



## Product Warranty

Six (6) month limited product warranty from date of product delivery to first purchaser covering product defects in the product supplied by Philippi-Hagenbuch, Inc. Philippi-Hagenbuch, Inc.'s liability under this product warranty is strictly limited to repair or replacement of parts or components which are found to be defective by Philippi-Hagenbuch, Inc. Philippi-Hagenbuch, Inc. is not responsible for equipment down-time, lost production 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 Philippi-Hagenbuch, Inc., other than where allowed for by prior agreement, Philippi-Hagenbuch, Inc. without exception must be contacted for authorization and correct repair procedures. No product warranty claims will be accepted without Philippi-Hagenbuch, Inc.'s prior authorization.

Product flaws or failures that might possibly occur will be subject to a Philippi-Hagenbuch, Inc. 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 Philippi-Hagenbuch, Inc. products are installed/ preventative maintenance inspection records, whether or not noting the Philippi-Hagenbuch, Inc. product in question, must if requested be provided to Philippi-Hagenbuch, Inc.
- If as part of Philippi-Hagenbuch, Inc.'s warranty administration, it is decided by Philippi-Hagenbuch, Inc. that equipment needs to be inspected on a regular basis, 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 – 7AM to 5 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, i.e. travel, time and any other associated expenses will be billed with all future Philippi-Hagenbuch, Inc. warranty responsibilities contingent on payment for such costs
- Haulage Equipment On-Board Weighing Data Records, if requested must be provided to Philippi-Hagenbuch, Inc.

## PHIL Product Warranty (Continued)

- Product payload “volume” is guaranteed. Actual payload “weight” though is payload “volume” times (a variable) material density.
- Warranty does not cover product abuse, misuse, or misapplication. 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. For example, a dirt body could haul coal however hauling dirt in a coal body will void the product warranty.

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 – 7AM to 5 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 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:** (309) 697-9200

**Email:** sales@philsystems.com