



## Autogate® Tailgate Warranty - International

### STANDARD 6-MONTH WARRANTY

A standard six (6) month limited product warranty from date of product shipment to first purchaser covering product defects in the product supplied by Philippi-Hagenbuch, Inc. (PHIL) is provided unless otherwise stipulated in the quotation. PHIL's liability under this product warranty is strictly limited to repair or replacement of parts or components which are found to be defective by PHIL. PHIL is not responsible for equipment down-time, lost production or similar consequential damages/expenses, freight of parts, labor or mileage associated with warranty.

In the event that any product problems develop, either at product installation or during product operation, **PHIL must be contacted without exception for authorization of warranty repairs** and correct repair procedures prior to beginning any warranty related work that might be billable to PHIL. No product warranty claims will be accepted without Philippi-Hagenbuch, Inc.'s prior authorization.

### Additional Conditions Applicable to Warranty Claims

- For equipment on which Philippi-Hagenbuch, Inc. products are installed/ preventative maintenance inspection records, and on-board weighing data records whether or not noting the Philippi-Hagenbuch, Inc. product in question, must if requested be provided to Philippi-Hagenbuch, Inc.
- Philippi-Hagenbuch, Inc. Autogate® Tailgates must be inspected at every Preventative Maintenance (PM) interval. Items to check include, but are not limited to: secure and tight retainer pin and bolt on the tailgate pivot, the length of chain is as tight as possible plus on link and all bolt retainers remain intact. If these inspections are conducted by Philippi-Hagenbuch, Inc. then it is understood that equipment will be cleaned and made available for inspection during normal business hours between 7:00 am and 5:00 pm Monday through Friday. Provided reasonable notice is given, failure to properly make equipment available for inspection by Philippi-Hagenbuch, Inc. will void Philippi-Hagenbuch, Inc.'s warranty responsibilities.
- Philippi-Hagenbuch, Inc.'s intent is to honor all valid warranty claims. For any/all warranty claims, Philippi-Hagenbuch, Inc., reserves the right to inspect the product and if on inspection the warranty claim is not a Philippi-Hagenbuch, Inc. responsibility per Philippi-Hagenbuch, Inc.'s findings, inspection costs, including travel, time and any other associated expenses will be billed with all future Philippi-Hagenbuch, Inc. warranty responsibilities contingent on payment for such costs
- Warranty does not cover product abuse, misuse, misapplication or wear parts. Where it is determined after a warranty claim is made that continued running of equipment will further damage the equipment then Philippi-Hagenbuch, Inc.'s warranty responsibility ends with the damage "as first noted" with any further damage as a result of continued running of the equipment being the responsibility of the equipment user. Warranty is voided if product is used for hauling/carrying materials that are denser than what the product was originally designed for.



If Philippi-Hagenbuch, Inc., in honoring a product warranty, has to perform service work, the equipment must be pre-cleaned and made available during normal business hours – 7:00 am to 5:00 pm Monday through Friday. If service work has to be performed outside normal business hours the equipment user/owner agrees to pay for premium charges associated with such work or Philippi-Hagenbuch, Inc.'s warranty is voided.

All implementations of Philippi-Hagenbuch, Inc.'s product warranty are conditional both on timely initial product payment per sales terms and the equipment user's ongoing account being current with all payments. Failure to pay in a timely manner voids the product warranties.

If Philippi-Hagenbuch, Inc. at a purchaser's imposed request designs components of a product or a product outside Philippi-Hagenbuch, Inc.'s established design parameters, Philippi-Hagenbuch, Inc. will advise the user that higher than desired stresses/loads may occur and the purchaser in advance agrees to accept product problems/failures associated with such imposed product design stipulations.

### **For Warranty Claim Authorization**

**Call:** +1 (309) 697-9200 or (800) 447-6464

**Email:** [sales@philsystems.com](mailto:sales@philsystems.com)

**Web Claim:** <https://haul.philsystems.com/submit-warranty-claim>