



## WARRANTY ADJUSTMENT PROCEDURES

(This is not to be interpreted as a statement of warranty)

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### OBJECTIVE

Provide a one year Parts and Labor Warranty against defects in material or workmanship on HWH Leveling equipment.

The one year period is to begin on the date of retail sale.

The warranty does not include work or material supplied by the installer from sources other than HWH nor does it include damage resulting from improper installation procedures.

All replacement parts must be supplied by HWH, including hydraulic hose and hose ends. Parts must be installed according to HWH specifications. Hose ends must be swaged with equipment supplied by HWH, not crimped. Warranty claims using other than HWH hose with swaged hose ends will be denied.

HWH limits its warranty to repairing or replacing parts at the labor specified on the "HWH Price Listing". HWH will not pay labor for removing other coach components or equipment to gain access to HWH equipment.

HWH reserves the right to disallow or reduce claims for parts which have been damaged due to misuse, abuse, accidents or improper shipping; or parts which have been incorrectly or unnecessarily replaced.

### O.E.M. INVOLVEMENT

Leveling system warranty claims may be filed directly with HWH Corporation or through the O.E.M.. When filing labor claims with the O.E.M., the repair parts should be obtained through the O.E.M.. If warranty parts are obtained through HWH, the labor claim should be filed directly with HWH. In either case always use an authorization number with labor and parts claims.

### PARTS REPLACEMENT

(Method one), HWH will ship required parts to the customer with Regular UPS or freight prepaid. The customer will be invoiced for part. Replaced parts must be returned to HWH within 60 days to receive credit for parts and reimbursement for labor and other charges.

HWH will replace or, at it's sole discretion, repair defective "MAJOR COMPONENTS" at the HWH factory. Designated "MAJOR COMPONENTS" include items with a List Price exceeding \$650.00 specified on the "HWH Price Listing". When a "MAJOR COMPONENT" is determined to be defective, dealers must consult HWH Customer Service for return and/or replacement instructions.

### PARTS REPAIR

When HWH has determined that a component will be returned to the factory the customer will ship the part pre-paid to the factory. The customer will be reimbursed for Regular UPS freight charges, plus repair time as specified below.

### SHIPPING

HWH will ship all parts regular ground UPS unless other shipping is requested. HWH will invoice the customer for shipping. Shipping charges will be reimbursed when the warranty is completed. Only regular ground UPS charges will be reimbursed unless authorized by HWH.

### TIME ALLOWANCES

The time allowances have been determined by performing the operation a sufficient number of times to establish an average time requirement. Procedures outlined in the service manuals and technical service bulletins are generally used as guides. Basic diagnostic time is included in each operation, and is therefore included in the reimbursement time. Any additional diagnostic time beyond normal procedures will be the responsibility of the customer. However, the time allowances do not include time necessary to remove and replace special equipment other than factory installed options and accessories. This labor schedule has been computed to include all necessary operations for the completion of a given operation, if extra time is needed obtain approval before starting. Deviation from the warranty times listed must be authorized by HWH Corporation in advance.

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## FILING OF WARRANTY CLAIM

Warranty repairs must be authorized by HWH personnel before repairs are performed. Warranty claims and returned warranty parts must be marked with the authorization number given for the warranty repair. The warranty claim must be accompanied by the defective part (if applicable) and all labor and shipping charges. All parts replaced under warranty must be returned to HWH to receive credit unless the "Warranty Return" column on the "HWH Price Listing" indicates that return is not required.

**NOTE: HWH may request any part be returned. If the CRGA form indicates a part must be returned, the part must be returned to receive credit.**

## THE WARRANTY CLAIM MUST INCLUDE THE FOLLOWING INFORMATION

1. HWH Warranty Authorization Number.
2. Description of failure.
3. Company performing warranty work.
4. Person responsible for warranty work (contact).
5. Coach make, model, year and VIN.
6. Date of retail sale of Leveling System or of coach.
7. Dealer from whom Leveling System was purchased.
8. Coach Owner's name, address, and phone number.

## RETURN SHIPMENTS

Return parts are to be packaged to prevent any oil seepage and to protect parts from damage. Shippers may be held responsible for damage caused to other packages by their shipments. Special attention should be given to protecting electrical components.

All parts must be identified with the applicable Warranty Claim Number. Warranty Claim must accompany shipment.

Return parts are to be shipped back to HWH using the RS shipping label provided by HWH.

HWH will not accept COD shipments.

Truck freight will be paid only for large shipments.