



Warranty Policies and Procedures

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SECTION I – WARRANTY STATEMENT

All products sold by Harrington Hoists, Inc. are warranted to be free from defects in material and workmanship from date of shipment by Harrington for the following periods:

Manual Hoists, Trolleys, & Beam Clamps – 2 years
NER/ER Hoists Enhanced Features Models – 3 Years
Electric Hoists, Air Hoists & Trolleys, Crane Components – 1 year
Spare / Replacement Parts – 1 year
NER/ER “The Guardian” Electromagnetic Smart Technology Brake – 10 years

The product must be used in accordance with manufacturer's recommendations and must not have been subject to abuse, lack of maintenance, misuse, negligence, or unauthorized repairs or alterations. Should any defect in material or workmanship occur during the above time period in any product, as determined by Harrington Hoist's inspection of the product, Harrington Hoists, Inc. agrees, at its discretion, either to replace (not including installation) or repair the part or product free of charge and deliver said item F.O.B. Harrington Hoists, Inc. place of business to customer.

Customer must obtain a Return Goods Authorization as directed by Harrington or Harrington's published repair center prior to shipping product for warranty evaluation. An explanation of the complaint must accompany the product. Product must be returned freight prepaid. Upon repair, the product will be covered for the remainder of the original warranty period. Replacement parts installed after the original warranty period will only be eligible for replacement (not including installation) for a period of one year from the installation date. If it is determined there is no defect, or that the defect resulted from causes not within the scope of Harrington's warranty, the customer will be responsible for the costs of returning the product.

Harrington Hoists, Inc. disclaims any and all other warranties of any kind expressed or implied as to the product's merchantability or fitness for a particular application. Harrington will not be liable for death, injuries to persons or property or for incidental, contingent, special or consequential damages, loss or expense arising in connection with the use or inability whatever, regardless of whether damage, loss or expense results from any act or failure to act by Harrington, whether negligent or willful, or from any other reason.

SECTION II – INTRODUCTION

2.1 Warranty Repairs

Qualified Warranty Repair Centers and Distributors that currently employ at least one (1) Harrington factory trained technician may perform warranty repairs. Warranty consideration for repairs done by others will be at the sole discretion of Harrington Hoists, Inc.

2.2 Harrington Obligations

Harrington Hoists, Inc. will reimburse the Warranty Repair Center/Distributor for the repair or replacement of any part of a Harrington Hoists product that is determined to have a defect in materials or workmanship under the provisions of the warranty statement. Refer to Section 4.3 for information on obtaining reimbursement for warranty repairs.

2.3 Warranty Repair Center/Distributor Obligations

The Warranty Repair Center/Distributor shall provide warranty service to any end user of a Harrington Hoists product, in a timely manner, within the terms and conditions outlined herein.

2.4 Warranty Start Date

The warranty period typically begins on the day product is shipped from Harrington to the distributor. However, Harrington realizes that some distributors stock large quantities of product, which they may have for some time, even using first in first out inventory management practices. Therefore, the warranty start date may coincide with the installation date provided the distributor/installer can provide proof of installation date. Regardless of installation date, the warranty start date will begin no longer than (2) two years from the Harrington ship date.

2.5 Parts Warranty

Parts that are replaced during the warranty period will be covered for the remainder of the original warranty period. Replacement parts installed after the original warranty period has expired will only be eligible for replacement (NOT including installation) for a period of (1) year from the installation date.

2.6 Warranty Jurisdiction

This warranty policy applies only to the North American market. Any warranty considerations for products that are outside of the United States, Canada, or Mexico will be made on a case by case basis.

SECTION III – WHAT IS NOT COVERED

- 3.1 Harrington Hoists, Inc. does not provide reimbursement for maintenance items such as: brake adjustments, lubrication, oil changes, or any other item or activity deemed by Harrington to be maintenance related.
- 3.2 Normal wear is not covered by warranty. This includes parts such as: motor brake linings, wheels, wheel gears and pinions, contactors, chain, chain guides and sheaves, wire rope, rope guides and sheaves, hooks, air motor vanes, etc.
- 3.3 Harrington Hoists, Inc. will not be liable for damage or malfunction resulting from:
 - 3.3.1 Lack of maintenance.
 - 3.3.2 Use of improper or insufficient lubricants.
 - 3.3.3 Contaminated air supply, air pressure too high/low, or insufficient volume.
 - 3.3.4 Environmental conditions (including but not limited to extreme temperatures and corrosive environments).
 - 3.3.5 Outdoor applications where Harrington Hoists' recommendations for protection from the elements are not followed.
 - 3.3.6 Misuse or abuse (including but not limited to overloading, shockloading, or side pulling).
 - 3.3.7 Use of parts other than genuine Harrington replacement parts.
 - 3.3.8 Improper repairs or maintenance.
 - 3.3.9 Modifications not approved by Harrington Hoists, Inc.
 - 3.3.10 Improper handling of product after it leaves our factory.
 - 3.3.11 Fire, accidents, or acts of God or nature, including but not limited to: floods, hurricanes, and lightning.
- 3.4 Harrington Hoists, Inc. will not be responsible for:
 - 3.4.1 Any piece of equipment not supplied by Harrington, even when installed on or with our products.
 - 3.4.2 Malfunction or damage caused by items added to Harrington products, including but not limited to controls and control components.
 - 3.4.3 Incidental or consequential damages, including loss of production, damage to other equipment, or to product being handled.

SECTION IV – WARRANTY PROCEDURES

4.1 Travel for Repairs

Harrington Hoists Inc., will pay reasonable travel expenses for repairs to cranes, wire rope hoists, electric chain hoists (5T and over), air hoists (10T and over), and manual chain hoists (8T and over) when necessary. Travel is covered for a distance not greater than the location of the hoist to the nearest Warranty Repair Center. Travel for repairs to electric chain hoists (3T and under), air hoists (6T and under), manual chain hoists (5T and under), and lever pullers is not covered without prior written approval from Harrington Hoists' Product Support department (See Table 4-1 for complete product listing).

4.2 Returning Hoists for Repair

In accordance with Section 4.1 and Table 4-1, all Harrington products that are thought to have a defect in materials or workmanship and are still within the warranty period should be returned to the nearest Warranty Repair Center/Distributor freight prepaid. If the repair is determined to be warrantable, Harrington Hoists will cover all shipping charges based on shipping to and from the nearest repair center.

4.3 Obtaining Reimbursement for Warranty Parts and Services

The Warranty Repair Center/Distributor makes a preliminary determination of warranty based on the warranty period, and schedules a time for inspection, verification, diagnosis, and repair. The Warranty Repair Center/Distributor is to determine if the problem is due to a defect in materials or workmanship. If the repair should be covered under warranty, the Warranty Repair Center/Distributor shall repair the product and submit a completed Warranty Claim Form (See Pg. 10) within 60 days of the completion of repairs. A warranty claim will not be initiated at Harrington until a completed Warranty Claim Form is received.

4.4 Repair Cost Guidelines

Warranty Repair Centers/Distributors are authorized to make repairs determined to be warranty that do not exceed 35% of the replacement price of the product or \$5000, whichever is less. If the cost of repair exceeds these guidelines, the Warranty Repair Center/Distributor must contact Harrington Product Support for warranty authorization.

4.5 Labor Charges

Labor for warranty claims will be paid at a standard hourly rate that is deemed by Harrington Hoists, Inc. to be reasonable and customary for the geographical area of the Warranty Repair Center/Distributor. For warranty service calls where travel is necessary, Harrington will only reimburse for repair during regular business hours. Additional labor cost for repairs done

on overtime is only covered under warranty when the additional time at the overtime rate is less than food and lodging or additional trips to complete the repair. Warranty labor will only cover one technician for repairs unless prior written authorization is obtained from the Harrington Product Support department.

4.6 Obtaining Replacement Parts

Warranty Repair Centers/Distributors should maintain a supply of genuine Harrington parts in sufficient quantities to repair the products serviced by the Warranty Repair Center/Distributor. In the event that the part needed is not something maintained in typical stock, replacement parts are to be purchased directly from the Harrington parts department. All warranty replacement parts will be shipped via the least expensive method without prior written approval from Harrington Product Support. Additional costs incurred for express shipping will be the responsibility of the end user. Harrington warranty does not cover parts or labor to install aftermarket parts in our products. For service calls to the end user, the Warranty Repair Center/Distributor should make every effort to send the parts likely for repair on the initial service call. This increases customer confidence and satisfaction with the products and service provided by Harrington and the Warranty Repair Center/Distributor. Harrington parts used by Warranty Repair Centers for warranty repairs will be reimbursed at Warranty Repair Center cost plus 15%. This includes parts used from stock or purchased from the Harrington parts department. Parts for warranty repairs made by distributors will be reimbursed at distributor cost only.

4.7 Replaced Parts

All parts replaced under warranty are to be held by the Warranty Repair Center/Distributor for 60 days after the warranty claim is filed unless: a) a Returned Goods Authorization (RGA) was previously issued by Harrington Product Support (please indicate RGA # in the appropriate position on the warranty claim form) or b) an approval to scrap the replaced parts was previously made by Harrington Product Support. If return of the replaced parts is required after a warranty claim is submitted, Harrington will issue an RGA for the parts to be returned to Harrington. Parts being returned under an RGA must have the RGA number clearly marked in bold print on the outside of the shipping container.

4.8 Credit Status

Warranty Repair Centers and Harrington distributors on credit hold will not receive warranty parts until all credit issues are resolved. These customers will be referred to the credit department for resolution.

4.9 Repairs by End Users

Warranty Repair Centers/Distributors may permit end users that have knowledgeable hoist and crane personnel to make their own warranty repairs. The Warranty Repair Center/Distributor may sell the end user the required parts until a warranty determination can be made. If inspection of the replaced part reveals that the problem was due to a defect in materials or workmanship, the Warranty Repair Center/Distributor may submit a warranty claim for parts only. Labor for warranty repairs will not be reimbursed to end users.

Product	Travel OK	Ship or Call
Lever Pullers		
LB008 – LB090		X
LX003 – LX005		X
Manual Chain Hoists		
CB005 – CB050		X
CB080 – CB100	X	
CF005 – CF050		X
CX003		X
NTH010 – NTH050	X	
SHB010 – SHB100	X	
Manual Trolleys		
PT/GT005 – PT/GT030		X
PT/GT050 – PT/GT200	X	
Electric Chain Hoists		
SNER010 – SNER030		X
ER001 – ER030		X
ER050 – ER200	X	
ED125 – ED525		X
Electric Trolleys		
SMR010 – SMR030	X	
MR010 – MR200	X	
All RH/RHA Trolleys	X	
Air Hoists		
AH250 – AH500		X
TCR250 – TCR6000		X
TCR10000 – TCR25000	X	
TCS250 – TCS1000		X
Air Trolleys		
MCR250 – MCR6000	X	
Wire Rope Hoists		
RH/RHA 2T – 20T	X	
Cranes		
All Crane Components	X	
Beam Clamps		X
Table 4-1		

HARRINGTON WARRANTY CLAIM FORM

RGA # If known	
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Items marked with an asterisk (*) MUST be completed for claim to be considered

Repaired By

*Repair Station Name _____ *Customer # _____
 *Address _____
 *City _____ *State _____ *Zip Code _____
 Date product was received _____

Repaired For

Name _____
 Address _____
 City _____ State _____ Zip Code _____

Product Information

*Hoist description and capacity _____
 * Model number _____ * Lot number _____ * Serial number _____
 Original Harrington invoice number _____ Date _____
 Original Harrington sales order _____
 * Complete description of problem _____

*Warranty Charges

	Quantity	Part Number & Description	Your Cost	15%	Net				
Parts									
	Total Parts =								
Labor	Repair Time			Travel Time			Mileage		
	Hours	Rate	Total	Hours	Rate	Total	Miles	Rate	Total
	Total Labor =								
Total Warranty Claim (Total Parts + Total Labor)									

Replacement Parts Ordered

Your P.O. number _____ Date _____ Invoice number _____

Return completed form to:

Harrington Hoists, Inc.
 401 West End Avenue
 Manheim, PA 17545
 Attn: Engineering Assistant
Or fax to: 717-665-2861

Name _____ Date _____
 Phone _____ Fax _____
 Email _____

* When claim is completed, would you like to be notified by:

US mail email

Section V – Contacting Harrington

Reason	Department	Phone Numbers
Warranty questions	Product Support	Manheim - 800-233-3010 Fax - 717-665-2861 Corona - 800-317-7111 Fax - 951-279-7500
Technical assistance for warranty or repairs	Product Support	
Application information	Customer Service	
New product or parts orders		
Damaged goods received		
Returning unwanted or incorrect goods		
Quality concerns	Quality Assurance	



www.harringtonhoists.com

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Manheim, PA 17545-1703
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Toll Free: 800-233-3010
Fax: 717-665-2861

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Corona, CA 92880-6973
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Toll Free: 800-317-7111
Fax: 951-279-7500

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