



A Division of Cascade Corporation

21307 87th Ave SE • Woodinville, WA 98072-8021 • Ph: (425) 486-1232 • Fax: (425) 486-0803
Toll Free: (800) 373-3514 • Website: www.psmcorp.com • E-mail: info@psmcorp.com

WARRANTY CLAIM PROCEDURE

BEFORE ANY WORK IS STARTED:

1. Read the Limited Warranty policy. (A copy of the policy and warranty claim form is available at www.psmcorp.com)
2. Contact **PSM LLC** for a claim number. You must provide:
 - a. A description of the fault, an idea of the cause, and a possible repair procedure.
 - b. An estimate of the cost of repairs exclusive of the parts provided by **PSM LLC**.
 - c. An opportunity for **PSM LLC** personnel to visit the site to examine the problem and/or make repairs.
 - d. Time limit on date of failure to day of report within three full working days, Saturday, Sunday and bank holidays not included.

AFTER REPAIRS ARE COMPLETED:

1. Fill out the Warranty Claim Form on the next page.
2. Return defective parts prepaid to **PSM LLC**.
3. Provide back-up data such as photographs, reports from an independent authority or sections of defective materials prepaid to **PSM LLC**.

NOTE:

1. Only claims with a claim number will be honored. Do not return any part without a claim number.
2. Claim numbers must be obtained before you start any repair work. **PSM LLC does not pay for repeat rework.**
3. We do not reimburse you for copies of parts you have had made elsewhere without prior authorization from a PSM service representative.
4. Specify travel time and mileage. Travel allowance time will be figured at 40 miles per hour and is covered by our Warranty.
5. We currently allow 70% of your published retail rate per hour for Warranty work. Provide your published hourly rate with your claim to insure prompt processing. Overtime hours will be reimbursed at normal retail hourly rates. Maximum allowable troubleshooting is one hour.
6. We should receive your claim within 30 days of the date of the repairs. Failure to observe any of the above procedures could result in automatic refusal of your claim.



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LIMITED WARRANTY

PSM LLC warrants each new manufactured product is to be free from defects in material and workmanship under normal use and service within **12 months or 1,800 hours** of operation, whichever first expires, after use or delivery to an end user. Remanufactured warranty is **6 months or 900 hours** of operation.

To preserve PSM LLC Warranty, Dealers and Customers must carefully follow applicable Installation instructions and Service Manuals when maintaining and operating PSM LLC equipment.

This Warranty is in lieu of all other warranties expressed or implied, including but not limited to warranties of merchantability and fitness for any particular purpose and the obligation and liability of PSM under this Warranty shall not include any transportation or other charges or the cost of installation or any liability for direct, indirect or consequential damages or delay resulting from the defect.

Any operation beyond rated capacity or the improper use or application of product, or the substitution of parts not approved by manufacturer or any alteration or repair by others shall void this Warranty.

PSM's obligation and liability under this Warranty is expressly limited to repairing, or at the manufacturer's option, replacing the defective part free of charge at PSM's factory.

This Warranty covers only new and unused or Remanufactured Products manufactured by PSM. Products manufactured by others are covered only by such warranties as are extended to PSM by its suppliers.

Parts claimed to be defective and for which repair or replacement is desired shall be, if requested by PSM, returned transportation prepaid to PSM's factory for inspection.

All PSM Warranty Claim procedures must be closely followed. Only claims submitted on PSM Claim Forms will be considered.

Restrict your repairs to adjustment and/or replacement of PSM LLC parts (repairs, i.e. honing, grinding, drilling, welding etc. are not covered by warranty) unless previously authorized to perform a specific modification or alteration by a PSM LLC Service Representative.

No representative of PSM is authorized to change this Warranty in any way, and no attempt, effort or promise to repair a Product of PSM either by PSM or by any representative of PSM at any time shall change or extend this Warranty in any way.

Distributor and Dealer agree to extend only the above Warranty to its customers. In the event the Distributor or Dealer extends to its customer an additional Warranty such as by extending the scope or period of Warranty or undertaking a Warranty of fitness for any particular purpose or any other obligation not encompassed in PSM LLC's Warranty, the Distributor or Dealer shall be solely responsible therefore and shall have no recourse against manufacturer with respect thereto.



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WARRANTY CLAIM FORM
REVIEW INSTRUCTIONS ON PREVIOUS PAGE

<u>Distributor/Dealer</u>		<u>Date</u>
<u>Address</u>		<u>Claim #</u>
<u>City, State, Zip</u>		<u>Distributor Claim #</u>
<u>Telephone</u>		<u>Machine Model #</u>
<u>Completed By</u>		<u>Serial #</u>
<u>Customer</u>		
<u>Address</u>		
<u>Retail Hourly Shop Rate</u>	<u>Paid at 70%</u>	
<u>Attachment</u>	<u>Model #</u>	<u>Serial #</u>
<u>Date Delivered to First User</u>		<u>Date of Failure</u>
<u>Hours Attachment was used</u>		
<u>Nature of Failure</u>		

Describe any indication of defective material or workmanship

List Parts Claimer

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>	<u>Inv. #</u>	<u>Net Cost</u>	<u>PSM Use</u>
<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
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<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

<u>Repair Hours Claimed</u>	<u>Travel Miles</u>	<u>Travel Hours Claimed</u>
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<u>For use by PSM: Date received in our office</u>	<u>Documentation attached</u>
<u>Disposition: More information requested</u>	<u>Date</u>
<u>Settlement</u>	<u>Amount</u>
<u>Recommended By</u>	<u>Date</u>