



# GENERAL WARRANTY INFORMATION

## WARRANTY STATEMENT

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Warranty is a statement by the manufacturer that it will repair or replace any part on a machine that proves to be defective due to faulty workmanship or material within the warranty period. MINUTEMAN warranty expiration date is dependent on the particular machine purchased. Please refer to the published warranty period or the warranty registration cards for the model in question. If MINUTEMAN does not have a signed inspection and/or warranty registration sheet in its files, we must use the date of the sale form MINUTEMAN as the beginning warranty date.

The warranty period on equipment will begin one year after the date of shipment, if the machine is not sold before this time. Warranty offered on batteries, battery charger, and propane kit manufacturers may vary according to the individual manufacturer. While it is our intention to reimburse you for the costs involved, we do ask that you share in the warranty expense, as far as the profit goes, that you would make on normal customer repairs. Each machine is factory tested and inspected by us prior to shipment, but shipping vibration can cause misadjustments. Since most machines are delivered to you by common carrier, there is also the added possibility of shipping damage. It is of primary importance that every dealer perform a thorough "make-ready" on every machine prior to its delivery, at the dealer's expense. This assures that the machine is operating properly in all respects when delivered. Through our programs, which include technical assistance through periodic training schools and technical service bulletins, we intend on making sure your personnel are instructed properly in operating the machines.

This limited warranty is applicable only in the U.S.A. and Canada, and is extended only to the original user/purchaser of this product. Customers outside the U.S.A. and Canada should contact their local distributor for export warranty policies.

Our Technical Service Manager is ready to assist you. Your assistance is needed in keeping warranty to a minimum and we appreciate your cooperation. Reduced warranty means reduced costs for both dealer and the factory. Even more important, a well-trained operator on use and care will reduce claims and mean more satisfied MINUTEMAN customers.

## **REPLACEMENT PARTS**

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Replacement parts are covered under warranty for ninety (90) days, excluding wear items. No labor is allowed. The normal machine warranty will apply if replaced 90 days prior to the expiration of the part coverage.

## **HOW TO HANDLE A WARRANTY CLAIM**

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If a machine requires repair during the warranty period and its determined by the dealer's service department that the repair could be the result of faulty workmanship or material defect, the following procedure must be followed.

Complete the MINUTEMAN Warranty Claim form and provide all the information regarding the cause of the problem. This form must be completed in full, which must include the following information: Model, Serial Number, Date of Sale, Date of Failure, and Invoice Number of Replacement Parts.

Replace parts as needed.

Send MINUTEMAN Warranty Claim form to Addison within 30 days of repair. Keep the blue copy of this claim marked "Customer Copy" for your records.

Be sure to retain all defective parts involved. **NO CREDIT WILL BE ISSUED IF PARTS ARE NOT RETURNED AS REQUIRED.** We will only ask for parts back that are necessary to judge the claim or are required by our suppliers.

Upon receipt of the Warranty Claim form, MINUTEMAN will do the following:

1. Issue credit if no return goods are necessary, or
2. Deny claim, or
3. Issue a Return Goods Authorization which will be sent to you stamped with "RETURN PARTS FOR INSPECTION".

## **WHEN A RETURN GOODS AUTHORIZATION IS RETURNED TO DEALER**

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- a. Pack the defective parts involved in a box with the claim. Please tag each part with the proper part number.
- b. Mark package "Warranty Claim # \_\_\_\_\_" using the MINUTEMAN claim number provided in the upper right corner of the Return Goods Authorization form.
- c. Unless otherwise noted, send parts to Minuteman International Inc., 111 South Rohlwing Road, Addison, Illinois 60101.

- d. Upon receipt of defective parts, claim will be processed.
- e. Credit will be issued in line with established policy and/or warranty claim will be returned to you if it is altered or rejected which will be marked on the claim form along with our findings.
- f. Minuteman will advise the dealer if any adjustments are made to a warranty claim.

## **PARTS RETURNED**

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All returns for warranty consideration will be Minuteman International Inc.'s property. Parts deemed not warrantable will be disposed of, unless dealer has requested the items be returned with shipment of parts.

## **CREDIT**

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The amount paid under warranty for the replacement parts is the actual purchase price at the time of shipment. The amount reimbursed for labor is equal to 70% of the dealer's published shop labor rate.

## **PENDING WARRANTY CLAIMS MAY NOT BE DEDUCTED FROM PAYMENTS TO MINUTEMAN**

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If this practice is done, it will severely hold up your orders that you are placing for product that you need.

## **PRODUCTS NOT COVERED UNDER WARRANTY**

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1. Routine wearable items such as brushes, filters, points, plugs, bulbs, switches, brooms, etc. are not warranted unless defective within the first 30 days. Brooms, brushes and flaps are seldom defective; damages to these are caused by user negligence or normal wear.
2. Routine adjustments of belts, brushes, cables, or bolts, are non-warranty. Completion of a new machine set-up prior to delivery and routine maintenance during use as provided in the operating manual will help eliminate these problems.
3. Any parts not purchased through Minuteman International.

4. Shipping damage, as stated earlier, is not warranty. You must file a claim with the common carrier and collect your damages from them.
5. Cleaning and refinishing is not covered under our warranty.
6. Unauthorized machine modifications are not covered under warranty.
7. MINUTEMAN is not responsible for machine down time in warranty situations.

### **DEALER COMPENSATION FOR WARRANTY**

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#### Mileage and/or Travel Time

Under NO circumstances will the factory pay for mileage, travel time, or cost of moving equipment on any service call.

### **REPAIR OUTSIDE DEALERS SHOP**

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#### Subcontracted Work:

We cannot accept outside work done on parts that would normally be replaced or repaired unless such work is authorized by MINUTEMAN in advance. If approval is given, the dealer must submit a copy of the invoice from the subcontractor. Any verbal authorization will be confirmed in writing.

#### Third Party Repair

Claims from independent service stations will not be accepted. All claims must be filed by our authorized dealer directly with us and warranty payments or credits will be made to authorized dealers only.

### **TO LOCATE FACILITIES FOR ITEMS NOT WARRANTED BY MINUTEMAN**

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1. Consult service manual, or
2. Consult the yellow pages, or
3. Check with our technical service manager in Addison, Illinois.

## **ENGINE WARRANTY (Combustion Engines)**

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All engines are warranted by the engine manufacturer. Any repairs or problems should be handled through the OEM dealer network.

## **ELECTRIC MOTORS AND ELECTRONIC SPEED CONTROL**

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Covered under warranty through MINUTEMAN. Warranty is void if failure is a result of abuse or misuse such as pressure washing, water damage or foam entering the vacuum motor. (NOTE: A defoamer should be used when picking up stripper.)

## **BATTERY WARRANTY**

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Battery warranty will be handled by MINUTEMAN. Warranty is prorated for one(1) year from the date of the MINUTEMAN invoice to the dealer. Labor will not be covered.

## **BATTERY CHARGER WARRANTY**

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Minuteman battery chargers are covered for a period of one year. Minuteman can repair chargers after the warranty time period.

## **TIRE WARRANTY**

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Tire warranty is limited to manufacturing defects only. Tires on the original equipment will be handled by MINUTEMAN. Replacement tires not purchased from MINUTEMAN will not be considered for warranty.

<p>If, for any reason, you feel that a warranty claim placed with one of our suppliers has not been handled fairly, contact our technical service manager in Addison, Illinois.</p>
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