

# PRODUCT WARRANTIES



## PRODUCT WARRANTY COVERAGE

Spanco, Inc. warrants its products to be free from defects in material and workmanship as follows:

- Manual Systems and Equipment: Ten Years
- Motorized Systems and Equipment and Paint and Finishes for Non-Aluminum Components: Two Years

### Ten-Year Warranty Coverage:

- Defects in equipment material and workmanship of manual systems and equipment
- Only applies to the wearable wheels on workstation bridge crane end trucks and hoist trolleys

Spanco, Inc. warrants its manual workstation bridge crane, jib crane, and gantry crane products to be free from defects in material and workmanship for a period of ten (10) years or 20,000 hours, commencing on the date of shipment to the first retail purchaser. This warranty extends only to parts that are not subject to normal wear and tear from use (nonwearable), with the exception that it does apply to the wearable wheels supplied on manually operated workstation end trucks and hoist trolleys.

### Two-Year Warranty Coverage:

- Defects in equipment material and workmanship of motorized systems and equipment
- Paint coatings and finishes for non-aluminum components

Spanco, Inc. warrants motorized equipment to be free from defects in material and workmanship for a period of two (2) years or 4,000 hours, commencing on the date of shipment to the first retail purchaser. Spanco, Inc. warrants its paint and finishes for a period of two (2) years. Warranty claims related to coatings must be accompanied by documentation of the product's application and environmental conditions from time of delivery to time of claim.

## WARRANTY TERMS & CONDITIONS

All warranty claims must be approved by Spanco before any work is performed. Spanco's obligation under this warranty is limited to the replacement or repair of Spanco products at the factory or separate location approved by Spanco. **Other than the above mentioned warranty, Spanco will not honor any other warranties—whether expressed, implied, or statutory—and disclaims any warranties of merchantability or fitness for a particular purpose.** Spanco has the right to reject any warranty claim due to harsh and/or inappropriate environmental conditions.

### Spanco Is Not Liable for:

- Indirect, incidental, or consequential damages including lost profits, operating costs, loss of production, or travel expenses
- Components or accessories not manufactured by Spanco
- Defective equipment or system failure caused by misuse, negligence, and improper installation or maintenance
- Equipment that has been used in excess of its rated capacity or beyond its service factors
- Rework and modification of any equipment that has been altered without Spanco's written authorization
- Freight charges and damage incurred by freight carriers
- Any loss, injury, or damage to persons or property resulting from failure or defective operation of material or equipment

### Reimbursement Disclaimer:

- Written notice of any claimed system defect must be given to Spanco within ninety (90) days of shipment.
- All requests for reimbursement must be accompanied by proper documentation.
- Reimbursement is provided in the form of a credit unless otherwise approved by Spanco management.
- Reimbursement for labor will be provided at a maximum rate of \$75 per hour.
- All reimbursement is subject to approval by Spanco management.