



Parts Warranty

STANDARD 90-DAY WARRANTY

A standard ninety (90) day limited product warranty from date of product shipment to first purchaser covering product defects in the product supplied by Philippi-Hagenbuch, Inc. (PHIL) is provided unless otherwise stipulated in the quotation. PHIL's liability under this product warranty is strictly limited to repair or replacement of parts or components which are found to be defective by PHIL. PHIL is not responsible for equipment down-time, lost production or similar consequential damages/expenses, freight of parts, paint, labor or mileage associated with warranty.

In the event that any product problems develop, either at product installation or during product operation, **PHIL must be contacted without exception for authorization of warranty repairs** and correct repair procedures prior to beginning any warranty related work that might be billable to PHIL. No product warranty claims will be accepted without Philippi-Hagenbuch, Inc.'s prior authorization.

Additional Conditions Applicable to Warranty Claims

- For equipment on which Philippi-Hagenbuch, Inc. products are installed: preventative maintenance inspection records, and on-board weighing data records whether or not noting the Philippi-Hagenbuch, Inc. product in question, must if requested be provided to Philippi-Hagenbuch, Inc.
- Philippi-Hagenbuch, Inc.'s intent is to honor all valid warranty claims. For any/all warranty claims, Philippi-Hagenbuch, Inc., reserves the right to inspect the product and if on inspection the warranty claim is not a Philippi-Hagenbuch, Inc. responsibility per Philippi-Hagenbuch, Inc.'s findings, inspection costs, including travel, time and any other associated expenses will be billed with all future Philippi-Hagenbuch, Inc. warranty responsibilities contingent on payment for such costs
- Warranty does not cover product abuse, misuse, or misapplication. Where it is determined after a warranty claim is made that continued running of equipment will further damage the equipment then Philippi-Hagenbuch, Inc.'s warranty responsibility ends with the damage "as first noted" with any further damage as a result of continued running of the equipment being the responsibility of the equipment user. Warranty is voided if product is used for hauling/carrying materials that are denser than what the product was originally designed for.
- Paint & Coatings – Warranty does not cover abrasion, wear, scratching, fading, or peeling of paint.

All implementations of Philippi-Hagenbuch, Inc.'s product warranty are conditional both on timely initial product payment per sales terms and the equipment user's ongoing account being current with all payments. Failure to pay in a timely manner voids the product warranties.

For Warranty Claim Authorization

Call: +1 (309) 697-9200

Email: sales@philsystems.com

Web Claim: <https://haul.philsystems.com/submit-warranty-claim>