

# Reinco

## WARRANTY PROCEDURE

Reinco Inc.  
PO Box 512  
Plainfield, NJ. 07061-0512  
[www.reinco.com](http://www.reinco.com)

TOLL FREE (800) 526-7687  
PHONE (908) 755-0921  
FAX (908) 755-6379  
[e-mail:sales@reinco.com](mailto:sales@reinco.com)

## ***ABOUT WARRANTY***

The equipment warranty statement is provided to protect our valued customers in the event of an equipment failure. Every effort is made to assure the highest level of quality during the manufacture of our products. The policy and procedures in the following pages will assure that claims are promptly expedited in the event of any unforeseen problem.

The manuals provided with each new machine outlines the proper operation, maintenance and service procedures for the particular unit. Specifications provided are descriptive and are not warranties.

Reinco Inc. limits its exposure to warranty claims by:

1. Guaranteeing quality and workmanship in the engineering, construction and assembly performed by Reinco Inc.
2. Excluding claims for readily available standard manufactured items not further modified or manufactured by Reinco Inc..
3. Excluding claims for normal consumable items.
4. Excluding claims for routine maintenance.
5. Setting a period (window) to make claims under this policy.
6. Excluding any claims for failures caused by abuse, misuse, or neglect.
7. Excluding any claims for failures caused by improper adjustment, servicing or modification.
8. Not allowing for claims for transportation, freight, etc.
9. Not allowing claims for consequential, special, contingent, incidental or any other damages
10. Limiting claims on demonstration and rental equipment.

The procedures that follow will provide for promptly expedited claims with fair and reasonable settlement.

## **WARRANTY STATEMENT**

Reinco Inc. provides a limited warranty on the machinery of its own manufacture. Reinco Inc. warrants to any buyer that the machinery shall be free of defects in material or workmanship during normal use and service for the period provided: (Two years for Power Mulchers, One year for all other products, 30 days on parts of its own manufacture) from the date of shipment to the consumer (end user).

Under this limited warranty, Reinco Inc. shall within one week from the date of notification, (1) initiate replacement or action for repair of the part(s) proven defective in material or workmanship or, (2) direct the servicing dealer to investigate, report, and then authorize and perform repair or, (3) on direct factory shipment, instruct the user, upon verification of failure, to perform his own repair with prior agreed upon back charges to Reinco Inc. The choice of alternatives shall remain the sole decision of Reinco Inc.

THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY Reinco Inc. IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY, ARE LIMITED TO THE SAME TERM AS THIS WRITTEN WARRANTY. CERTAIN STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LAST, SO THE ABOVE LIMITATIONS MAY NOT APPLY. HOWEVER, SOLELY WITH RESPECT TO THE BUYER, THE FOREGOING WARRANTY IS IN LIEU OF ANY AND ALL IMPLIED WARRANTIES INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, AND NO OTHER WARRANTY IS MADE OR AUTHORIZED TO BE MADE.

The user or dealer must promptly, within the limited warranty period, notify Reinco Inc., and confirm in writing, the defects, allowing the Company to analyze the failure and determine its obligation under the warranty. Costs incurred by the user or dealer are to be absorbed, until settlement under terms of this warranty. The Company reserves the option and the right to have all defective components returned, transportation prepaid, for inspection.

This limited warranty does not cover unsatisfactory performance or failure due to misuse or abuse of the product, nor will Reinco Inc. be responsible for unsatisfactory performance or failure to do improper adjustment or repair of the product. The specifications are descriptive and are not warranties.

This limited warranty does not cover equipment and accessories manufactured by third parties.

Reinco Inc. SHALL NOT BE RESPONSIBLE FOR CONSEQUENTIAL, SPECIAL, CONTINGENT, INCIDENTAL OR ANY OTHER DAMAGES WHATSOEVER IN CONNECTION WITH REPLACEMENT, REPAIR OR REFUND AS SET FORTH ABOVE. CERTAIN STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS IN ACCORDANCE WITH YOUR STATE LAW.

## ***WHAT IS CONSIDERED WARRANTY?***

- A. Warranty may be extended for repairs or replacement of any part of the equipment, which during normal use and service, fails prematurely within the warranty period.
- B. Reinco, Inc. warrants that the machinery of its own manufacture shall be free of defects in materials and workmanship for the period provided, from the date of shipment to the ultimate purchaser.

## ***WHAT IS NOT CONSIDERED WARRANTY?***

- A. Components manufactured by "third parties" are warranted by those manufacturers to the extent of their own warranty policy and conditions. These components include, but are not limited to, Pumps, Engines, Electrical components, Motors, Batteries, Power Takeoffs, etc.
- B. Service performed, without prior notification and authorization by Reinco Inc. and/or, Claims submitted without prior authorization will not be honored.
- C. Damaged unit(s); (machinery) or part(s), which upon inspection show evidence of misapplication, misuse, abuse, negligence or accident, will be void of warranty.
- D. Damages as a result of using parts not manufactured or authorized by Reinco Inc., which is determined to affect the performance, stability, or reliability of the equipment will be void of warranty.
- E. Damages resulting from repairs or alternations, which have been made without prior authorization by Reinco, or in a manner, which, by the sole judgment of Reinco Inc. affects the performance, stability or reliability of the equipment shall be void of warranty.
- F. Damages resulting from operation in a manner exceeding the specifications of that unit will be deemed as subject to misuse, abuse or misapplication and will be void of warranty.
- G. Failed consumable items (normal wear items) are not considered warranty.
- H. Normal maintenance and service requirements (i.e. engine maintenance, pump seals or packing, gaskets or wear (consumable) items shall not be considered warranty.
- I. Damages incurred during shipment are not considered for warranty. Claims are to be directed to the delivering carrier agent.

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- J. Transportation/freight charges are not considered for warranty purposes.
- K. Standard pre-delivery inspection and/or adjustments are not considered for warranty.
- L. Costs incurred for the inspection or determination of service to be performed is not considered for warranty.
- M. Claims for warranty service shall not apply to parts, which have failed prematurely due to improper installation; misapplication, alteration or incorrect adjustments, other than the original factory manufacture and assembly of the equipment.
- N. Claims for warranty shall not apply to any component or part(s) manufactured or warranted by third parties. Claims for those items will be handled solely by the manufacturer/or their agent and in accordance with their own warranty schedule and conditions. There is no implied or assumed intent on behalf of Reinco Inc. supporting the quality or integrity of their product(s).
- O. Damages caused by improper maintenance or storage will not be considered for warranty.
- P. Reinco, Inc. reserves the right to modify, alter or improve upon any equipment of its manufacture without incurring any obligation to modify or replace any unit (machinery) previously sold and accepted without modifications, alteration or improvement.
- Q. The written warranty as stated by Reinco and the obligations are the only warranty made by Reinco, Inc. are in lieu of all other warranties, expressed or implied without limitation, or implied warranties of merchantability for any particular purpose, and no other warranty shall be made.
- R. Consequent, special, contingent, incidental or any other damages whatsoever in connection with repair, replacement or refund shall in no way be considered as a responsibility or liability of Reinco, Inc., except that which is applicable by law.

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## ***WHO IS AUTHORIZED TO PERFORM WARRANTY REPAIRS?***

Upon proper notification of defect or failure (and confirmed in writing), allowing Reinco, Inc. to analyze the defect of failure and determine its obligation under the terms of the warranty, Reinco Inc., shall:

1. **FACTORY SERVICING:** Initiate replacement or action for repair of the part(s) proven defective in material or workmanship.
2. **DEALER SERVICING:** Direct the servicing dealer, or distributor to investigate, report and then authorize and perform replacement or repair. Such repairs are to be performed at the servicing dealer's facilities.
3. **CUSTOMER SERVICING:** On direct factory shipment, instruct the user, upon verification of defect or failure, to perform his own repair with prior agreed upon back charges to Reinco, Inc.

The choice of alternatives shall be the sole decision of Reinco, Inc.

Notification may be made initially by telephone and confirmed by letter or by copy of the servicing dealer own shop work order.

## ***WARRANTY PROCEDURE AND FILING***

1. NOTIFICATION - Promptly notify your dealer or Reinco Inc. of defect or failure and confirm in writing.
2. AUTHORIZATION - Upon receipt of authorization from Reinco Inc., initiate replacement or repair under the terms and conditions of the warranty.
3. RETURN GOODS - Should part(s) be requested returned for inspection, obtain authorization for return (RGA). Return part(s) to Reinco Inc., freight prepaid. A copy of the return authorization should accompany the shipment.
4. SUBMIT CLAIM - Claims submitted for warranty consideration will require copies of the notification, replacement part(s) invoice(s), service explanation and time record (Work Order(s)). Copies of any additional correspondence with regard to the particular claim should be submitted as well.

Reinco's obligation under the terms of the warranty shall be limited to replacement or credit for the part(s). On request parts must be returned for inspection. Reinco Inc. Related labor must be considered fair and reasonable regarding work performed. A work order time record will be required to substantiate and validate labor reimbursement requests. Labor claims will be scrutinized to reflect fair and reasonable time for work performed.

Claims submitted which upon review are determined to be the responsibility of third parties will be returned with instruction for forwarding to those parties.

Claims submitted for warranty consideration must be forwarded to Reinco Inc. for review within 30 days of the date of claim or the claim will be considered invalid and void.

## ***OTHER LIMITATIONS***

### **DEMONSTRATION EQUIPMENT**

1. Equipment, which is purchased for resale and is used for field demonstration prior to the ultimate sale, shall be designated, as DEMONSTRATION EQUIPMENT and the warranty shall become effective from the date of that sale to the ultimate and user.
2. Demonstration equipment shall be limited to (4) operating hours (prior to sale) unless authorized and acknowledged in writing. Equipment with more than (4) registered operating hours shall be considered as RENTAL USE EQUIPMENT.

Claims submitted for warranty regarding DEMONSTRATION EQUIPMENT shall be subject to the standard warranty policy terms and provisions.

### **RENTAL EQUIPMENT**

Equipment, which has been purchased or resold for the purpose of renting, or equipment with more than (4) registered operating hours, shall be designated, as RENTAL EQUIPMENT and the warranty period shall become effective upon date of the sale to the original dealer or Rental Company.

Claims submitted for warranty consideration will require rental usage and routine maintenance record information in addition to the normally required claim documents. Claims submitted will be additionally scrutinized, with consideration given to the inherent consumer abuse and misuse associated with rental equipment. The equipment owner must file all claims and associated documentation and the owner assumes full responsibility for repairs and restoration of the equipment until settlement, under the terms and provisions of the warranty.