

## DISTRIBUTOR WARRANTY PROCEDURE

If you have any questions regarding if the machine is under warranty, please call Powr-Flite prior to completing work. **All work must be done prior to faxing or mailing in the Warranty Return Claim Form.**

To obtain replacement parts or warranty repair reimbursement covered by the Powr-Flite Limited Warranty you should:

- 1). If necessary, contact Powr-Flite Technical Service Manager at 800-880-2913 to discuss repair and receive authorization warranty for work.
- 2). **Obtain a Return Authorization Number (RA#)** for warranty parts from Powr-Flite Customer Service at 800-880-2913.
- 3). **Deliver, with prepaid freight, the defective parts along with the RA# and completed Warranty Claim Form to:** Powr-Flite Warranty>Returns, 3101 Wichita Court, Fort Worth, TX 76140.

Powr-Flite will send replacement parts via **normal ground delivery** prior to the return of the defective parts at normal charge to the distributor. However, Powr-Flite will credit the distributor for the replacement parts and shipping charges if the defective parts are **returned within 30 days. Extra charges for expedited or air shipments will be billed to the distributor.**

Powr-Flite will pay the distributor service labor at a rate of **\$40/hr** for repairs covered under Powr-Flite Limited Warranty. Labor rates cover approximately one hour per major component, i.e. vacuum, pump, etc. **Trouble shooting and travel times are not covered.** Powr-Flite reserves the right to review all service labor claims.

All authorized non-warranty parts returns will be assessed a **15% restocking charge.**

**NOTE:** Should problems occur with the pump or vac motor during the warranty period, call Powr-Flite **before** field repair is attempted on the pump or vac motor. Failure to do so may void the pump and/or vac motor warranty.

Power cords/switches are not covered under warranty.

For questions or information on the warranty, please call Powr-Flite at 800-880-2913 extension 134.