



All Fassi cranes are covered by a specific "Parts & Labor" warranty that guarantees total peace of mind in all circumstances. Fassi's Total Quality philosophy makes it possible to offer a guarantee that is unbeatable for completeness and reliability.

To improve customer service, reduce questions, and attempt to improve warranty turn-around, there have been some changes to the Fassi/Fascan warranty requirements for information.

For all warranty inquiries, estimates and final claims please include in your email subject line the model and serial number of the crane.

Fassi Warranty Coverage:

The limited warranty period commences on the date the customer puts the crane or replacement part into service. This date will be documented by Fassi, Fascan, the dealer and the customer. The limited warranty includes parts, materials and labor for the following time periods:

FASSI MANUFACTURER'S LIMITED WARRANTY

The Fassi Crane manufacturer's limited warranty covers the following items against defects in material or workmanship for the following time periods:

SE or Wallboard Cranes*:

- 12 Months Hydraulic Component Parts
- 12 Months Labor
- 36 Months Structural Component Parts

**SE warranty coverage is subject to the 90 day required maintenance. Verification of completed check sheets and invoices are required to be recorded with Fascan.*

Knuckle Boom Cranes:

- 12 Months Hydraulic Component Parts
- 12 Months Labor
- 36 Months Structural Component Parts
- 24 Months Structural with Grab Applications

Fassi replacement parts are warranted up to twelve months from installation date; proof of invoice to end-user is required. Labor not included.

EXCLUSIONS

1. Parts and components not supplied by FASSI.
2. The repair or replacement of any covered part if a mechanical breakdown has not occurred.
3. Any breakdown due to physical damage or collision.
4. Any breakdown due to overloading, misuse, abuse, negligence, incompetence or lack of maintenance.
5. Any breakdown due to non-authorized alterations or modifications.
6. Any breakdown due to fire, theft, vandalism, riot, explosion, act of God, war or environmental damage.
7. Hydraulic oil, filters, bushings, maintenance parts or materials, boom slide surfaces, part failure due to excessive wear, shop supplies, cleaners, miscellaneous expenses or taxes.
8. Any premium for overtime labor requested by customer.
9. Business interruptions, loss of sales and/or profits, rental or substitute equipment, costs of delay for any other special, indirect, incidental or consequential losses, costs or damages.
10. Liability for or damage to property or injury or death of any person arising out of the operation of the crane.
11. Any material subject to normal wear and tear and/or deterioration to include but not limited to bushings, seals and guide shoes.



WARRANTY CERTIFICATE/WARRANTY START DATE REGISTRATION

The warranty certificate is included with the warranty voucher booklet; these are included with each crane. These forms are also acceptable in a PDF/electronic format. After review of the warranty booklet, registrations must be completed in its entirety and will not be accepted without a signature from both the dealer and the end user.

FILING FOR WARRANTY REIMBURSEMENT

Failure to follow these warranty procedures will result in claim rejection:

Contact Fascan's **Warranty Department** when you have a Fassi warranty repair. The warranty department will issue you a Return Warranty Request number (**RWR**) for tracking the claim and returning the defective parts.

***Warranty claims must be submitted within 30 days from the repair date.**

***Claims submitted after 90 days will not be accepted.**

***End of the year deadline for all claims will be in December, this date will vary due to holiday scheduling, please watch for an email from the Fascan warranty department for details and procedures.**

Required Supporting Documentation:

- **Pictures of Failure/s:**

*** PICTURES MUST BE TAKEN OF THE FAILURE BEFORE REPAIRS***

Today's technology has made it easy and possible to upload and email pictures. Therefore, detailed and clear pictures are required for ALL warranty claims.

Please submit your pictures in a JPEG format or multiple pictures in a PDF format (must be separate from documents).

Pictures required, but not limited to, are:

1. Crane model and serial number plate
2. The crane as a whole
3. Defective area/s (say 3-4 feet away)
4. Close up of defective area/s
5. Defective part/s
6. *SE Cranes: Bypass Valve (overload exclusion device)
7. Production dates and code stamps (this is a must on all hose replacements, codes stamps are on the collar of the hose).
8. Electrical defects can be difficult to capture. Please note these examples: Improper/crossed wires; chaffed wire/s; loose fuse holder; loose connections; corrosion on components and others can be captured.

Claims submitted without pictures will be rejected



- **Diagnostics:**

Black box and parameter files must be included with final claim submission when applicable and submitted for all structural defects.

- **Sublet:**

When work is sublet to another facility or department, please include the detailed sublet invoice with your final submission. Please note markup cost of sublet invoices will not be reimbursed.

- **Other:**

Other supporting documentation may be requested to verify warrantable coverage. This includes but is not limited to maintenance records/check sheets and invoices, the repair facility work order, technician hard card, notes and time punches on the specified work order/s.

How to Obtain Warranty Replacement Parts:

You will need to send a purchase order to Fascan's part's department for any Fassi parts required. Replacement parts will ***not*** automatically be shipped. The Part's Department is separate from the Warranty Department. On your P.O. please state the crane model & serial number and the RWR # if you know it.

Reimbursement for Warrantable Parts:

- Replacement parts taken from dealer stock for approved warranty repairs will be reimbursed to the dealer list price less 25%.
- Replacement parts that are specifically ordered for the warranty repair will be reimbursed exactly as charged to the dealer on Fascan's part's invoice.
- Replacement parts requested for overnight or second day shipment will be reimbursed the estimated UPS freight charge for ground delivery.

Use of non Fassi Parts

- The use of non Fassi parts for warranty repairs will be denied unless prior authorization has been obtained. The exception to this rule is hydraulic hoses; hydraulic hoses may be fabricated at the repair facility. *Claims must include the Fassi part number/s that would have been used in the notes of the claim. Please note the picture requirements of hydraulic hose replacement must include the code stamped on the collar of the hose.*

Labor Estimate Required:

Repair estimates will be required for labor costs above \$1,500.00 **BEFORE** the repair is started. This will help to cut down on labor negotiations and ultimately save time on the warranty claim reimbursement. (Whenever possible you should get a repair estimate and submit by email to Fascan). Once labor is approved, move forward with the repair.

Labor/Complaint, cause and correction of the warrantable failure:

Be sure that Fascan has your current hourly shop labor rate on file – requests are taken in January. On your work-order / invoice - break down the labor to include the labor rate per hour. Clearly state the problem and repair procedure. *Fassi is looking for the root cause of failure.*

- **Complaint** of the failure is what the end user is experiencing.
- **Cause is who, what, when, where and how the technician found the warrantable defect. Please be**



brief yet descriptive. The terms “bad” “faulty” or “worn” are not warrantable failures. If fault codes are found for electrical components, these must be included in your story.

- **Correction** is how the complaint was corrected.

Return of Defective Warrantable Parts/Freight Reimbursement:

No claims will be processed without the return of the requested defective parts

Claims are not approved until the defective part is returned. There should not be any reason why these parts could not arrive at Fascan within 10 working days after the completion of the repair.

Fascan reimburses ground freight to ship warrantable parts to the repair facility AND will reimburse ground freight to ship the requested defective parts back to Fascan.

In the event your customer used an outside repair facility please fax or email a copy of the RWR form to the repair facility so that parts can be returned direct without costly freight charges to the dealer.

- A paid freight invoice from the shipping company may be requested from the warranty department for verification of cost.

When returning defective parts to Fascan, you **MUST** include a copy of the Return Warranty Request form for parts to be accepted as returned. (You may also choose to write this number on the part and on the outside of the box).

Parts returned without a copy of the RWR may not be credited as returned and could result in denial of your warranty claim.

In Stock Units:

- Damage or missing parts are to be reported on the delivery/shipping invoice. Please send a copy with an estimate to repair and pictures to Fascan within 48 hours of delivery.
IE: SKF Greasers, pictures must show that the greaser was not heat shrink wrapped and is holding water.
*Claims submitted after 48 hours are subject to denial.

****DEALERS: Please be sure your customers (end-users) are aware of these procedures. If they choose to use an outside repair facility (not a Fassi dealer), it is the Dealer’s responsibility that the repair facility is aware of these requirements****

Failure to follow these warranty procedures will result in claim rejection.

For questions or more detailed instructions on how to submit your warranty claim for consideration, please contact our warranty department; please note that Fassi determines all warranty.

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