



# Ice Machine Subscriptions



## What's Not Included

### Just a Few Things We Need from You

Gulf Coast Equip Care cares for our commercial ice makers. We specialize in keeping ice makers at peak performance and extending their overall lifespan. Ice makers need proper care and attention to perform, and we expect our customers to exhibit the same respect for our equipment as we do. As a result, customers will be responsible for repairs if they fail to meet a few basic standards of care.

Below is our list of customer responsibilities.

Keep the **air temperature between 45 – 90 degrees F.**

Maintain proper ventilation around the equipment.

Make sure the machine has the proper water and power.

Clean the air filter.

Wipe down the surfaces of the machine regularly.

Let us do the work on the inside of the machine.



## External Factors

In some cases, external factors cause issues with a commercial ice maker. Although our expert team will work to identify these factors, the customer is responsible for the costs of downtime if the issue wasn't caused by our machine. These factors include:

### A Hot Environment

Even the best ice machines need proper air temperatures to maintain ice production. Too hot, and an industrial ice maker won't produce the amount of ice it's capable of or it can shut down completely. It is the customer's responsibility to keep the environment between 45-90 degrees Fahrenheit. If not, the customer will be responsible for service charges in these instances.



#### Bad Ventilation

Ice machines produce a lot of heat. We make sure to install our machines in areas with plenty of ventilation for heat to escape. Trapped heat can cause commercial ice makers to shut down into a fail-safe mode. If the customer has blocked vents, dirty air filters, or has stacked items on top of the machine service charges will be their responsibility.

#### No Water to the Machine

Our technicians will test the water line identified by the operator to ensure it has adequate pressure and flow prior to installation, however the operator is responsible for ensuring the water flow continues uninterrupted.

Water flow interruptions are usually caused by: 1) other equipment drawing water from the line, reducing pressure and flow, 2) someone shutting off the water supply – many times for work or repairs to other equipment, or 3) a shock to the water system that plugs the water filter with debris.

#### Hot Water Issues

If hot water enters the ice maker's water line, regardless of the reason, it can ruin its production rate. Gulf Coast Equip Care technicians test water lines before installing our machines. After installation, it's the customer's responsibility to maintain proper water temperatures. If one of our machines fails to produce ice because hot water enters the ice maker's water line, the customer is responsible for service related costs.

#### Miscalculation

Gulf Coast Equip Care covers the cost of ice machine repair if the machine isn't working as it should. If the machine is producing on schedule but can't keep up with your needs, you may need to purchase additional ice. If you determine it is frequent occurrence, you might need to upgrade your machine.

#### No Electricity

If the power goes out, the customer is responsible for any service related charges.



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