

CUSTOMER SERVICE AND PARTS ORDERS:

Hi-Vac Corporation is committed to customer satisfaction. In addition to our Authorized Dealer network throughout the world, we maintain a full stock of parts and accessories at our factory in Marietta, Ohio. In the event you need parts or service, first call your nearest Authorized Dealer. Their name and number should be shown on the unit information sheet located at the front of this manual.

To assure prompt delivery and processing of your parts orders, please have the following information available, when you place your order:

1. Type and serial numbers for the unit and chassis. This information is also located on the Identification Sheet.
2. The part number(s) of the required items, along with the quantity desired.
3. SHIPPING INSTRUCTIONS, whether your parts are to be shipped next day air, second day air, truck, ocean freight, etc. When left unspecified, orders are shipped UPS, or truck freight if necessary due to weight restrictions. We must have your street address: we cannot ship to P.O. Box numbers.
4. When placing orders - FIRST: Contact your nearest Authorized Hi-Vac Dealer. If they are unable to assist you, contact the Parts or Customer Service Departments at Hi-Vac:
Phone: 740-374-2306 Fax: 740-374-5447

Every effort is made to ship all in-stock parts on the same day the order is received, when the order is placed before noon, Eastern Time. Orders received after noon are shipped the next business day.

SALES TERMS:

The descriptions and instructions included in this manual cover the standard design of the equipment and any common deviations when possible. This manual does not cover all design details and variations nor does it provide for every possible contingency which may be encountered.

When information cannot be found in this manual, contact your nearest Aquatech, Inc. Parts and Service Center, or phone the Hi-Vac Service Department.

All specifications given have been calculated at sea level. All designs and specifications are subject to change without notice.

No material returns will be accepted unless accompanied by our **Material Return Authorization form**. A restocking charge of 20% applies to all Return Goods. Minimum billing of \$100.00 applies to all orders.

STANDARD LIMITED PRODUCT WARRANTY:

Hi-Vac hereinafter called the Company, warrants for a period of twelve (12) months from the date this product is accepted by the purchaser, that all design and material of its own manufacture shall be free from defects. The company agrees to repair or replace, at its sole discretion, such defects to assure the product performs according to its published specifications at time of manufacture.

This warranty will not cover any part or service subject to normal wear or adjustment as described in the Operator's Manual supplied with the product. This warranty will not cover failure caused by purchaser's failure to perform normal maintenance by abuse, or by purchaser's use of product for purposes not intended by design. Alterations or modifications to product without the express written permission of the Company may void this warranty. Use of replacement parts not supplied by the Company may void this warranty. All parts supplied under the provisions of this warranty are F.O.B. Marietta, Ohio.

This warranty shall be the only warranty in effect, and no one shall have the authority to supersede or modify its provisions except in writing by the Company, or as provided in these terms.

WARRANTY EXTENSIONS

The Company may wish to offer an extension to this warranty, at a price it may determine and publish. This extension will act to increase the period over which these terms may apply, but will not modify any of the terms except as may be expressly stated in writing by the Company.

MAJOR COMPONENT WARRANTY

Components provided as part of this product, but those which are not manufactured by the Company, shall have whatever warranty and terms as are offered by the original manufacturer and shall not be covered by these provisions except where specifically stated. These warranties shall be provided upon request. The Company shall make good faith efforts on behalf of the purchaser to enforce any applicable warranty offered by its vendors.

SPECIAL WATER TANK WARRANTY

The Company warrants its water tanks to be free from leaks, and agrees to cover repairs or replacements of defective tanks according to the following schedule:

MILD STEEL TANKS PRO-RATED WARRANTY (Except SJR tanks)

- 1st year** — No charge repair or replacement f.o.b. factory
- 2nd year** — 65% of list price, f.o.b. factory is allowed
- 3rd year** — 50% of list price, f.o.b. factory is allowed
- 4th year** — 40% of list price, f.o.b. factory is allowed
- 5th year** — 20% of list price, f.o.b. factory is allowed

STAINLESS STEEL TANKS PRO-RATED WARRANTY (Except SJR tanks)

- First 5 years** — No charge repair or replacement f.o.b. factory
- 6th year** — 65% of list price, f.o.b. factory is allowed
- 7th year** — 50% of list price, f.o.b. factory is allowed
- 8th year** — 40% of list price, f.o.b. factory is allowed
- 9th year** — 20% of list price, f.o.b. factory is allowed

POLYGRAPHITE TANKS

10 year warranty on all polygraphite water tanks. The company guarantees for the lifetime of the tanks against failure from corrosion or rust through.

SJR TANKS

10 year no charge repair or replacement against rust through or leaks, f.o.b. factory, provided terms of inspection as outlined in Operator's Manual are met.



DESIGN MODIFICATIONS

The Company reserves the right to make modifications to its design and specifications which shall in no way infer that previous designs and specifications are not fit for their originally intended purpose, and shall in no way obligate the Company to perform such modifications to products manufactured before these changes were adopted.

WARRANTY INITIATION

The warranty shall begin at the date the product is accepted by the purchaser which shall be documented by the "Delivery Check List" included in the operating manual for the machine, properly filled out by the delivering dealer, and signed by the purchaser. If this form is not returned to Hi-Vac, the warranty shall begin in 30 days after shipment from the factory.

Any product which has been used as a demonstration unit will, upon sale to the purchaser, have the full warranty as provided for in these terms, subject to the conditions as stated herein. The Company must be notified by the delivering dealer in the same way as any newly manufactured machine.

LIMITATIONS / EXCLUSIONS TO WARRANTY

The company shall not be held liable, under the terms of this warranty, for any losses, damages or expense charges incurred by purchaser, or its agents, representatives or employees, as a result of any failure of the product to perform. Other than those expressly stated herein, there are no other warranties of any kind, express or implied, and specifically excluded but not by way of limitation, are the implied warranties of fitness for a particular purpose and merchantability.

The following are specifically, though not exclusively, precluded from the terms of this warranty except as already stated:

Water pump	Auxiliary engines
Exhauster/vacuum pump	Drive belts
High pressure water hose	Truck chassis
Hydraulic pumps, motors and valves	Power Take-Off
Electrical components	Suction hoses and tubes
Batteries	Axles, tires

CLAIMS PROCEDURE

Warranty claims against the Company shall be made by the delivering dealer in accordance with the terms set forth in the "Warranty Request Claim" policy statement as set forth at the latest effective date.

All parts are supplied F.O.B. by the factory in Marietta, Ohio. No freight allowances are made. No travel time allowances are made. The purchaser shall agree to these terms by virtue of acceptance of the machine or purchased part.

REPLACEMENT PART WARRANTY

Parts replaced during the warranty period will be warranted only during the term of the original warranty. No extension of warranty is made by installation of the new part.

Replacement parts purchased after the warranty period will carry a thirty (30) day warranty against defects in material or workmanship, or whatever warranty shall be offered and be enforceable upon the original manufacturer, whichever is longer. Labor costs incurred to replace defective parts are specifically excluded from this warranty.

The purchaser shall be responsible for payment of the replacement part until such time as the original manufacturer shall offer warranty replacement to the Company, at which time credit will be issued to the purchaser. **All such defective parts must be returned to the factory, freight pre-paid, for evaluation and determination of warranty by the original manufacturer.** Requests for return will be made at the discretion of the Company. No part shall have been previously disassembled or tampered with in any way so as to void the manufacturer's warranty.

The Company's sole responsibility under these terms shall be the timely return of the defective part to the original manufacturer for warranty consideration, and for such reasonable follow-up action as may be necessary to expedite the claim. The original manufacturer's decision shall be final and binding on both purchaser and the Company.