

## **Powder-X Warranty Statement**

Powder-X Coating Systems warrants this product to be free from defects in workmanship and materials, under normal use and conditions, for a period of one (1) year for the original invoice date (date the deposit was received). The manufacturer's stated maintenance procedures must be followed and documented. This warranty covers parts only - labor not included. This warranty is conditional and is only in effect by the end-user giving Powder X written notice of any alleged defect and that defect being confirmed by Powder-X Coating Systems, Inc. Any attempt by the end user to repair alleged defects or any further use of the equipment after the alleged defect has been reported serves as grounds to void the warranty. Any addition of, removal of, or replacement of any Powder-X provided part by any other part of any other manufacturer is subject to warranty violation and cancellation. This includes but is not limited to all motors, control panel components, fans, bearings, filters, burners, and any other part deemed by Powder-X Coating Systems, Inc. to have an effect, either direct or indirect, on the factory-designed and defined operation of the equipment.

All replacement parts are shipped via standard ground shipping. Overnight shipping is an additional charge and is not always available. Shipping and handling fees are to be paid for by the customer. The manufacturer agrees, at its option during the warranty period, to repair and defect in material or workmanship or to furnish a repaired or refurbished product of equal value in exchange without charge (except for a fee for shipping, handling, packing, return postage and insurance which will be incurred by the customer). Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase as confirmed by showing the model number on the original dated sales receipt.

Failure to operate this equipment in a clean environment is grounds for the voidance of the warranty. Failure to operate this equipment in any manner other than described in this manual is grounds for voidance of the warranty. Late/incomplete payments void all warranties.

This warranty and its provisions are in lieu of any other warranties written, expressed, or implied. Powder-X Coating Systems does not authorize or assume any person or company, albeit employee, distributor, or other, to change this stated warranty.

## Warranty Procedure

- \*. Document your concern in as much detail as possible on a Warranty Request Form. Send the documentation via email to your Customer Support Specialist
  
- \*. Contact your Customer Support Specialist at 888-326-4840 and let them know the request has been submitted.
  
- A Powder-X Technical Specialist will review your request and will contact you back as soon as possible.
  
- If a warranty part is requested and deemed prudent, the end user must issue a purchase order to Powder-X prior to the part being shipped. The replacement part will be shipped via ground shipment.
  
- Upon receipt of the part, the customer must return the defective part immediately to Powder-X for inspection. If the part is deemed to have a manufacturer's defect, the customer will receive a credit for that part. If the part is deemed to be damaged by negligence of the end user, the end user is responsible for the cost of the part, including any fees for late payment.
  
- If the defective part is not sent back to Powder-X within 5 days of the delivery of the replacement part, then the Customer is responsible for the cost of the part, including any fees for late payment.