



HYDRAUX MANUFACTURING CORPORATION

WARRANTY CLAIM REPORT

DATE: _____

We understand that sometimes problems happen and we would love to help! The following form must be filled before the issue can be resolved. Thank you for your patience as we promptly address your claim.

END USER INFORMATION		DEALER INFORMATION	
First Name		Dealer Name	
Last Name		Address	
Address		City, Zip/Postal Code	
City, STAT ZIP Code		Model # :	
Email		Serial No :	
Phone Number		Reference :	
Description of problem and probable causes:			
Actions Taken:			

Date product was purchased: _____

Information

Truck Informations : (If Possible)		Brand and Model:	
Connection Pressure:		Operation Pressure:	

MANUFACTURER OF MATERIAL HANDLING EQUIPMENT
8841A-2 GEORGE BOLTON PARKWAY, BOLTON ONTARIO L7E 2X8 905-857-0717
Visit our website: www.hydraux.com
Email: sales@hydraux.com



Oil Flow Rate:		<i>Remember to respect max pressure for attachment</i>	
Additional Information :			
<i>Please attach additional sheets if more space needed.</i>			
Part #	Description	Qty:	Price:
Labor Hours: @ 55\$/HR		Total Claimed:	

Dealer Signature : _____

Please review our warranty and service policy attached.
 Make a copy of the sales receipt showing you as the original purchaser.
 Present this form, pictures, and a copy of your receipt to your authorized local dealer.
 The authorized dealer will then submit all the documentation for a review.
 You will be contacted with the results of the investigation within 30 days.
Please leave the section below for Hydraux Approval.

_____	_____	_____	_____
Claim Approved By :	Date	Claim Number	Date



WARRANTY AND SERVICE POLICY

The warranty is limited to the defects that have been noted and accepted by Hydraux Manufacturing Corp. in an attachment delivered as a new one, and that are due to faults in material or workmanship.

The warranty time is one (1) year or two thousand (2,000) working hours, whichever occurs first from the date of delivery to the customer. All liabilities under this warranty expire after one year from the date of shipment from Hydraux Manufacturing Corp.

Warranty repairs within warranty time will expire simultaneously with ordinary attachment warranty.

When working in extreme climate conditions, the warranty is valid only if the instructions given by Hydraux Manufacturing Corp. for the specific circumstances have been followed.

This warranty covers only:

Spare parts made by Hydraux Manufacturing Corp.

The dealer has the right to deliver a new or duly repaired part, or to repair the faulty one upon our approval.

Vendor parts as to their applied warranty.

Direct labor costs (during normal working hours) as determined in our Warranty Labour Times.

This warranty does not include:

Replacements due to normal wear.

Merchandising items.

Downtime costs or other indirect costs.

Loss, damage and injury caused by abuse.

Travel expenses.

Travel time.

Reimbursements for overtime.

Freight costs.

Damage caused by incorrect storage.

Warranty claims shall be submitted in a timely manner.

Model and serial number clearly indicated on approved form.

Claims received thirty (30) days after the failure date could be denied.

The damaged parts are to be retained by the dealer until disposition instructions are given by Hydraux Manufacturing Corp.



This warranty further provides:

The attachment has been used, stored and maintained using sound engineering practices.

The damage has occurred under normal operating conditions.

Installation and service instructions have been followed.

The warranty repairs have been performed by an authorized representative of Hydraux Manufacturing Corp.

No parts other than those furnished or approved by Hydraux Manufacturing Corp. have been installed on the attachment.

Warranty rates:

The labor time on Hydraux Manufacturing Corp. warranty claims will be reimbursed at a rate of fifty (\$50.00) dollars per working hour. Travel time will not be reimbursed, unless extenuating circumstances exist, and only with Hydraux Manufacturing Corp. prior written approval.

Dealers and Customers Must

In order to preserve Hydraux Manufacturing Corp. Warranty, dealers and customers must carefully follow applicable Hydraux Installation Instructions when maintaining and operating Hydraux equipment. Customers must obtain written authorization for repairs or maintenance other than removal or replacement of defective parts. Unauthorized repairs, modifications, alterations or use of parts not provided by Hydraux, or failure to follow Hydraux Installation Instructions will result in loss of Warranty and customers assumption of all liability resulting from the repair, maintenance, modification or alteration.

Authorization must be obtained from Hydraux Manufacturing Corp when :

the claim is expected to exceed \$250.00, or if more than one hour of troubleshooting time is claimed.

Excessive labor time for troubleshooting or repairs must be explained in detail to be considered for payment.

Excessive time approval will be at the discretion of Hydraux Manufacturing Corp.

Hydraux Manufacturing replacement parts will be reimbursed at dealer cost.

Freight expenses will be the responsibility of the dealer.

Approved Warranty Work *will be given to the customer as a credit on their account which can be applied to a future order.*

*Hydraux **will not** issue cheques to cover any type of warranty claim.*

**For Authorization or assistance contact us at: 8841A-2 GEORGE BOLTON PARKWAY BOLTON ONTARIO L7E
2X8 905-857-0717**

Tel. 905-857-0717 E-mail: sales@hydraux.com

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