Hubbard systems

Scotsman® Ice Systems

SKOPE®





Dealer Compensation Scheme

Schedule of Rates [October 2026]

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.

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 5 schedules:

Section A	- Scotsman Cube Icemakers
Section B	- Scotsman Flake Icemakers/Ice and Water Dispensers
Section C	- Scotsman Water Coolers
Section D	- Scotsman Storage Bins
Section E	- Skope Refrigeration

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.

Therefore items HTG require returning following any failure would be selected major component, PCB control boards & items specified if recalled 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) 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 seral number in addition to the equiment details.

Note - Parts ordered in error or returned not required, will be subject to a re-stocking charge of 25% 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 (Oct 26)

Schedule A - Cubers

		Claimable Amount	Hours
Section 1 – Refrigeration			
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 within 1 month from supply	40	1
A1G	Moisture or restriction in the system, Inc replace a capillary	160	4
A1H	Adjust expansion valve – valid 1 week from installation	60	1.5
A1I	Replace Evaporator Assembly	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	60	1.5
A2B	Replace Water Drain Valve	60	1.5
A2C	Replace Water Pump (Including PWD Pump from EC)	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 - *Excludes misuse*	40	1
A2N	Replace PWD Drain Tank (*EC Range*)	60	1.5
A2O	Replace PWD Drain Tank Lid/Gasket *(EC Range)*	40	1
A2P	Replace Water Sump *(AC226 / MXG Range)*	120	3

Schedule A - Cubers

Section 3 – Electrical		Claimable Amount	Hours
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 Condenser Sensor	80	2
A3K3	Replace Ice Level Control	80	2
A3L	Replace Push Button(s) or Switch	60	1.5
A3M	Replace Transformer PCB Fuse	60	1.5
A3N	Replace XSafe Module or Transformer	60	1.5
A3O	Replace Water Level Sensor (EC / NW Range)	60	1.5
A3P	*Not Used Currently*		
A3Q	*Not Used Currently*		
A3R	*Not Used Currently*		
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 – Flaker/Dispenser

Section 1 – Refrigeration

		Claimable Amount	Hours
B1A1	Replace Compressor (Less or = 1HP)	200	5
B1A2	Replace Compressor (More than 1HP)	280	7
B1B	Replace Compressor Electrics Only	60	1.5
B1C	Replace Condenser Fan Motor	60	1.5
B1D1	Repair Refrigerant leak on Suction line Accumulator	120	3
B1D2	Repair Refrigerant leak on Liquid Discharge Line	120	3
B1D3	Repair Refrigerant leak on Condenser	120	3
B1E	Add Refrigerant (no leak on system) - Valid from 1 Month from Install	40	1
B1F	Moisture or restriction in the system, Inc. replace capillary	160	4
B1G	Adjust expansion valve – valid 1 week from installation	60	1.5
B1H	Replace Expansion Valve	160	4
B1I	Replace Evaporator including bearings & seals	200	5
B1J	Replace Condenser (Air/Water)	160	4
B1K	Replace Pressure Control	140	3.5
B1L	Adjust Pressure Control – valid 1 week from installation	40	1
B1M	*Not Used Currently*		
B1N	Replace E.P.R. (Mar Range)	160	4
B1P	Replace Liquid Line solenoid Valve Complete	160	4

Section 2 – Water Circuit

B2A	Replace Float Valve	60	1.5
B2B	Replace Internal Water Hose, inc drain	60	1.5
B2C	Replace PWD Water Pump (EF Units)	60	1.5
B2D	Repair Leak on Internal Water Hose	20	0.5
B2E	Replace Water Seal & Bearings on Auger	100	2.5
B2F	Replace Spray Bar (MAR Range only)	60	1.5
B2G	Replace Inlet Water Tank OR PWD Drain Tank (*EF Range*)	60	1.5
B2H	Replace PWD Drain Tank Lid/Gasket *(EF Range)*	40	1

Schedule B – Flaker/Dispenser

Section 3 – Electrical

		Claimable Amount	Hours
B3A	Replace Timer	80	2
B3B	Replace Bin Thermostat	40	1
B3C	Replace Water Pressure Switch	60	1.5
B3D	Replace Contactor Relay	80	2
B3E	Replace Delay Timer	80	2
B3F	Replace Pushbutton(s) or MicroSwitch	60	1.5
B3G	Remake Electrical Connections	40	1
B3H	Replace PCB (including sensor when supplied)	60	1.5
B3I1	Replace Evaporator/Condenser Sensor	60	1.5
B3I2	Replace Ice Level Control	60	1.5
B3I3	Replace Drive Motor Hall Sensor	60	1.5
B3J	*Not Used Currently*		
B3K	Replace Gear box Motor - Stator Only (Flaker, Nugget & Dispenser)	60	1.5
B3L	Replace Gear box Motor - Complete (Flaker, Nugget & dispensor)	80	2
B3M	Replace Dispense vane motor (TC / DXN / DXG)	60	1.5
B3N	Replace Dispense Sensor (TC / DXN)	60	1.5

Schedule B – Flaker/Dispenser

Section 4 – Mechanical

		Claimable Amount	Hours
B4A	Replace Auger Bearings & Water Seal	100	2.5
B4B	Replace Drive/Gear Motor Bearings	60	1.5
B4C	Replace Drive Coupling (Flaker & Nugget)	80	2
B4D	Replace Drive Coupling (Dispensor)	80	2
B4E	*Not Used Currently*		
B4F	Replace Gear Reducer – Valid only with roller bearing or internal water damage	120	3
B4G	Replace Drive Belt	60	1.5
B4H	Replace Ice Breaker/Blade	100	2.5
B4I	Replace Ice Spout	80	2
B4J	Replace Ice Agitator (dispensor)	60	1.5
B4K	Replace Seals & Gasket on Gear Reducer	100	2.5
B4L	Replace Gear(s) in Gear Reducer including seals & gaskets	100	2.5
B4M	Replace gear reducer (MAR)	80	2

Section 5 – Carcass

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

Schedule C - Storage Bins for Modular Machines

Section 1 - Carcass/Mechanical

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

Schedule D - Water Coolers

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

Schedule E - Skope

Section 1 – Refrigeration

		Claimable Amount	Hours
E1A1	Replace Compressor	200	5
E1B	Replace Compressor Electrics Only	60	1.5
E1C1	Replace Condenser Fan Motor	60	1.5
E1C2	Replace Evaporator Fan Motor	60	1.5
E1D1	Repair Refrigerant leak on Suction line Accumulator	120	3
E1D2	Repair Refrigerant leak on Liquid Discharge Line	120	3
E1D3	Repair Refrigerant leak on Condenser	120	3
E1E	Add Refrigerant (no leak on system) - Valid from 1 Month from Install	40	1
E1F	Moisture or restriction in the system, Inc. replace capillary	160	4
E1G	For Future Use		
E1H	For Future Use		
E1I	Replace Evaporator	200	5
E1J	Replace Condenser	160	4
E1K	Replace Pressure Control	140	3.5
E1L	For Future Use		
E1M	Replace Refrigerant seal	160	4
E1N	For Future Use		
E1P	Replace Liquid Line solenoid Valve Complete	160	4

Section 2 – Electrical

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

Section 3 - Carcass/Mechanical

E3A	Replace Panel	40	1
E3B	Replace Door (Complete)	40	1
E3C1	Replace Door Seal	40	1
E3C2	Replace Door Lock	40	1
E3C3	Replace Door Hinge (Each)	20	0.5
E3D	For Future Use	40	1

Other Codes in use:

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

All further enquiries/claims should be addressed to:

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

Telephone - 01473 350000
Fax - 01473 350001
Email - warranty@htgtrading.co.uk
Web - www.htgtrading.co.uk

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