Curtis EQUIPMENT SUPPORT
Building Relationships on Trust and Excellent Service

POLICIES FOR AUTHORIZED SERVICE CENTERS

1. **Warranty Period: 1 Year labor, 2 Year parts and 3 years parts & labor for Control Boards only, from original date of purchase. Warranty period prior to 4/1/03 is: 90 Days Labor, 1 Year Parts, 2 Years Control Boards, from original date of purchase.**

2. All in-warranty service calls **MUST** have **PRIOR service** authorization by contacting the Technical Support Department at Wilbur Curtis Company who will assign an authorization number. **NO PAYMENT WILL BE MADE WITHOUT A RETURN MATERIAL AUTHORIZATION NUMBER, (RMA).** For an RMA please reference #8.

3. Wilbur Curtis Company will refer and/or assign the nearest Service Center with stocked parts for service on equipment. **MAINTAIN A MINIMUM NUMBER OF RECOMMENDED SPARE PARTS IN YOUR STOCK.**

4. All warranties are void if the unit is not installed properly, including but not limited to, proper electrical and plumbing specifications as outlined in various service manuals.

5. Repairing equipment on location or in shop will be at the discretion of the Service Center. However, Wilbur Curtis Company will **NOT PAY FOR MORE THAN ONE TRIP TO THE LOCATION OF INSTALLATION.**

6. Wilbur Curtis Company will allow **100 miles maximum** round trip per in-warranty service call.

7. All labor shall be performed during regular working hours. Overtime premium shall be charged to the customer. All labor charges shall fall under the guidelines of **ALLOWABLE TIMES TO REPLACE PARTS.**

8. All defective in-warranty parts must be returned to:
   Wilbur Curtis Company, 6913 Acco Street, Montebello, CA 90640,
   and must be accompanied by a Return Merchandise Authorization (RMA) number. **PARTS WILL BE REPLACED @ NO CHARGE UNLESS OTHERWISE SPECIFIED (CREDIT REQUEST); YOU WILL BE BILLED IF THE DEFECTIVE PART (S) ARE NOT RETURNED WITHIN 45 DAYS.** To obtain an RMA contact the Technical Support Department.

9. "Freight Collect" shipments will **not** be accepted. All equipment or parts must be returned to Wilbur Curtis Company "Freight Prepaid".

10. Warranty does **NOT** cover **INSTALLATIONS, ADJUSTMENTS, CLEANING, DELIMING, PROGRAMMING, SHEAR DISKS, LIGHT BULBS and ABUSE, OR NEGLECT. (**Including failure to clean and properly assemble **O-RINGS, GASKETS, CANNISTER ASSEMBLIES, WHIPPER CHAMBER AND PLATE, MIXING BOWL, AGITATION ASSEMBLY, AND WHIPPER PROPELLER** as described in various manuals.)

11. A completely filled out **WILBUR CURTIS SERVICE WARRANTY REPORT MUST** accompany Service Invoices**.** Failure to submit a complete Service Warranty Report may delay processing of paperwork and could result in a rejection of a claim.

12. Charges incurred by delays, waiting time, or operating restrictions that hinder the service technician's ability to perform service are **not** covered by warranty. This includes institutional and correctional facilities.

13. WILBUR CURTIS CO INC., **replacement parts** are warranted for **90 days** from date of purchase on non-warranty equipment. This warranty will cover parts replacement only.

14. All service technicians dispatched by Wilbur Curtis directly, must call in while on site to troubleshoot or close out the service call. Any charges over $225.00 including labor, travel and parts need to be approved by Wilbur Curtis