

- All warranty claims must be submitted through Global Warranty. Select the link to visit Global Warranty. <https://globalwarranty.davisware.com/GlobalWarranty/GW.aspx>
- Claims must be submitted within 45 days of the job completion date. Claims submitted after 45 days are subject to a reduced reimbursement.
- Each service call will be held to the hourly labor allowances stated on the following pages.
- Technicians should call in from the job site to report initial diagnosis (800) 768-5953.
- If parts are sourced locally, Fortress will reimburse the part's original cost. Receipt for proof of purchase must be provided or added to the Global Warranty file room tab for any charges other than hourly labor and travel.
- Fortress will pay the service provider's standard travel rate only. Mileage will not be considered as an added charge.
- Only one service/truck charge and one travel charge will be paid per service call.
- Fortress will not reimburse for evaporator coil thawing time on refrigeration service calls. Contact us from site for special considerations.

