



Non-Network Service Provider Guidelines

Although RSG maintains a network of authorized service companies, we recognize there may be unique instances where a company not in the network is used. However, regardless of who requests services, including RSG representatives and employees, warranty guidelines and submission rules must be followed or claims will not be eligible for reimbursement.

Please note the reimbursement guidelines below for non-network service providers.

Non-network provider reimbursement may differ from what is allowable for in-network authorized service providers.

- The following information must be provided as specified, or the claim will not be paid. Please use the form at the end of this document to input the required information. Instructions for filling out the form are below. Save and submit the form when completed.
 - Service provider's name, address, contact phone number and email address.
 - Job site name and address where the work was performed.
 - Full name and phone number of the person who requested service.
 - Full name and phone no. of the factory representative who approved the out-of-network repair reimbursement.
 - Product serial number (note that refrigeration and walk-ins have separate serial numbers. If a refrigeration system repair is made, that serial no. must be included, not the walk-in serial no.)
 - Clear description of diagnosis, repair and summary of visit
 - Labor should be listed as individual trips, with travel time, not a lump sum.
 - Parts should be listed individually. Miscellaneous parts lump sums are not allowed.
 - Refrigerant must be listed by the pound, not as a lump sum.
 - Wholesale receipts must be included for all parts reimbursements.
 - Wholesale cost is all that will be reimbursed as RSG technical service provides warranty parts free of charge. No markup or handling fees will be paid.
- If the submitter is a US service company, a W9 is required for reimbursement.
- All information and attachments should be submitted via email to techservice@refsg.com
- The accepted non-network labor rate across the US and Canada will not exceed **\$110** per hour for labor and travel.
- Do not scrap parts for 60 days after service.
- Claims must be made within 60 days after service.
- If all required information is not provided and RSG is required to reach out for more information to get the claim filed, the claim will be reduced by a 10% maintenance fee.
- Reimbursement payment terms will be 60 days after all required information is submitted to RSG.



Non-Network Service Provider Reimbursement Form

Please email this form, along with your W9, wholesale receipts, invoice, work order, photos and any other required documentation, to techservice@refsg.com.

Name Of Company To Be Paid _____

Street Address _____

City _____ State _____ Zip _____

Email Address _____ Phone No. _____

Hourly Labor Rate _____

Name Of Company Who Performed Work (only if the claim is being submitted by an end-user)

Equipment Site/Business Name _____ Store No. (If applicable) _____

Equipment Site Street Address _____

City _____ State _____ Zip _____

Site Contact Name _____

Site Contact Phone Number _____

Equipment Serial No. _____ Model No. _____

(If a walk-in and refrigeration unit were serviced, specify the refrigeration unit serial no. only)

Additional serial numbers of serviced equipment (if applicable) _____

Name Of Factory Representative Who Approved Repairs _____

Factory Representative Phone No. _____

Factory Representative Email Address _____

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Please enter the date and hours of each visit and specify what work was completed. In your visit summary, include all actions, tests and work performed.

Date _____ Travel Hours _____ Labor Hours _____

Visit Summary _____

Date _____ Travel Hours _____ Labor Hours _____

Visit Summary _____

Date _____ Travel Hours _____ Labor Hours _____

Visit Summary _____

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Please list any parts to be billed.

Part No. _____ Description _____

Qty. _____ Price Per Unit _____ Extended Price _____

Part No. _____ Description _____

Qty. _____ Price Per Unit _____ Extended Price _____

Part No. _____ Description _____

Qty. _____ Price Per Unit _____ Extended Price _____

Part No. _____ Description _____

Qty. _____ Price Per Unit _____ Extended Price _____

Part No. _____ Description _____

Qty. _____ Price Per Unit _____ Extended Price _____



Additional Information

RSG warranty guidelines detailing the maximum standard labor allowance for equipment repair are available at the links below:

<https://norlake.com/wp-content/uploads/2020/07/nor-lake-warranty-guidelines.pdf>

<https://master-bilt.com/wp-content/uploads/2020/07/warranty-guidelines.pdf>

If a non-authorized service company wants to become authorized, a service contract will be established, setting a labor rate, payment terms, and rules for claim submission. The non-authorized company will also agree that, as an authorized service provider, they will receive dispatches from RSG service and be listed on our website for customers to contact directly for service.