



## Beverage Systems, Inc.

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# 12/28/17 – Warranty Parts Procedure

Effective immediately, the following procedure must be followed when replacing parts that are under warranty.

- It is the responsibility of the technician to check with the manufacturer to see if a machine and /or part is to be covered under warranty.
- When working on a machine and/or part that is under warranty, the tech is to contact the manufacturer to get warranty information such as if the labor and travel are covered and if the part is to be shipped back to the manufacturer.
- Once the part is replaced, the bad part is to be shipped back to the manufacturer using the return label supplied by the manufacturer. If no label is provided, a FedEx label can be requested at any time from the parts department to ship parts back to the manufacturer.
- All parts must be returned to the manufacturer within 5 business days of the service call completion.
- Once the part is returned, the tech MUST go on the BSI Mobile App and fill out the “Warranty Parts” form which is under the “Forms” folder on the app. It is critical that a picture of the shipping label showing the tracking information is uploaded using the form.
- If the part is not to be shipped back to the manufacturer as per their instruction, such note must be added to Service Fusion and the “Warranty Parts” form must still be filled out on the mobile app. A picture of the bad part is to be uploaded in place of the shipping label.
- You will receive an email receipt when the “warranty parts” form is successfully filled out and submitted.

### Penalty

- Failure to follow this procedure, the employee will lose (4) hours of PTO for every warranty call that does not have the warranty parts form filled out using the BSI Mobile App.
- If the employee does not have any PTO left to take for the calendar year, the hours will be deducted from the next calendar year. If the tech employee is terminated or resigns, the negative balance will be deducted from the final paycheck.

Any questions must be addressed with your manager directly.

**Jim Ossa**

Vice President



Beverage Systems, Inc | Corporate Headquarters