



## **DISTRIBUTOR WARRANTY & RETURNED PRODUCTS PROCEDURES**

# AMANO PIONEER ECLIPSE LIMITED WARRANTY MACHINE SCRUBBERS – BURNISHERS – STRIPPING EQUIPMENT

## TO QUALIFY FOR THIS WARRANTY:

- 1) Machine must be registered at the time of purchase on a form provided by Amano Pioneer Eclipse Corporation. Your Amano Pioneer Eclipse Distributor is responsible for the registration of your machine. Please cooperate with your distributor in supplying necessary information on the card.
- 2) The machine must have been purchased from an authorized Amano Pioneer Eclipse Distributor.
- 3) This warranty extends to the original purchaser only and is not transferable to subsequent owners.

## TIME PERIODS:

**FIVE (5) YEAR STRUCTURAL WARRANTY** – The structural integrity of all cast aluminum decks, rotational molded bodies and tanks are warranted to be free from defects in material and workmanship for a period of five (5) years from the date of purchase by the original owner. \*See Exclusions.

**THREE (3) YEAR WARRANTY** – For the following models: **Revolution RXL40, Revolution NXG models, PowerStar Z1, PowerGlide, PowerGlide Express.** Warranted to be free of defects in materials and workmanship for a period of three (3) years from date of purchase by the original owner. \*See Exclusions.

**TWO (2) YEAR WARRANTY** – For the following models: **PE1700S, CS2000, CS2700R, CS3100R, CS3000M.** Warranted to be free from defects in material and workmanship for a period of two (2) years from date of purchase by the original owner. \*See Exclusions.

**ONE (1) YEAR WARRANTY** – For the following models: **SwingStar, BuffStar, Gazelle, StripVac, HydroStar, BrightStar, Mean Machine, SpeedStar, Revolution DLX models, barracuda, HammerHead.** Warranted to be free from defects in material and workmanship for a period of one (1) year from date of purchase by the original owner. \*See Exclusions.

## \*EXCLUSIONS (Not Covered by Warranty)

- 1) Parts that fail through normal wear by reason of their characteristics (cords, pads, brushes, belts, bumpers, skirting, dust skirt edging, deck guide wheels, dust container filters, spark plugs, air filters, oil filters, body molding, squeegees and other consumable parts).
- 2) This warranty does not extend to parts affected by misuse, neglect, abuse, or improper maintenance. **All defective parts must be returned to the distributor for credit unless instructed otherwise.**
- 3) Batteries warranted by battery manufacturer for one (1) year.
- 4) Charger warranted by charger manufacturer for one (1) year.
- 5) Propane Engine warranted by engine manufacturer for two (2) years. Note: The Kawasaki engine warranty period can be extended to four (4) years providing the customer uses only approved Kawasaki oil. Contact your Amano Pioneer Eclipse distributor for more information regarding this optional extended warranty program.
- 6) Valve train warranted by Amano Pioneer Eclipse for one (1) year.
- 7) Electric motors warranted by motor manufacturer for one (1) year.
- 8) Electric motor controllers warranted by controller manufacturer for one (1) year.

## THE OBLIGATION OF AMANO PIONEER ECLIPSE CORPORATION

- 1) The obligation of Amano Pioneer Eclipse under this warranty is limited to repairing or replacing, at it's option, any part which is proven to be defective in material or workmanship under normal use for the applicable period stated above.
- 2) Warranty repairs will be made by your Amano Pioneer Eclipse distributor without charge for parts or labor.
- 3) Parts repaired or replaced under this warranty are warranted only during the balance of the original warranty period. All defective parts replaced under these warranties become the property of Amano Pioneer Eclipse.

## WARRANTY SERVICE

To obtain warranty service, take your machine and proof of purchase to any authorized Amano Pioneer Eclipse Distributor, preferably to the distributor from whom the machine was purchased. Amano Pioneer Eclipse will not reimburse expenses for service calls or travel. If you are unable to locate a distributor, or if dissatisfied with the service that you receive, call or write Amano Pioneer Eclipse Customer Service for further assistance.

### DISCLAIMER OF CONSEQUENTIAL

AMANO PIONEER ECLIPSE DISCLAIMS ANY RESPONSIBILITY FOR LOSS OF USER TIME OF THE AMANO PIONEER ECLIPSE MACHINE OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGE EXCEPT AS STATED IN THE WARRANTY APPLICABLE TO EACH MACHINE. EXCEPT AS STATED IN SUCH WARRANTIES, THE COMPANY DOES NOT OTHERWISE WARRANTY ANY MACHINE AND NO WARRANTY, EXPRESS, IMPLIED, OR STATUTORY IS MADE BY THE COMPANY.

### OBLIGATIONS OF DISTRIBUTOR:

- 1) Warranty repairs will be made by distributor without charge for parts or labor to customer.
- 2) Distributor will keep adequate supply of replacement parts in stock.
- 3) Distributor will repair machine or engine in field. If distributor is unable to complete repair in field, he may return the machine to factory in accordance with procedures in Summary.
- 4) Distributor will perform service, or warranty repair, on Amano Pioneer Eclipse machine regardless of where machine was purchased.
- 5) Distributor is required to register customer for warranty at the time of purchase on form provided by Amano Pioneer Eclipse.
- 6) Distributor will be responsible for freight on warranty part shipped from factory.
- 7) **Distributor shall return defective parts covered by warranty to Amano Pioneer Eclipse factory as stated below unless instructed otherwise.**
- 8) To qualify for warranty credit, distributor is required to report parts that fail under warranty no later than 30 days from the date of failure.

### CALL TAG:

When small parts are to be returned under warranty, a UPS call tag will be issued for pick-up of item. Distributor will need to give weight of each package to be returned. The distributor will not be responsible for contacting UPS. The call tag will arrive for pick-up within two to ten days from return authorization date.

Amano Pioneer Eclipse is not responsible for machine, parts or engines without a Return/Authorization Number or Call Tag. See Return Procedure in this booklet.

## AMANO PIONEER ECLIPSE DISTRIBUTOR CHEMICAL WARRANTY POLICY

Amano Pioneer Eclipse guarantees its products to be free of defects in materials and workmanship for a period of one year from the date of original distributor purchase. This guarantee applies only to replacement of product and does not cover labor costs.

### PRODUCT PROBLEM PROCEDURES

Many chemical problems can be solved by referring to the Amano Pioneer Eclipse TROUBLE SHOOTING GUIDE and making sure proper procedures are being followed.

If a product problem is suspected, contact the Amano Pioneer Eclipse Customer Service Department at: 1-800-367-3550 or 1-336-372-8080 with the following information.

- 1) Name of product
- 2) Batch number (very important)
- 3) Name, address and phone number of person experiencing problem
- 4) Type of flooring
- 5) Location in building
- 6) Define problem

A sample, containing 1 x 2.5 gallons of product, may be requested by Amano Pioneer Eclipse for evaluation. The distributor will be notified of the results by Customer Service within 3 to 5 working days upon receipt of the sample. Defective products will be replaced at no charge.

Amano Pioneer Eclipse Warranty Department will issue a Return Authorization for any unused defective product and pay for replacing and/or returning defective products. **NOTE: Unauthorized returns will not be accepted.**