



WARRANTY PROCEDURE

In cases where product failure due to defects in material, or workmanship occur within the warranty period and limitations set forth in the DuraClass Customer Satisfaction Pledge; a claim must be filed within thirty (30) days of such failure. DuraClass will make the following allowances to authorized distributors:

1. In an effort to reduce the distributor's freight costs, DuraClass may choose to have the part scrapped at the Distributor location. In such cases, arrangements may be required by the Warranty Department to provide photograph(s) of the part(s) in question with the submission of the warranty claim. In the case where the part has an identification/serial number tag, that information must also be sent in with the warranty claim form. The part(s) must be retained by the distributor until such time that the warranty claim is finalized.
2. Components such as pumps and cylinders which are returned and determined to be defective, by our inspection, in workmanship or material will be credited and/or repaired/replaced at no charge. Freight charges are to be submitted on the claim form.
3. All freight collect shipments of returned material will be refused.
4. In most cases, hydraulic components must be returned for warranty consideration to either the component manufacturer or the Tishomingo facility. The DuraClass Warranty Department will determine the ship-to location. Prior to returning these components, shipping arrangements need to be made by contacting the Warranty Department. See Section B under Warranty Claim and Return Material Procedure.
5. DuraClass will credit the distributor (70% of his established warranty labor rate, *see #7 for details*) for the cost of labor incurred in replacing defective components based on the hours found in the Warranty Flat Rates located in this document. No Additional time will be allowed unless full explanation is furnished as to possible extenuating circumstances, pre-approval required. Standard hours are based on average performance of properly equipped and adequately trained mechanics. No credit will be allowed for labor hours spent in inspection of equipment or diagnosis of equipment problems, since this is normally a function of shop supervisory personnel rather than direct labor.
6. Repairs are to be performed solely with parts manufactured, rebuilt or supplied by DuraClass. Warranty will not be allowed when other manufacturer's replacement parts are used, unless authorized by DuraClass prior to beginning repairs. DuraClass replacement parts will be covered by DuraClass' standard written warranty for a period of one (1) year.



7. In cases of nonstandard equipment failure, estimated to exceed \$100.00 in cost, which require repair by welding, rewelding, and/or fabrication of additional steel weldment material, the distributor shall obtain a preassigned warranty claim number prior to beginning repairs from the Warranty Department to ensure that:
 - a. The correct method of repair as prescribed by DuraClass Engineering Department is followed.
 - b. Prior agreement is reached as to the amount of labor and material allowance that will be credited.
 - c. We will not acknowledge any warranty claim considered nonstandard by DuraClass that exceeds \$100.00 without a preassigned warranty claim number on it.
8. The distributor will be credited for an amount equal to the authorized labor hours at 70% of the retail hourly rate normally charged by the distributor for installation of repair work.
 - a. In order to obtain an authorized labor rate, or an increase in your present authorized labor rate, a letter must be submitted advising of the current hourly rate being charged. Copies of shop invoices may be requested to validate your rate increase.
 - b. Only one labor rate increase will be permitted during any twelve (12) month period. Warranty claims can be handled most efficiently where an authorized labor rate has been established. Failure to establish such a rate will only delay the Warranty Claim procedure.
9. Warranty consideration for repairs submitted by the distributor will be allowed at the distributor's authorized labor rate only. Any difference in the charges will be the responsibility of the distributor.
10. No credit for labor hours will be allowed for replacement of components that our inspection subsequently shows to be not defective.
11. No allowance will be made for travel time spent by the distributor to perform repairs or towing charges.
12. Claims will be allowed for replacement of hydraulic oil only in cases where failure of a component clearly indicated the loss of a major portion of the oil in the system. The allowance shall not exceed the current average price per gallon.



WARRANTY CLAIM AND RETURN MATERIAL PROCEDURE

The responsibility for proper claim procedure rests with the distributor. This procedure must be followed when seeking credit for materials considered defective and subsequent labor expenses.

A. The application must originate no later than thirty (30) days after failure of the material. Any claims held beyond this thirty (30) day limit will not be reviewed.

B. If a cylinder has any of the following part numbers, it must be shipped to:

Hyco Corporation
218 Arad Thompson Road
Arab, AL 35016

1. Part is to be accompanied by copy of the claim.

2. Part No.'s:

1-3942	1-4433	1-5039	1-3946
1-4437	1-5040	1-4014	1-4467
1-5044	1-4138	1-5045	1-6175
1-4139	1-4808	1-5046	1-4140
1-4685	1-6123	1-4141	1-4855
1-6131	1-4142	1-5169	1-6155
1-4143	1-6157	1-4144	1-5038

3. Please call the Warranty Department in Tishomingo with the part number and serial number of any other cylinder not listed above for appropriate shipping instructions. A specific description of the complaint must be provided for expedient warranty completion (i.e., leaking at seal, leaking at weld, rod bent, etc.).

4. Collect shipments will not be accepted. Freight is to be claimed on Warranty form.

5. A part being returned to DuraClass should be shipped to the following address:
1425 Hwy 25 North
Tishomingo, MS 38873

6. No claim will be reviewed until all necessary information has been supplied.

7. DuraClass will investigate the claim. If the claim is allowed, approval will be authorized. If the claim is rejected, a letter with reasons for rejection will be returned to the distributor.



WARRANTY FLAT RATES APPLICABLE TO HOISTS

The listed hours below will be allowed on warranty claim forms properly executed providing warranty is honored by DuraClass. No additional time will be considered unless a full description is furnished as to possible extenuating circumstances.

<u>UNIT AND OPERATION</u>	<u>HOURS</u>
A. Arm Type Hoists	
1. Replace pump and valve assembly	2.0
2. Replace pump (double acting hoists)	2.0
3. Replace valve (double acting hoists)	1.5
4. Replace one cylinder	2.0
5. Replace lever (CO) assembly	3.5
6. Replace any one hose	1.0
7. Replace piston rod packing	0.5
8. Remove pump and valve assemble, replace control valve "O" rings and reinstall	2.5
9. Remove pump and valve assemble, remove front cover, replace shaft seals, and reinstall	3.0
10. Remove pump and valve assembly, replace check valve and reinstall	2.0
11. Remove valve, replace check valve and reinstall	2.0
B. HPT Type Hoists	
1. Replace pump or pump/valve combination	2.0
2. Replace control valve	1.5
3. Replace relief valve	0.5
4. Replace cylinder	3.0
5. Replace any one packing set	1.0 (per stage)
6. Replace reservoir	2.0
7. Remove, repair and reinstall reservoir	4.0
8. Replace any one hose	1.0
9. Remove cylinder, replace end cap quad ring and reinstall	4.0
10. Remove control valve, replace spool "O" rings and reinstall	2.5
11. Remove valve, replace check valve and reinstall	2.0
12. Change out control tower	2.0



WARRANTY FLAT RATES APPLICABLE TO HOISTS

<u>UNIT AND OPERATION</u>	<u>HOURS</u>
C. Farm Hoists, Telescopic and Scissors	
1. Replace pump and valve assembly	2.0
1. Replace one cylinder	2.0
2. Replace any one packing kit	1.0
3. Replace tank mounted relief valve	1.5
4. Replace any on hose	1.0
5. Replace reservoir	2.0
6. Remove pump and valve assemble, replace control valve "O" rings and reinstall	2.5
7. Remove pump and valve assemble, remove front cover, replace shaft seals and reinstall	3.0
8. Remove pump and valve assemble, replace check valve and reinstall	2.5
9. Replace pump/valve/tank assemble (piston or electric)	2.5
D. Miscellaneous Repairs	
1. Change air tailgate lift cylinder	1.0

IMPORTANT SAFETY NOTICE

Proper service and repair are important to the safe, reliable operation of DuraClass' products. Service procedures recommended by DuraClass are described in the service manuals and are effective for performing service operations. Some of these service operations may require the use of tools or blocking devices specially designed for the purpose. Special tools should be used when recommended. It is important to note that some warnings against the use of specific methods that can damage the product or render it unsafe are stated in the service manual. It is also important to understand these warnings are not exhaustive. DuraClass could not possibly know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Consequently, DuraClass has not undertaken any such broad evaluations. Accordingly, anyone who uses service procedures or tools which are not recommended by DuraClass must first satisfy himself thoroughly that neither his safety nor the product safety will be jeopardized by the method he selects.



RETURN MATERIAL PROCEDURE

To enable the factory to process your return material accurately and promptly, it is essential that certain specific information accompany each return. Outlined below is the standard recommended procedure to be followed for returning parts to the factory:

A. DEFECTIVE PARTS FOR CREDIT OR NO CHARGE REPLACEMENT

All claims made against DuraClass of Tishomingo, MS by distributors or direct customers will have to be filed on the Warranty Claim Form. This form is distributed by DuraClass Warranty Department.

The Following procedure should be used:

1. The customer or distributor will fill out the form, giving as much detailed information regarding the claim as possible.
2. The word "defective" does not provide sufficient information for DuraClass to accept or process a claim.
3. The form should be submitted to the Warranty Department in Tishomingo, by fax (1-800-728-4345) or mail. Claimant should retain copy of the form. A copy should be securely attached to the item being returned.
4. If more than one part is being sent back loose against any given claim, all must have the claim number attached to them.
5. Tishomingo will investigate the claim. If the claim is allowed, approval will be authorized. If the claim is rejected, a letter with reasons for rejection will be returned to the distributor.



B. NEW AND UNUSED PARTS

1. Factory approval must be obtained prior to the return of new and unused parts. These items are subject to a 15% restocking charge.
2. Items must be in perfect saleable condition.
3. A Return Goods Authorization (RGA) Number will be assigned at this time. All Material to be considered must be in the current parts price list. The request to return should include the quantity, DuraClass part number, description and "DuraClass order number" and date. If no "DuraClass order number" is shown for the part (s), it shall be at the sole discretion of DuraClass as to, (1) whether any consideration will be given to allow return, and (2) if return is allowed, what credit will be allowed.
4. If the material is found unacceptable, notification will be sent to the distributor for his disposition. After 30 days, the material will automatically be returned freight collect if instructions are not received.
5. The parts approved by DuraClass for return should be sent within 30 days, unless otherwise instructed, to DuraClass, 1425 Highway 25 North, Tishomingo, MS 38873, labeled with the assigned RGA Number. All returns must be shipped transportation charges prepaid.
6. In cases where distributors return material via their own vehicles, it is mandatory that their drivers have a DuraClass Receiving Department employee sign a packing list for all items returned.

NOTE: Any untagged parts will be returned to sender, freight collect.

C. ANNUAL RETURNS - NEW AND UNUSED PARTS

1. One annual stock adjustment return will be allowed, equal to a maximum of 5% of the distributor's previous year net service parts purchases.
2. Procedure for returns of annual stock adjustments must be followed as outlined in Section B above – "New and Unused Parts."
3. All annual returns are subject to a 15% handling and reboxing charge if not accompanied by a two (2) for one (1) order.
4. Annual sales period will be January 1 through December 31.