



Glosser
Manufacturing Company
"Changing the Economics of Compaction"

Master Warranty

Effective: August 1, 2005

Glosser Manufacturing herein referred to as G.M. warrants each new compactor to be free from defects in material and workmanship under normal use and service as follows:

- Structure: 2 years
- Parts: 1 year
- Labor: 1 year

G.M. obligation under this warranty is limited to replacement of any defective part or material, and normal labor, per flat rate schedule. During such period, this warranty excludes any obligation by G.M. for the cost of transportation or any other cost arising out of such replacement in excess of this Standard Warranty Reimbursement Program. The warranty period shall begin at the date of shipment.

This warranty shall not apply to the following:

- Damage due to outdoor power units without oil heaters in cold climates.
- Damage due to contaminated hydraulic oil.
- Breakage or wear due to improper mounting of cords, hoses, or control panels.
- Damage done to hoppers, doghouses, or any other part of the machine while loading
- Any compactor which has been subject to misuse, negligence, or any compactor which is modified by other than factory personnel. This includes the replacement of any component or part, rewiring, or disassembly of any component or connector by anyone other than factory personnel without consent from G.M.

G.M. will not reimburse for diagnostic labor. It is expected that service personnel be knowledgeable of electrical and hydraulic principles and compactor equipment in general.

G.M. neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with such compactors.

THIS WARRANTY EXCLUDES ANY OBLIGATION BY G.M. FOR LOSS OF PRODUCT, DOWN TIME, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGE INCURRED AT ANY TIME. IT IS THE ONLY WARRANTY APPLICABLE TO COMPACTORS MANUFACTURED BY G.M. AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Replacement parts are subject to a 90-day warranty and are specifically excluded from the Standard Warranty Program.



CUSTOMER RESPONSIBILITY

It is the responsibility of G.M. dealers, distributors, and/or installers to install the compactor or dumper in conformity with ANSI Z245.1-1999 and ANSI Z245.2-2004 as well as any other applicable codes and regulations.

IMPORTANT - Furnished with each compactor is a Compactor Operating Service Manual, including electrical schematics specifically for that unit.

The G.M. dealer, distributor, and/or installer must train authorized operators in safe methods and use of the compactor system. The manuals should be retained for future reference and use and kept on site with the compaction equipment. Refer to the manual for loading instructions and misuse of compactor.

The post-delivery inspection form must be filled out completely and a copy must be forwarded to G.M. in order for the unit to qualify for the Warranty Program.

In the event of failure of a component of the product, the dealer, distributor, or installer must contact the G.M. service manager and provide at that time a description of the problem, and the model and serial number of the product.

NOTE: The service company must obtain a Purchase Order # from a Glosser Service Manager prior to servicing a machine under warranty. The Manager can be reached at 1-800-245-3880.

IMPORTANT - No claims will be accepted for normal post-delivery inspection, lubrication or adjustments. All units are inspected and adjusted at the time of manufacture. Shipping can loosen fittings and possibly change adjustments. The time involved in the pre or post delivery inspection and adjustments must be part of the installation charge to the end user.

WHEN THE SERVICE MANAGER IS ADVISED OF A SERVICE PROBLEM, PRESUMED TO BE COVERED UNDER WARRANTY, THE FOLLOWING ACTIONS WILL OCCUR.

Necessary parts to return the unit to service will be sent to the Dealer or Distributor. The Dealer or Distributor will be invoiced for these parts and will be responsible for any freight charges.

The failed parts and a copy of the invoice noting the Authorization Number must be returned to the G.M. Service Department within thirty (30) days from date of failure in order to be considered for warranty replacement. (Shipments will not be accepted unless freight is prepaid.)

Upon receipt of the part, it will be examined by the Service Manager, and if it is determined by him to be defective, the original invoice for the replacement parts will be credited to the Dealer or Distributor's account.

In addition to the above, a credit for labor will also be issued to the Dealer or Distributor's account. This credit will be limited to the Flat Rate Schedule. The current labor rate is \$45.00 / hour. A purchase order number from a G.M. Service Manager must be given before servicing to justify this labor rate.

In cases where no Flat Rate hours are prescribed, a copy of the repair order must accompany return parts. The G.M. Service Manager will review repair orders and determine the number of hours which will be paid. Any hours in excess of the Flat Rate Schedule will be rejected. In addition, any claim received for work not listed in the Flat Rate Schedule will be rejected unless a Warranty Authorization Number has been assigned for this unlisted labor expenditure. No credit will be allowed for labor hours spent in inspection or diagnosis of equipment problems.



In case of failure of equipment which will require repair by welding, re-welding, and/or fabrication of additional steel weldment material, the Dealer or Distributor shall be required to obtain prior approval of methods, procedure and a Warranty Authorization Number from the Service Manager to ensure that:

1. The correct method of repair as prescribed by G.M. is followed.
2. A copy of the work order is included with return parts.

Failure to comply with this procedure will result in rejection of the warranty claim and a voided warranty.

Travel time (man & truck) will be allowed on the basis of:

- Flat Rate (man & truck) : \$45.00
- Up to 100 miles : \$20.00 per 25 miles
- Over 100 miles : \$15.00 per 25 miles

No allowance whatsoever will be made for replacement of components or labor which our inspection subsequently shows not to be defective.

Warranty and Service on All Major Components not Manufactured by G.M.

If your equipment fails (i.e. motor) and it is under warranty, have the equipment checked out by a qualified electrician or service man. If there is no problem with fuses or wiring, the motor should be taken to the nearest authorized motor warranty shop, (if you do not have a listing of authorized motor warranty repair shops in your area, call the G.M. Service Dept.) The motor shop will check out the motor and will determine whether it is factory defective. If the motor failed due to defects in material or workmanship, the motor shop will repair or replace the motor at the motor manufacturer's expense. If the motor failure was not caused by defective factory material or workmanship, it will be repaired only if the customer agrees to pay for the expenses. G.M. will not absorb the cost for pickup or delivery service to service centers on defective motors. Removal and reinstallation are covered in the Standard Warranty Program.

SAFETY NOTICE

Proper maintenance and repair is essential to the safe, reliable operation of our products. Anyone who uses service procedures or tools which are not recommended by G.M. assumes all risks to person, equipment and property. Also, any unauthorized or haphazard repair will allow liability for unsafe or dangerous operation to be assumed by the service provider and will void this warranty.