



## Dear Prospective Authorized Service Center:

Thank you for considering the opportunity to become a Magic Chef –Ewave authorized service center. Here are some important facts you should know as a potential ASC:

- All warranty service calls will be dispatched to you via fax or e-mail for all products regardless of whether the product is to be service on a carry in or in home basis.
- All customers contacting you directly requesting warranty service are to be referred to MC Appliance Corp. at our toll free number 888-775-0202 to verify that the customer is entitled to warranty service. Warranty service invoices submitted by your dealership without prior authorization will not be paid.
- To order parts for warranty or chargeable service please visit our website at [www.mcappliance.com](http://www.mcappliance.com) and go to the Part Order link to place your order. Or you can contact our Customer Support Dept. at 888-775-0202.
- Claims must be submitted within 180 days from the date of repair completion.
- For our rates, see last page. Any additional charges for travel or labor must be approved prior to scheduling of the service call. Additional charges not pre-approved will be denied.
- If adjustments are made to your invoice, please contact ASC Administrator at 630-238-2867.
- Sealed System Repairs including replacing Compressors require prior approval before servicing the units.
- Claims must be submitted online via our website at [www.mcappliance.com/service](http://www.mcappliance.com/service). **Effective 12/01/10 we will no longer accept invoices via fax or USPS.**

Attached you will find an ASC application. Please mail or fax the completed application to the address or fax number listed. You can also visit our website to view our products at [www.mcappliance.com](http://www.mcappliance.com)

If you have any questions please contact me at 888-775-0202 or (630)238-2867

I look forward to hearing from you soon!

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## Authorized Service Center Application

Name of business:	
DBA:	
Address:	
City:	
State:	Zip Code:
Area code, telephone number:	
Fax number:	

Ship to address (if different from above):	
City:	
State:	Zip Code:
Area code, telephone number:	
Fax number:	

What is your email address? \_\_\_\_\_

What is your web site address? \_\_\_\_\_

Enter your business hours	Open	Close
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

What is your phone number for scheduling service calls? \_\_\_\_\_

Do you offer after hour emergency service? Yes or No if yes, what is the emergency phone number? \_\_\_\_\_

How many years have you been in business? \_\_\_\_\_

Are you a selling dealer? Yes or No

Do you service Commercial Refrigeration Units? Yes or No if yes, does your company have separate service hours for these units? \_\_\_\_\_

Do you have 24hr service for Commercial units? Yes or No

What brands of Commercial units do you service? \_\_\_\_\_

Do you service only what you sell? Yes or No

Do you operate from a workplace that has a customer entrance? Yes or No if no, please explain:

What types of certification do you have? \_\_\_\_\_

Number of technicians employed? \_\_\_\_\_

How many work full-time? \_\_\_\_\_

Do you provide on site service? Yes or No How many service vehicles (truck or van) do you operate? \_\_\_\_\_

What on site service radius is covered by your service center? \_\_\_\_\_ Miles.  
**(Many Magic Chef and E-wave products require on site warranty repair. Generally the accepted minimum radius is 25 miles one way.)**

How many in-home service technicians do you employ? \_\_\_\_\_

What is your average response time to a customer call? \_\_\_\_\_

What is your average repair turnaround time? \_\_\_\_\_

Is your company insured and bonded? \_\_\_\_\_

What is your coverage type? \_\_\_\_\_

Name of insurance provider: \_\_\_\_\_

Insurance policy number: \_\_\_\_\_

What dealers do you provide service for? \_\_\_\_\_

How many repairs are made per month on **all brands**? \_\_\_\_\_

What is the % of warranty vs. non-warranty? \_\_\_\_\_

Name of owner/president: \_\_\_\_\_

Name of service mgr: \_\_\_\_\_

<b>MY COMPANY SERVICES...</b>
<b>MICROWAVES</b> _____
(Over the Range) (Countertop)
<b>REFRIGERATORS</b> _____
<b>WINE COOLERS</b> _____
<b>ICE MAKERS</b> _____
(Portable) (Commercial)
<b>FREEZERS</b> _____
<b>AC (Window &amp; Commercial)</b> _____
<b>PORTABLE CLOTHES WASHER</b> _____
<b>PORTABLE DISHWASHER</b> _____
<b>PORTABLE DRYER</b> _____

\*By agreeing to provide service, service provider acknowledges that he/she is not an agent, employee, or servant of CNA International, Inc. d/b/a MC Appliance Corporation for any purpose. Service provider agrees that he/she shall not hold out as an agent, employee, or servant of CNA International, Inc. under any circumstances for any reason. Service provider is an independent contractor and is not in any way authorized to make a contract, agreement or promise on behalf of CNA International, Inc. or to create any implied obligation on behalf of CNA International, Inc.

**Please mail or fax the completed application to:**  
**MC Appliance Corporation**  
940 N. Central Ave  
Wood Dale, IL 60191  
Fax: 630-948-3086

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Labor rates for **Magic Chef** and **E-wave** brand appliances

We are pleased to announce warranty labor rates for **Magic Chef** and **E-wave** brand appliance. The warranty labor rate is effective now for products that are received for repairs. These are our **flat rates** for completed service calls.

Product	Carry In	Home	Additional Info
Microwave Oven	Minor \$55.00	Minor \$60.00	\$30 removal for over the range (OTR) units.
	Major \$65.00	Major \$85.00	

Product	Carry In	Home	Additional Info
Refrigerator Ice Maker Wine Cooler AC(window)	Minor \$65.00	Minor \$70.00	Sealed system repairs are eligible for
	Major \$80.00	Major \$95.00	

**Important to your labor rates:**

- Removal charge applies only to **E-wave** microwave oven over the range models.
- Recovery charges apply only to sealed system repairs.
- Do not do Sealed System Repairs without prior authorization.
- Mileage and additional fees need to be prior approved.

Contact us with any of your concerns or if you need clarification regarding any **Magic Chef** and **E-Wave** service policies, labor rates, and procedures. We will be happy to assist you.

**Please sign and date to accept our service rates. Please fax this along with your application.**

\_\_\_\_\_

**Print Name/ Your Title**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Sign Name**

\_\_\_\_\_

**Date**

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## **List of Minor Repairs for OTR Microwaves**

- Diagnosis
- Door Assembly replacement
- Door Handle replacement
- Vent Grill replacement
- Turntable Motor replacement
- Roller Guide replacement
- Bulb replacement
- Coupler replacement
- Any adjustments for mechanical parts
- Any reconnections for electrical parts
- Fuse replacement

## **List of Minor Repairs for Refrigerators, Wine/Beverage Coolers, Ice Makers, Freezers.**

- Adjustment of any mechanical parts
  - i.e. Door, handle, gasket
- Reconnection of any electrical parts
  - i.e. Wires, thermostats, defrost parts, etc...
- Door/Lid replacements
- Defrosting unit

## **List of Major Repairs for OTR Microwaves**

- Any electrical part replacement
  - i.e.: Magnetron, Exhaust fan motor, PCB Display, Switch membrane, Capacitor, Transformer, Any Thermo cutoff, Diode, etc...
- Any replacement of a magnetron, top cavity thermostat, exhaust fan motor are eligible for \$30 OTR Removal fee

## **List of Major Repairs for Refrigerators, Wine/Beverage Coolers, Ice Makers, Freezers.**

- Replacement of any electrical parts
  - i.e. Thermostats, any defrost parts, fan motor