

Service Bulletin

Prorated pricing and guidelines for units with pad heater failures

ENERGY SAVING POWER (ESP) WELLS
PART(S)#: 3234798,3234950 and 3234951

The purpose of this memo is to provide support for Delfield units with failures of the pad heaters on the Energy Saving Power (ESP) wells.

To obtain a replacement well, your local service agent will need to order it through one of our Authorized parts distributors. Once replaced, submit a claim to Delfield and Delfield will reimburse the appropriate prorated percentage off the list price of the well.

Wells not purchased through an authorized distributor will not be reimbursed.

Parts failure from purchase to 2 years

- 100% parts coverage
- Labor will be covered *if* unit is within warranty, otherwise labor will *not* be included.

Parts failure between 2 years to 5 years

- Prorated parts coverage (see below)
- Labor will not be covered.

Prorated coverage

2-3 years	60% of parts cost
3-4 years	50% of parts cost
4-5 years	40% of parts cost