



Standard HiVol® Body Warranty

Twelve (12) 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 normal wear and tear, 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, maintenance inspection records, whether noting the Philippi-Hagenbuch, Inc. product in question or not, must be provided if requested by 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

PHIL Product Warranty (Continued)

- Haulage Equipment On-Board Weighing Data Records, if requested must be provided to Philippi-Hagenbuch, Inc.
- Volumetric Capacity is guaranteed; actual payload “weight of material being hauled” is not guaranteed by PHIL, as payload is a variable determined by its 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.
- Upon written approval by PHIL for outside work to be performed on a warranty repair that will be billed back to PHIL, PHIL will authorize a set number of hours for the warranty repair at PHIL standard warranty repair rate, which is the maximum that PHIL will accept as a warranty reimbursement to outside parties. PHIL will not reimburse for overtime, weekend or holiday time, travel time or mileage. If service work has to be done outside of normal business hours, the end user / owner will be responsible for paying premium charges associated with such work.
- 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: +1 (309) 697-9200

Email: sales@philisystems.com