



Effective 1-25-16

SEWER EQUIPMENT COMPANY OF AMERICA

WARRANTY POLICIES AND PROCEDURES

I. NEW EQUIPMENT WARRANTY

Equipment warranty is as stated on the warranty certificates. In general, equipment warranty policies are as follows:

- A. Units are warranted against defects in material or workmanship for a period of 12 months or 2000 hours from the date of invoice, whichever comes first. Warranties are not transferable.
- B. The Sewer Equipment Company of America warrants our Duraprolene water tanks for a period of 10 years. Our Super Poly tanks are warranted for 5 years. Optional warranties may be available. Please contact our Sales Department for details.
- C. Warranties covering major components, not of our manufacture, are warranted by their respective manufacturers. (i.e.; truck chassis, tires, water pumps, engines, batteries, sewer cleaning hose, etc.) The Sewer Equipment Company of America is available to assist you with warranty claims with these manufacturers.
- D. Certain parts (e.g.; light bulbs, fuses, belts, filters, ball valves, brakes, throttle cables, water pump valves, pump packing, tires, etc.) are deemed as expendable items. These parts are consumable with routine usage of your equipment. These parts are not covered by the equipment warranty. If you are uncertain as to whether or not the part in question is considered expendable, do not hesitate to contact us.
- E. As the manufacturer of the equipment, it is our option on handling warranty repairs. Components, at Sewer Equipment Company of America's option, may be replaced with new or factory- reconditioned parts.

II. DEMONSTRATOR EQUIPMENT WARRANTY – SEWER EQUIPMENT UNITS ONLY

Equipment warranty is as stated on the warranty certificates. In general, equipment warranty policies are as follows:

- A. Units are warranted against defects in material or workmanship for a period of 12 months or 2000 hours from the date of invoice, whichever comes first. Warranties are not transferable.
- B. The Sewer Equipment Company of America warrants our Duroprolene water tanks for a period of 10 years. Our Super Poly tanks are warranted for 5 years. Optional warranties may be available. Please contact our Sales Department for details.
- C. The balance of warranties covering major components not of our manufacture but rather by their respective manufacturers. (i.e.; truck chassis, tires, water pumps, engines, batteries, sewer cleaning hose, etc.) will be passed along at the time of purchase and **NOT** extended. The Sewer Equipment Company of America is available to assist you with warranty claims with these manufacturers.



www.sewerequipment.com



www.ram-vac.com



www.mongoosejettters.com

- D. Certain parts (e.g.; light bulbs, fuses, belts, filters, ball valves, brakes, throttle cables, water pump valves, and packing, light bulbs, fuses, belts, filters, brakes, throttle cables, water pump valves, pump packing, tires, etc.) are deemed as expendable items. These parts are consumable with routine usage of your equipment. These parts are not covered by the equipment warranty. If you are uncertain as to whether or not the part in question is considered expendable, do not hesitate to contact us.
- E. As the manufacturer of the equipment, it is our option on handling warranty repairs. Components, at Sewer Equipment Company of America's option, may be replaced with new or factory- reconditioned parts.

III. WARRANTY CUSTOMER STOCK UNITS

Equipment warranty is as stated on the warranty certificates. In general, equipment warranty policies are as follows:

- A. Units are warranted against defects in material or workmanship for an additional period of 6 months or 500 hours in addition to the standard period of 12 months from the date of invoice. Warranties are not transferable. This is predicated on said stock unit not being more than 12 months old or having in excess of 25 hours of use.
- B. The Sewer Equipment Company of America warranties our Duroprolene water tanks for a period of 10 years. Our Super Poly tanks are warranted for 5 years. These also are extended for 6 months or 500 hours and predicated on the unit not being more than 18 months old or having in excess of 25 hours of use. Optional warranties may be available. Please contact our Sales Department for details.
- C. The balance of warranties covering major components not of our manufacture but rather by their respective manufacturers. (i.e.; truck chassis, tires, water pumps, engines, batteries, sewer cleaning hose, etc.) will be passed along at the time of purchase and **NOT** extended. The Sewer Equipment Company of America is available to assist you with warranty claims with these manufacturers.
- D. Certain parts (i.e.; light bulbs, fuses, belts, filters, ball valves, brakes, throttle cables, water pump valves, pump packing, tires, etc.) are deemed as expendable items. These parts are consumable with routine usage of your equipment. These parts are not covered by the equipment warranty. If you are uncertain as to whether or not the part in question is considered expendable, do not hesitate to contact us.
- E. As the manufacturer of the equipment, it is our option on handling warranty repairs. Components, at Sewer Equipment Company of America's option, may be replaced with new or factory- reconditioned parts.

IV. WARRANTY REPLACEMENT PARTS

- A. Parts to be considered for warranty must be purchased from the Sewer Equipment Company of America. Please order all warranty parts from our warranty department (800-323-1604). All suspected warranty parts required to be returned must have a Returned Materials Authorization number. Please request an RMA when ordering replacement warranty parts. RMA forms will either be included with the new parts shipped or one will be faxed to you. A copy of this form is to be put in the box with the parts you are returning.
- B. Our warranty **DOES NOT** allow for airfreight (UPS RED, BLUE, Three Day Select, FEDEX, etc.). The customer/dealer may request airfreight service, at their own expense, if so desired.
- C. All warranty parts transactions will be billed to your account. This is for control purposes and credit consideration will only be made upon our receipt and inspection of the defective part(s). A copy of the RMA form must be sent back with the parts being returned.
- D. Upon receipt of the defective part(s) and RMA form, we will determine the cause of the failure. If the failure is determined to be due to a defect in workmanship or material, a credit will be issued. If the failure is determined to be due to normal wear, misuse,

alteration or neglect, no credit will be issued. Please be advised that because we are asking for a part to be returned does not automatically mean it will be covered by warranty.

- E. As the administrator of the warranty claims, at Sewer Equipment Company of America's option, may be replace parts with new or factory-reconditioned parts. This will be determined upon analysis of the parts returned.

V. **RETURN OF PARTS**

- A. A Returned Materials Authorization form must accompany all parts returned. The RMA number must be printed on the outside of the shipping carton.
- B. It is your responsibility to insure the parts being returned are properly packaged. Credit will be denied if any parts returned are damaged/missing due to improper packaging. In the event a part being returned is damaged in transit, we will advise you. It is your responsibility as the shipper to file a claim with the freight carrier. Sewer Equipment Company of America will not issue any credit for parts damaged in transit.
- C. We ask that when returning any hydraulic components, that all ports be plugged and/or covered. Failure to comply could jeopardize warranty or credit.
- D. In general, to ensure the prompt issuance of credit to your account, please send all returns directly to the Sewer Equipment Company of America, 1590 Dutch Road, Dixon, IL 61021 and **NOT** through our Service Technicians or salesmen.
- E. All parts must be returned to Sewer Equipment Company of America within 30 days of the issuance of the RMA number. Any parts received after 30 days will be refused and returned.

VI. **WARRANTY CLAIM FORMS**

If warranty repairs require labor or pre-approved local purchases, a warranty claim form must be submitted. **All claim forms must be accompanied with appropriate backup documentation for consideration (Dealer's invoice, outside vendor invoices, etc.) Without proper documentation with the claim form, the warranty claim will not be processed and will be denied.**

Please do not use copies of claim forms as they are individually numbered. Also, only one Work Order unit per claim form please. Claim forms are available from our warranty department. Please call or fax your request for a supply of these forms (PHONE (800) 323-1604, FAX (815) 284-0452).

If pre-approved local purchases are included on your claim, a copy of the receipt for these purchases must be attached to the claim. **Attach all documentation of parts purchased through Sewer Equipment Company of America, your company's invoice(s) for labor charges and shop supplies. Failure to do so will cause the claim to be denied.**

Warranty credit will be issued only as a result of our receipt of a properly completed Sewer Equipment Company of America warranty claim form. No warranty credit will be issued for an invoice from the dealer.

NOTE: Any claim submitted more than 60 days after repair will not be considered.