20	0.5
A2K	Re-position spray curtain – valid on installation date only	20	0.5
A2L	Replace Deflector Plate (NW/MV Range)	60	1.5
A2M	Replace Ice Curtain - <i>Excludes misuse</i>	40	1

A2N	Replace Drain Tank ( <i>EC Range</i> )	<b>60</b>	1.5
A2O	Replace Drain Tank Lid/Gasket ( <i>EC Range</i> )	<b>40</b>	1
A2P	Replace Water Sump ( <i>AC226 / MXG Range</i> )	<b>120</b>	3

## **Schedule A - Cubers**

### Section 3 – Electrical

		<b>Claimable Amount</b>	<b>Hours</b>
A3A	Replace Hot Gas Valve Coil	60	1.5
A3B	Replace Water inlet Valve Coil	40	1
A3C	Replace Drain Valve Coil	40	1
A3D	Replace Harvest Timer	80	2
A3E	Replace Bin Thermostat	40	1
A3F	Replace Evaporator Thermostat	80	2
A3G	Replace Contactor Relay	60	1.5
A3H	Replace Delay Timer	80	2
A3I	Remake Electrical Connections	40	1
A3J	Replace PCB (inc Sensor when supplied)	80	2
A3K1	Replace Evaporator Sensor	80	2
A3K2	Replace Ambient or Condenser Sensor	80	2
A3K3	Replace Ice Level Control	80	2
A3L	Replace Micro Switch	60	1.5
A3M	Replace Transformer PCB Fuse	60	1.5
A3N	Replace Transformer	60	1.5
A3O	Replace Water Level Sensor (Including AC / AF / EC / EF / NW Range)	60	1.5
A3P	Replace dispense motor (TC / DXN / DXG)	60	1.5
A3Q	Replace Relocate Ice agitator (TC / DXN / DXG)	60	1.5
A3R	Replace Dispense Sensor (TC / DXN)	40	1
A3S	Replace LED Panel (MV / NW Range)	40	1

### Section 4 – Carcass

A4A	Replace Damaged Panel – Valid on Installation Date Only	40	1
A4B	Replace Bin Door – Valid on Installation Date Only	40	1
A4C	Replace Storage Bin AC/EC Range (up to AC/EC177) – excludes mis-use	120	3
A4D	Replace storage bin AC/EC226 - excludes misuse	160	4
A4E	Replace Leg/Foot – Valid on Installation Date Only	20	0.5
A4F	Replace Door Frame – Valid on Installation Date Only	40	1

## **Schedule B – Flakers**

### Section 1 – Refrigeration

		<b>Claimable Amount</b>	<b>Hours</b>
B1A1	Replace Compressor (Less or = 1HP)	<b>200</b>	<b>5</b>
B1A2	Replace Compressor (More than 1HP)	<b>280</b>	<b>7</b>
B1B	Replace Compressor Electrics Only	<b>60</b>	<b>1.5</b>
B1C	Replace Condenser Fan Motor	<b>60</b>	<b>1.5</b>
B1D1	Repair Refrigerant leak on Suction line Accumulator	<b>120</b>	<b>3</b>
B1D2	Repair Refrigerant leak on Liquid Discharge Line	<b>120</b>	<b>3</b>
B1D3	Repair Refrigerant leak on Condenser	<b>120</b>	<b>3</b>
B1E	Add Refrigerant (no leak on system) - Valid from 1 Month from Install	<b>40</b>	<b>1</b>
B1F	Moisture or restriction in the system, Inc. replace capillary	<b>160</b>	<b>4</b>
B1G	Adjust expansion valve – valid 1 week from installation	<b>60</b>	<b>1.5</b>
B1H	Replace Expansion Valve	<b>160</b>	<b>4</b>
B1I	Replace Evaporator including bearings & seals	<b>200</b>	<b>5</b>
B1J	Replace Condenser (Air/Water)	<b>160</b>	<b>4</b>
B1K	Replace Pressure Control	<b>140</b>	<b>3.5</b>
B1L	Adjust Pressure Control – valid 1 week from installation	<b>40</b>	<b>1</b>
B1M	Replace Refrigerant seal (MAR Range)	<b>160</b>	<b>4</b>
B1N	Replace E.P.R. (Mar Range)	<b>160</b>	<b>4</b>
B1P	Replace Liquid Line solenoid Valve Complete	<b>160</b>	<b>4</b>

### Section 2 – Water Circuit

B2A	Replace Float Valve	<b>60</b>	<b>1.5</b>
B2B	Replace Internal Water Hose, inc drain	<b>60</b>	<b>1.5</b>
B2C	Replace Water Pump (MAR & Howe Range only)	<b>60</b>	<b>1.5</b>
B2D	Repair Leak on Internal Water Hose	<b>20</b>	<b>0.5</b>
B2E	Replace Water Seal & Bearings on Auger	<b>100</b>	<b>2.5</b>
B2F	Replace Spray Bar (MAR Range only)	<b>60</b>	<b>1.5</b>
B2G	Replace Water Reservoir (Excluding MAR)	<b>60</b>	<b>1.5</b>



## **Schedule B – Flakers**

### Section 3 – Electrical

		<b>Claimable Amount</b>	<b>Hours</b>
B3A	Replace Timer	<b>80</b>	<b>2</b>
B3B	Replace Bin Thermostat	<b>40</b>	<b>1</b>
B3C	Replace Water Pressure Switch	<b>60</b>	<b>1.5</b>
B3D	Replace Contactor Relay	<b>80</b>	<b>2</b>
B3E	Replace Delay Timer	<b>80</b>	<b>2</b>
B3F	Replace Micro/Spout Switch	<b>60</b>	<b>1.5</b>
B3G	Remake Electrical Connections	<b>40</b>	<b>1</b>
B3H	Replace PCB (including sensor when supplied)	<b>60</b>	<b>1.5</b>
B3I1	Replace Evaporator/Condenser Sensor	<b>60</b>	<b>1.5</b>
B3I2	Replace Ice Level Control	<b>60</b>	<b>1.5</b>
B3I3	Replace Drive Gear Motor Sensor	<b>60</b>	<b>1.5</b>
B3J	Replace Drive motor (MAR Range)	<b>60</b>	<b>1.5</b>
B3K	Replace Drive Motor (Flaker, Nugget & Dispenser)	<b>60</b>	<b>1.5</b>
B3L	Replace Drive Motor Complete (Flaker, Nugget & dispenser)	<b>60</b>	<b>1.5</b>
B3M	Replace dispense motor	<b>60</b>	<b>1.5</b>
B3N	Replace dispense motor	<b>40</b>	<b>1</b>

## **Schedule B – Flakers**

### Section 4 – Mechanical

		<b>Claimable Amount</b>	<b>Hours</b>
B4A	Replace Auger Bearings & Water Seal	<b>100</b>	<b>2.5</b>
B4B	Replace Drive/Gear Motor Bearings	<b>60</b>	<b>1.5</b>
B4C	Replace Drive Coupling (Flaker & Nugget)	<b>80</b>	<b>2</b>
B4D	Replace Drive Coupling (Dispensor)	<b>80</b>	<b>2</b>
B4E	Replace Drive Key (MAR)	<b>80</b>	<b>2</b>
B4F	Replace Gear Reducer – Valid only with roller bearing or internal water damage	<b>120</b>	<b>3</b>
B4G	Replace Drive Belt	<b>60</b>	<b>1.5</b>
B4H	Replace Ice Breaker/Blade	<b>100</b>	<b>2.5</b>
B4I	Replace Ice Spout	<b>80</b>	<b>2</b>
B4J	Replace Ice Agitator (dispensor)	<b>60</b>	<b>1.5</b>
B4K	Replace Seals & Gasket on Gear Reducer	<b>100</b>	<b>2.5</b>
B4L	Replace Gear(s) in Gear Reducer including seals & gaskets	<b>100</b>	<b>2.5</b>
B4M	Replace gear reducer (MAR)	<b>80</b>	<b>2</b>

### Section 5 – Carcass

B5A	Replace Damaged Panel – Valid on Installation Date Only	<b>40</b>	<b>1</b>
B5B	Replace Leg/Foot – Valid on Installation Date Only	<b>20</b>	<b>0.5</b>
B5C	Replace Ice Chute (excluding mis-use)	<b>60</b>	<b>1.5</b>

**Schedule C - Storage Bins for Modular Machines**

**Claimable  
Amount**      **Hours**

Section 1 - Carcass/Mechanical

C1A	Repair leak on drain fitting	<b>40</b>	1
C1B	Replace drain fitting	<b>60</b>	1.5
C1C	Tighten / Adjust Door Hinge(s)	<b>20</b>	0.5
C1D	Replace Door Hinges - <i>Excluding misuse</i>	<b>40</b>	1
C1E	Replace Door - <i>Excluding misuse</i>	<b>40</b>	1
C1F	Replace leg - valid on installation date only	<b>20</b>	0.5
C1G	Replace micro switch RBC Frame	<b>60</b>	1.5
C1H	Replace Drain Tap RBC Roller bin	<b>60</b>	1.5

## Schedule D - Water Coolers

		<b>Claimable Amount</b>	<b>Hours</b>
Section 1 - Refrigeration			
D1A1	Replace compressor (<HP)	<b>180</b>	4.5
D1A2	Replace compressor (>1HP)	<b>220</b>	5.5
D1B	Replace compressor, <i>electrics only</i>	<b>60</b>	1.5
D1C	Replace condensor fan motor	<b>60</b>	1.5
D1D1	Repair Refrigerant Leak on Evaporator	<b>120</b>	3
D1D2	Repair rRefrigerant Leak on Condensor	<b>120</b>	3
D1D3	Repair Refrigerant leak on suction line Accumulator	<b>120</b>	3
D1D4	Repair Regfrigerant Leak on Liquid Line Filter Drier	<b>120</b>	3
D1E	Add Refrigerant (no leak on system) - valid 1 month from installation	<b>40</b>	1
D1F	Moisture or restriction in the system, <i>including replace capillary</i>	<b>160</b>	4
D1G	Replace evaporator	<b>180</b>	4.5
D1H	Replace condensor	<b>180</b>	4.5
Section 2 - Water Circuit			
D2A	Replace stream regulator	<b>60</b>	1.5
D2B	Replace Carafe Filler - <i>excludes damage</i>	<b>60</b>	1.5
D2C	Replace Drinking Fountain - <i>excludes damage</i>	<b>60</b>	1.5
D2D	Replace push button - <i>excludes damage</i>	<b>40</b>	1
D2E	Replace Foot Pedal - <i>excludes damage</i>	<b>40</b>	1
D2F	Replace linkage on foot pedal/push button	<b>60</b>	1.5
D2G1	Repair leak in internal hose - <i>Inlet to evaporator</i>	<b>20</b>	0.5
D2G2	Repair leak on internal drain hose	<b>20</b>	0.5
D2H	Replace internal water hose	<b>40</b>	1
Section 3 - Electrical			
D3A	ReplaceThermostat	<b>40</b>	1
D3B	Remake Electrical Connections	<b>20</b>	0.5
Section 4 - Carcass			
D4A	Replace/damaged panel - <i>valid in installation date only</i>	<b>40</b>	1
D4B	Replace leg/foot - <i>Valid in installation date only</i>	<b>20</b>	0.5

## Schedule E - Blast Freezer



**Claimable  
Amount      Hours**

### Section 1 – Refrigeration

E1A1	Replace Compressor	<b>200</b>	<b>5</b>
E1B	Replace Compressor Electrics Only	<b>60</b>	<b>1.5</b>
E1C1	Replace Condenser Fan Motor	<b>60</b>	<b>1.5</b>
E1C2	Replace Evaporator Fan Motor	<b>60</b>	<b>1.5</b>
E1D1	Repair Refrigerant leak on Suction line Accumulator	<b>120</b>	<b>3</b>
E1D2	Repair Refrigerant leak on Liquid Discharge Line	<b>120</b>	<b>3</b>
E1D3	Repair Refrigerant leak on Condenser	<b>120</b>	<b>3</b>
E1E	Add Refrigerant (no leak on system) - Valid from 1 Month from Install	<b>40</b>	<b>1</b>
E1F	Moisture or restriction in the system, Inc. replace capillary	<b>160</b>	<b>4</b>
E1G	Adjust expansion valve – valid 1 week from installation	<b>60</b>	<b>1.5</b>
E1H	Replace Expansion Valve	<b>160</b>	<b>4</b>
E1I	Replace Evaporator	<b>200</b>	<b>5</b>
E1J	Replace Condenser	<b>160</b>	<b>4</b>
E1K	Replace Pressure Control	<b>140</b>	<b>3.5</b>
E1L	Adjust Pressure Control – valid 1 week from installation	<b>40</b>	<b>1</b>
E1M	Replace Refrigerant seal	<b>160</b>	<b>4</b>
E1N	Replace E.P.R.	<b>160</b>	<b>4</b>
E1P	Replace Liquid Line solenoid Valve Complete	<b>160</b>	<b>4</b>

### Section 2 – Electrical

E2A	Replace Solenoid Valve Coil	<b>60</b>	<b>1.5</b>
E2B	Replace Contactor/Relay	<b>60</b>	<b>1.5</b>
E2C	Replace Timer	<b>80</b>	<b>2</b>
E2D	Remake Electrical Connections	<b>40</b>	<b>1</b>
E2E	Replace Control PCB (inc Sensor when supplied)	<b>80</b>	<b>2</b>
E2F	Replace Control Sensor	<b>80</b>	<b>2</b>
E2G	Replace Capacitor	<b>60</b>	<b>1.5</b>
E2H	Replace Transformer PCB Fuse	<b>60</b>	<b>1.5</b>
E2J	Replace Transformer	<b>60</b>	<b>1.5</b>
E2K	Replace LED Panel	<b>40</b>	<b>1</b>

### Section 3 - Carcass/Mechanical

E3A	Replace Panel	<b>40</b>	<b>1</b>
E3B	Replace Door (Complete)	<b>40</b>	<b>1</b>
E3C1	Replace Door Seal	<b>40</b>	<b>1</b>
E3C2	Replace Door Lock	<b>40</b>	<b>1</b>
E3C3	Replace Door Hinge (Each)	<b>20</b>	<b>0.5</b>
E3D	Replace Drain Fitting	<b>40</b>	<b>1</b>

## **Schedule F - Coldroom**

### Section 1 – Refrigeration



**Claimable  
Amount      Hours**

F1A1	Replace Compressor	<b>200</b>	<b>5</b>
F1B	Replace Compressor Electrics Only	<b>60</b>	<b>1.5</b>
F1C1	Replace Condenser Fan Motor	<b>60</b>	<b>1.5</b>
F1C2	Replace Evaporator Fan Motor	<b>60</b>	<b>1.5</b>
F1D1	Repair Refrigerant leak on Suction line Accumulator	<b>120</b>	<b>3</b>
F1D2	Repair Refrigerant leak on Liquid Discharge Line	<b>120</b>	<b>3</b>
F1D3	Repair Refrigerant leak on Condenser	<b>120</b>	<b>3</b>
F1E	Add Refrigerant (no leak on system) - Valid from 1 Month from Install	<b>40</b>	<b>1</b>
F1F	Moisture or restriction in the system, Inc. replace capillary	<b>160</b>	<b>4</b>
F1G	Adjust expansion valve – valid 1 week from installation	<b>60</b>	<b>1.5</b>
F1H	Replace Expansion Valve	<b>160</b>	<b>4</b>
F1I	Replace Evaporator	<b>200</b>	<b>5</b>
F1J	Replace Condenser	<b>160</b>	<b>4</b>
F1K	Replace Pressure Control	<b>140</b>	<b>3.5</b>
F1L	Adjust Pressure Control – valid 1 week from installation	<b>40</b>	<b>1</b>
F1M	Replace Refrigerant seal	<b>160</b>	<b>4</b>
F1N	Replace E.P.R.	<b>160</b>	<b>4</b>
F1P	Replace Liquid Line solenoid Valve Complete	<b>160</b>	<b>4</b>

### Section 2 – Electrical

F2A	Replace Solenoid Valve Coil	<b>60</b>	<b>1.5</b>
F2B	Replace Contactor/Relay	<b>60</b>	<b>1.5</b>
F2C	Replace Timer	<b>80</b>	<b>2</b>
F2D	Remake Electrical Connections	<b>40</b>	<b>1</b>
F2E	Replace Control PCB (inc Sensor when supplied)	<b>80</b>	<b>2</b>
F2F	Replace Control Sensor	<b>80</b>	<b>2</b>
F2G	Replace Capacitor	<b>60</b>	<b>1.5</b>
F2H	Replace Transformer PCB Fuse	<b>60</b>	<b>1.5</b>
F2J	Replace Transformer	<b>60</b>	<b>1.5</b>
F2K	Replace LED Panel	<b>40</b>	<b>1</b>

### Section 3 - Carcass/Mechanical

F3A	Replace Panel	<b>40</b>	<b>1</b>
F3B	Replace Door (Complete)	<b>40</b>	<b>1</b>
F3C1	Replace Door Seal	<b>40</b>	<b>1</b>
F3C2	Replace Door Lock	<b>40</b>	<b>1</b>
F3C3	Replace Door Hinge (Each)	<b>20</b>	<b>0.5</b>
F3D	Replace Drain Fitting	<b>40</b>	<b>1</b>



**Other Codes to use:**

		<b>Claimable Amount</b>	<b>Hours</b>
DIAG	Diagnostic Allowance (Maximum Allowance = 1.5 hours labour)	<b>60</b>	<b>1.5</b>
NONW	Non-Warranty related works (Cleaning, Filter changes etc - Please Quote !!!)		<b>QUOTE PLEASE !</b>

**All further enquiries/claims should be addressed to:**

HTG Trading Ltd (Hubbard Systems is a trading division)  
Unit 103/106 Claydon Business Park  
Gipping Road  
Great Blakenham  
Ipswich  
Suffolk  
IP6 0NL

Telephone - 01473 350000  
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