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## 2015 WARRANTY POLICY

- Warranty cards **MUST** be turned in online as soon as the unit becomes a rental or purchased unit. Warranty cards can be found in the Dealer's Corner section on [www.vactron.com](http://www.vactron.com)
- The warranty clock automatically begins once the warranty card is received; this includes rental and purchased units.
- The warranty clock automatically starts 6 months after dealer receives the unit, regardless if the warranty card is submitted after the 6 month period.
- All units receive a two year warranty on parts and a one year warranty on labor from the date the warranty clock begins.
- The 2015 book warranty labor rate is \$75.00 per hour.
- Travel and diagnosis time will not be covered under warranty.
- Unauthorized factory modifications void the warranty.
- Ground freight rates apply both ways and are covered under warranty. NO Rush freight is covered under warranty
- Wear items such as belts, hoses, tires, filters, water pumps, unloaders, clutches, nozzles etc. will not be covered under warranty.
- Parts must be held for 60 days before disposal in the event of a return. If the part is returned ensure parts are tagged with unit serial #, authorization # and warranty claim #.
- All claims must provide detailed supporting documentation, pictures and requested parts submitted to Vac-Tron Equipment before they are processed.

All warranty claims must be submitted via the online Warranty Claim Form located in Dealer's Corner on [www.vactron.com](http://www.vactron.com)

### **For any claim over \$500.00 you MUST follow these steps**

1. **BEFORE** commencing work on the unit/part call Vac-Tron service department at 888-822-8766 to receive a pre-authorization #
2. Upon submitting the warranty claim you must provide this authorization # on the warranty form

Be sure to check out the Dealer's Corner link on [www.vactron.com](http://www.vactron.com) for updated service bulletins, technical tips, wiring schematics, warranty forms and much more.