

# Warranty Information



PFlow Industries, Inc.  
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6720 N. Teutonia Ave.  
Milwaukee, WI 53209

## Parts and Labor

<b>Parts:</b>		<b>Labor:</b>	
Manufactured Components	1 Year	Manufactured Components	1 Year
Purchased Components	1 Year	Purchased Components	Supplier

## Definitions

- Manufactured components are defined as those components manufactured and or assembled by PFlow Industries, Inc.
- Purchased components are those components that are used as supplied by vendors and covered by the Supplier’s labor warranty.

## Warranty

PFlow Industries, Inc. expressly warrants to the original purchaser that this product will be free from defects in material and workmanship under normal, intended use. The warranty period begins two (2) months after shipment or Cartveyor® start-up, whichever comes first.

## Exclusions

This warranty does not apply to:

1. Equipment or components damaged or broken in transit or shipping.
2. Replacement of wear parts.
3. Equipment failures caused by use of shopping carts not approved by PFlow Industries, Inc., misuse, abuse, exceeding capacities, improper installation, unskilled maintenance, or inadequate maintenance.
4. Exposure to a corrosive or abrasive environment or exterior elements unless specifically built for that environment.
5. Equipment that has been repaired, altered or modified in any manner outside of the manufacturing facility, substitution of parts other than factory authorized parts, removal of any parts, or addition of any parts without prior written permission by PFlow Industries, Inc.
6. Any losses or damages resulting from loss of revenue or profits, incidental or consequential damages, delays, or expenses incurred by failure of said part or parts even if advised of the possibility thereof.
7. Lost time and/or additional trips for missing or damaged components.
8. Expedited freight charges.

## Obligation

The obligation for PFlow Industries, Inc. is limited to only the replacement or repair of defective components that received prior authorization. This is the owner’s sole remedy.

PFlow Industries, Inc. will bear normal labor charges performed by an authorized PFlow Industries, Inc. service agent during standard business hours, excluding overtime, holiday rates, or any additional fees.

This warranty applies to all models and no person except an officer of PFlow Industries, Inc. is authorized to modify this warranty or to incur on behalf of PFlow Industries, Inc. any other obligation or liability in connection with PFlow Industries, Inc. equipment.

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## Liability

PFlow Industries, Inc. believes, to the best of our knowledge, that the information in the equipment manuals are accurate. In the event that technical or typographical errors exist, PFlow Industries, Inc. reserves the right to make changes to subsequent editions of the manual without prior notice to holders of this edition. The reader should consult PFlow Industries, Inc. if errors are suspected.

## Warranty Procedures

All billing must be in accordance with our Warranty Procedures. Replacement of defective parts will be handled in accordance with the Return Materials Authorization (RMA) policy for PFlow Industries, Inc.

## Pre-Authorization

- All warranty work must be pre-authorized by PFlow Industries, Inc. Customer Support Department prior to starting work.
- Where distance and or experience may be more cost-effective, PFlow Industries, Inc. reserves the right to use alternate organizations.
- Labor is defined as a maximum of two hours travel per call, plus reasonable on-site repair time as determined by PFlow Industries, Inc.
- Local purchase of components must be pre-authorized.

1. Notify the PFlow Industries, Inc. Customer Support Department of the problem for authorization.
2. PFlow Industries, Inc. will determine:
  - The cause of the problem.
  - Who will do the repair work.
  - The repair details involved.
3. If PFlow Industries, Inc. decides that your organization or your subcontractor will do the work, an authorization number will be assigned which must be referenced on all subsequent paperwork.

**NOTE** *Notify PFlow Industries, Inc. by phone, FAX, or e-mail during the next business day if an event occurs during our non-working hours. Issuance of an authorization number does not guarantee approval and/or payment.*

## Invoices

1. Submit an invoice for approval within 30 days after the date the work was completed. Payment is made 30 days after the date of approval.
2. A deduction from outstanding payments to PFlow Industries, Inc. for warranty is never authorized.
3. Invoices received without sufficient information will be returned. Invoices will be reconsidered for approval when complete documentation is received. All invoices must include, in detail, the following:

<input type="checkbox"/> PFlow serial number.	<input type="checkbox"/> Labor hours expended resolving the problem.
<input type="checkbox"/> Date the work was performed.	<input type="checkbox"/> Rates per hour.
<input type="checkbox"/> Description of the problem.	<input type="checkbox"/> Copies of receipts for materials purchased.
<input type="checkbox"/> Travel time incurred.	<input type="checkbox"/> Detailed description of work completed.