

Service Bulletin

Subject: Mandatory Return Warranty Parts

Product: Garland Clamshell Grills

Date: 06/11/2020

All Garland Factory Authorized Service Partners (USA)

Update to current return parts policy and procedures.

Garland would like to ask for the return of the items listed on the below table if used under warranty so that we are able to understand the reasons for failure of these parts.

General Information

- If the part is not received but proof the part was shipped can be given, Garland will accept the part as being returned.
- We ask you not to process these claims until you have the tracking number and to submit both together the claim and part should be returned within the current Welbilt claim time limits.
- Completed forms should be returned with the part and also emailed to: reliability.warranty@welbilt.com
- If the claim is reviewed and the part was found not be required but it has been returned for testing, then Garland would not return the part however we will pay 50% of the part cost on the claim and the appropriate labor/ travel.

(Service Bench): When a claim with a required part is submitted, the **Claim Status** for the invoice will read **“Requires Part”**. There is an option at the top of the screen to **print a Packing List** to be included with the shipment.

TO RETURN WARRANTY REQUIRED PARTS

1. When sending parts back for more than one service call in the same box, please label or mark on each part the following:
 - **Complete return information form for each item**
 - **Each item must be identified so we can ensure the correct form is used for the returned item**
 2. IMPORTANT: Ensure parts are in proper packaging to avoid damages during transportation. Otherwise, we would not be able to evaluate the cause of part failure and the claim will be rejected and closed. We would advise taking a picture of the part and packing prior to shipping.
 3. Mark clearly on the outside of box:
 - **“WARRANTY RETURNS”**
 4. Use this account: **SEND USING GROUND SERVICES ONLY**
 - **UPS Package ground only account# 6661W4 (less than 70 lbs),**
 5. Complete an International Bill of Lading (B.O.L) and you MUST indicate on the form:
 - **“WARRANTY RETURN”**
 - Part number(s), description(s) and quantity, as per Packing List(s).
 - Your net purchase price of parts (do not include labor, travel and other service charges)
 6. Ship to:
 - Welbilt Garland**
 - 1177 Kamato Road, Mississauga**
 - Ontario Canada L4W 1X4**
 - ATTN: Raphael Zulueta**
- Parts need to be returned within 30 days from the service call.

Spare Parts Return Form

Mandatory form to be completed and returned with any of the following parts fitted:

Service Part Number	Description	Product
CK4603097	USER INTERFACE ASSEMBLY CFA	Clamshell Grills
CK4601735	UI CONTROLLER MCD	Clamshell Grills
CK4601832	SERVICE KIT - SIB BOARD	Clamshell Grills
4603678	SERVICE KIT - SIB BOARD	Clamshell Grills

Details

Model Number: _____ Restaurant NSN: _____
 Serial Number: _____ Date: _____
 Job number: _____ Tracking number: _____

Fault Data

Cycle Counts: _____ Cook Cycles Counts: _____

Last 10 Error codes:

1: _____ 2: _____ 3: _____ 4: _____ 5: _____

 6: _____ 7: _____ 8: _____ 9: _____ 10: _____

Failure details: _____

Part Number Fitted:

Part 1: _____ Part 2: _____
 Part 3: _____ Part 4: _____

Technicians name : _____
 Service Agent: _____
 Contact Email: _____