



Warranty Policy Guide

Applies to Class I & II Products

1. The Purpose of Warranty

Warranty assures the purchaser that should a defect in design, material, or workmanship occur during the warranty period, Hillco Technologies, Inc. (Hillco) will assume specific repair responsibilities, as listed in the warranty statement. The Statement of Limited Warranty is to be provided to each purchaser of each piece of new equipment.

2. Dealer Responsibilities

The following responsibilities are to be performed when the dealer delivers a product to the purchaser or otherwise places it into warranty service:

1. Complete the final Pre-Delivery Inspection (PDI) and submit it via email to warranty@hillcotechnologies.com. Warranty reimbursement is contingent upon product registration.
2. Review the "Statement of Limited Warranty" and "Operator's Manual" with purchaser to assure understanding of purchaser's responsibilities as related to warranty, service, and the proper and safe operation of the product. Purchasers should be advised to have failed parts repaired or replaced immediately upon failure and that continued use which leads to additional damage will not be covered under the provisions of the warranty.
3. Only genuine Hillco parts should be used for warranty repair and replacement. In some cases where non-Hillco parts may be required to complete the repair, the dealer must receive prior consent from Hillco for use of these parts. Hillco's parts warranty only covers genuine Hillco parts. Use of non-Hillco parts without prior consent from Hillco may void warranty.
4. Contact Hillco prior to beginning repair or replacement of failed parts to make certain that the cost of repairs is consistent with the value of the product when sold. Warranty requests for units in dealer's inventory may be submitted to Hillco when defects are noted in products prior to the retail sale of that unit.
5. All warranty work must be completed within 30 days of failure. Notify Hillco's Warranty Department at warranty@hillcotechnologies.com if repairs will require more than 30 days after failure for an extension. No claim will be accepted for warranties that exceed this 30 day period without a Hillco-authorized extension.
6. No warranty will be allowed on products delivered to the retail customer prior to receipt of full payment for the invoice associated with that product to Hillco.
7. Warranty repair should be assigned to technician(s) that have the skills and abilities to perform a safe, quality, and timely repair. If diagnostic time is required, contact Hillco prior to beginning the warranty repair for approval. Labor may be claimed for travel time, up to a maximum of 2 hours per warranty incident, at the dealership's shop labor rate and must be itemized separately from other labor when submitted. No other transportation or travel expenses will be considered for reimbursement.

All dealers will warranty their technician's work to the purchaser and will indemnify Hillco Technologies, Inc. from such claims.

3. Hillco Technologies, Inc's Responsibilities

1. Reimbursement for parts used in warranty repair will be credited at the manufacturer's established list price, except where other reimbursement is mandated by state statutes. No warranty will be allowed on products whose invoice is past due.
2. Dealer should use parts from their Hillco parts inventory first. In the event that parts must be shipped from Hillco, freight will be reimbursed by Hillco and will be shipped by the most economical means to arrive in the shortest possible time. Additional freight costs associated with Air, Next Day Air, Priority and other special shipment methods, requested by the dealer, will be at dealer/customer's expense.
3. Warranty labor reimbursement is paid at the dealership's shop labor rate, or as regulated by state statutes. Repair times will be reviewed by Hillco and may be adjusted to average repair time required by other dealers to make similar repairs. Labor costs associated with repair parts that are used in repair of a Hillco product that is not under warranty, or is outside the warranty period, are not eligible for reimbursement.
4. Outside warranty repair (warranty performed by someone other than the dealership) must have prior approval from Hillco's Warranty Department to qualify for reimbursement. Charges must be reasonable and customary for the work performed. An invoice for this outside labor must be submitted to Hillco via email at warranty@hillcotechnologies.com.

4. Other Warranty Provisions

The following guidelines are to be followed when performing warranty repairs:

1. In all cases, the most economical repair should be performed unless otherwise directed. Credit will not be allowed for assemblies, or groups, if it is practical to make the repair with individual parts. In some cases, the assembly, or group price may be less than the total of the parts and labor required to complete the repair. In those cases, an assembly, or group, should be used.
2. All parts removed during warranty repair should be held for a period of 60 days after the warranty claim has been submitted to Hillco. These parts can be discarded if disposition or return request hasn't been made during this period. Parts that are returned to Hillco for which credit has not been issued can be returned upon dealer request, at the dealer's expense, within 30 days of claim disposition. These parts will be discarded after the 30-day period.
3. Hillco reserves the right to deny or reverse any and all warranty claims for parts, labor, or miscellaneous charges when errors are found, warranty provisions are abused, or fraudulent claims are submitted.
4. Warranty reimbursement is not possible:
 - a. If parts returned are not cleaned and properly identified, or if they are damaged in return shipment due to poor packaging.
 - b. When failure falls under the limitations as identified in Hillco's "Statement of Limited Warranty".
 - c. When Hillco has requested the return of certain parts, assemblies or information and has not received items within 30 days of the return request.
 - d. On claims due to damage or shortage that are obviously the responsibility of dealer or the delivering carrier.
 - e. On the entire claim when warranty policy and provisions are not followed.

5. Service Bulletins

Service Bulletins will be issued when necessary to alert dealers of special repairs. Each Bulletin will give detailed directions and procedures to complete the service. It is the dealer's responsibility to immediately notify the customer of the service bulletin and to ensure the required actions are performed. Damage occurring after the release of a service bulletin, that was preventable by following the directions described in the bulletin, will not be eligible for warranty consideration.

6. Procedures for Completion of Warranty Form

A valid warranty claim must be submitted to Hillco at warranty@hillcotechnologies.com. The submission must be fully completed within 30 days of the occurrence and within the warranty period.

7. Use of Photos

Pictures should be submitted with the warranty claim if inclusion will help identify the condition of the part being repaired or replaced, and thus assisting in approval of the claim. In many cases, the use of photos may eliminate the need to return parts for evaluation.

8. Delayed Warranty Repairs

Warranty repairs should be scheduled and performed as soon as possible after notification by the customer that a problem exists. There may be circumstances that require the use of the product for a short period of time by the retail customer or the availability of repair parts necessary to complete the repairs that will require the work to extend past the 30-day period. In those cases, the dealer must notify Hillco of the extenuating circumstance and advise that the continued use of the product will not enlarge the warranty claim. No claim will be accepted for warranties that exceed this 30 day period without a Hillco-authorized extension.

9. Denied Claims

When a claim is denied, the dealer who submitted the claim will be notified via the same email address that originally submitted the claim. The notification will come from warranty@hillcotechnologies.com and it will state the reason for the denial. The dealer has the right to appeal this claim and must do so within 30 days of notification of denial. If there has been no appeal within the 30 days period the claim will be considered closed.

10. "Statement of Limited Warranty" Terms and Conditions

Refer to the Hillco's "Statement of Limited Warranty" supplied in the "Operator's Manual" of each Hillco product. You may obtain a copy of the "Statement of Limited Warranty" from Hillco directly if necessary.