



2002 Hoover St • Cordele, GA 31015 • P.O. Box 5104 • Cordele, GA 31010-5104  
 • Phone 229-273-9558

**ICE WARRANTY SERVICE REQUEST**

DATE RECEIVED	TIME NOTIFIED	DATE DISPATCHED	TIME DISPATCHED	CUSTOMER PO#	ICE SERVICE PO #

Person requesting service:	
Company requesting service:	
Requesting company Address:	
Requesting company phone #:	Acct#

**PLEASE SET UP APPOINTMENT WITH CONTACT BEFORE GOING TO SITE!**

Point of Contact:	Company:	
Phone:	Alt. Contact:	
Site Address:		
City:	State:	Zip:

**MUST CALL CONTACT TO GAIN ACCESS TO EQUIPMENT!**

**PLEASE OBTAIN UNIT MODEL & SERIAL NUMBER !**

MODEL #	SERIAL NUMBER	NATURE OF PROBLEM

**Service Company Information:**

Service Company:	Contact:	
Phone #:	Fax #:	
City:	State:	Zip:

Invoices will be paid in accordance with Labor Allowance Guidelines. Failure to follow these guidelines may result in delayed payment. All overtime work must be approved in advance. Service centers are required to notify ICE if site travel will exceed 1 hour each way – additional travel time must be approved in advance. Detailed invoices or service tech call sheet/work orders are required to be submitted with invoices for payment. Service techs should document work in detail and include/verify model and serial number of all equipment. The ICE PO must be on all invoices/work orders. ICE will provide warranty replacement parts for service calls. Please contact us at 229-273-9558 and speak with the Parts and Warranty Department.