



## **Standard Rear Eject Body Warranty International**

### **Structural & Component Warranty**

Twelve (12) month limited HiVol® Rear Eject Body warranty from date of product shipment covering product defects in the structure and/or components supplied by Philippi-Hagenbuch, Inc. (here-in-after referred to as PHIL). PHIL's liability under this product warranty is strictly limited to repair or replacement of structure as found to be defective by PHIL. PHIL is not responsible for equipment down-time, lost production, mileage, freight of replacement parts to or from Philippi-Hagenbuch, Inc. or similar consequential damages/expenses.

In the event that any product problems develop, either at product installation or during product operation, prior to beginning any warranty related work that might be billable to PHIL, other than where allowed for by prior agreement, PHIL must be contacted for authorization and correct repair procedures without exception. No product warranty claims will be approved without PHIL's prior authorization.

Product flaws or failures that might possibly occur may be subject to a PHIL Finite Element Analysis with final responsibility for the problem and associated corrective action then determined.

### **Additional Conditions Applicable to Warranty Claims**

- For equipment on which PHIL products are installed, preventative maintenance inspection records, whether or not noting the PHIL product in question, must be provided to PHIL upon request.
- All PHIL equipment must be inspected on a regular basis including during the daily walk-around and during scheduled and unscheduled preventive maintenance (PM) intervals. If as part of PHIL's warranty administration, it is decided that the previous inspection records are needed, we will request them at that time. If additional inspections are conducted by PHIL, then it is understood that equipment will be cleaned and made available for inspection during normal business hours – 7:00 AM to 5:00 PM Monday through Friday. Provided reasonable notice is given, failure to properly make equipment available for inspection by PHIL will void the warranty responsibilities.
- When contacting PHIL to discuss a possible warranty claim, be prepared to provide digital images, video and a remote video walk-around of the equipment with PHIL Associates to determine the next steps and corrective action.
- PHIL's intent is to honor all valid warranty claims. For any and all warranty claims, PHIL reserves the right to inspect the product and if on inspection the warranty claim is not a PHIL responsibility per PHIL's findings, inspection costs, i.e. travel, time and any other associated expenses will be billed with all future PHIL warranty responsibilities contingent on payment for such costs.
- Haulage Equipment On-Board Weighing Data Records must be provided to PHIL upon request.

## PHIL HiVol® Rear Eject Body Warranty (Continued)

- Upon contacting PHIL for parts that have failed due to workmanship or defect, proof of part defect may be required including but not limited to submitting photos of the damaged part or shipping the defective part back to PHIL for analysis. A purchase order for such parts may be required by the customer prior to part shipment. If after analysis it is found that the damage was caused by normal wear and tear, abuse or neglect, the cost of the replacement part(s) and any other associated expenses will be billed with all future PHIL warranty responsibilities contingent on payment for such costs.
- Warranty does not cover product abuse, misuse, misapplication or replacement of wear parts. Where it is determined after a warranty claim is made that continued running of equipment will further damage the equipment, then PHIL'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 body was originally designed.
- The customer is responsible for all freight expenses associated with warranty claims and may be required to return defective parts to PHIL at their own expense. PHIL will source the least costly alternative in all shipments from the factory for replacement components. If the customer requests expedited shipping, they will be required to pay the difference between the least cost and the expedited method.

If PHIL, in honoring a warranty claim, 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 done outside normal business hours the equipment user/owner agrees to pay for premium charges associated with such work or PHIL's warranty is voided.

All implementations of PHIL'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 active product warranties.

If PHIL, at a purchaser's imposed request, designs components of a product or designs a product that is deemed to be outside PHIL's established design parameters, PHIL will advise the client 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.

PHIL Warranty Policy & Terms as written above are subject to change without notice.

### For Warranty Claim Authorization

Call: +1 (309) 697-9200

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