

MOBILE PRODUCTS, INC.

Warranty Policy & Procedure Manual

For All Products Manufactured by

MOBILE PRODUCTS, INC.

Rev. 2021-2022

Mobile Products, Inc.

INTRODUCTION

To ensure the satisfaction of our customers and customers, MOBILE PRODUCTS, INC. has developed this comprehensive policy and procedures manual. Our goal is to establish policies that will enable consistent, prompt, and equitable processing of warranty request.

MOBILE PRODUCTS, INC., warranty policy and procedures manual should enable our customers to classify whether a service repair is warrantable. We at MOBILE PRODUCTS, INC. want to make justified warranty a prompt, consistent and equitable experience for our mutual customers.

It is vital that the warranty registration be completed online at www.laymor.com, immediately following delivery of equipment to the customer. Warranty claims will not be processed if warranty registration is not filed within 30 days.

Please consider each claim on its own merits, remembering that this is directly proportionate to your future ability to provide a quality product at a reasonable price.

We recommend that all people who deal with warranty service administration become familiar with the procedures contained in this manual.

Warranty Registration is required to activate coverage on all new products. Upon receipt of a MOBILE PRODUCT, and within 30 days of delivery, purchaser is required to submit the final product acceptance and warranty registration online at www.laymor.com.

WARRANTY PROCEDURES

I. DETERMINATION OF WARRANTABLE SERVICE:

There is always the question as to whether a repair or replacement is a warrantable adjustment. This section is included to help you make that decision. All warranty claims must be filed within the warranty period and within 30 days of the failure.

Sweepers (All Models) 12 months or 1000 hours whichever comes first

The claim will not be honored if it does not meet these criteria.

II. DETERMINING WARRANTY RESPONSIBILITY:

Even though the unit has a definite problem, the answers to a few questions must be established before you can determine if it is a warrantable problem.

A. Has the complaint originated during the stated warranty period?

B. Is the malfunction a result of abuse or misuse?

If there is evidence of abuse, tactfully convey your observation to the customer. The time to inform your customer is when you notice the possibility of abuse and not when MOBILE PRODUCTS, INC., denies the claim because of abuse.

C. Has the unit been maintained properly?

D. If the complaint has originated during the warranty period, there is no evidence of abuse or misuse and it seems the unit has proper maintenance, the customer should proceed contact the warranty department. This does not, however, ensure that the claim will be approved.

E. Has the unit been registered?

III. WHEN TO CONTACT THE FACTORY FOR A WARRANTY CLAIM:

So that MOBILE PRODUCTS, INC. can maintain a high level of quality in our products and control our warranty expenditures, **all repairs will require prior authorization from the factory.** Upon authorization you will be issued a sequentially numbered warranty claim number. Authorization to make a repair and issuance of a warranty claim number does not automatically approve the claim. Final claim approval is based upon inspection of parts and other information provided.

To obtain a warranty claim, call or email MOBILE PRODUCTS' Warranty Department with the following information: Include phone number and email address here?

All Claims

- A. Model and Serial Number of units.
- B. Date of failure.
- C. Machine hours at time of failure.
- D. Description of failure and estimated parts and labor cost.

Weld Damage

- A. Photographs of damaged areas will be required. (Video or e-mail photos if possible)
- B. Two estimates for labor and parts will be provided.

Hydraulic Leaks

- A. Photographs of leaks will be required. (Video or e-mail photos if possible)
- B. Complete explanation.
- C. Estimated cost of parts and labor.

IV. SUBLET WARRANTY REPAIR:

Occasionally a needed repair or service cannot be performed at a customer's location. In circumstances such as these, the customer is required to get estimates prior to requesting a warranty claim form from the MOBILE PRODUCTS Service Representative.

MOBILE PRODUCTS, INC. will pay reasonable sublet repair expenses providing the repair service meets **EVERY** qualification for warranty consideration. MOBILE PRODUCTS, INC. reserves the right to determine whether a claim is reasonable, based on established policy and standards. Consideration will be given each sublet claim based on its own integrity. However, we will not pay excessive time required to do the repair or excessive labor rate charges.

The customer must also assume the responsibility of monitoring the repair. It is the customer's responsibility to reimburse the repair center for any sublet repair. MOBILE PRODUCTS will reimburse the customer for sublet repairs after a claim has been approved.

V. PERFORMING THE NEEDED SERVICE REPAIR:

Once the decision has been made to submit a warranty claim, there are several procedures to consider. The necessary repairs are to be performed in the most economical manner that will ensure proper quality.

From time to time the question arises, "When do you repair or replace a component? MOBILE PRODUCTS, INC. policy is very simple. When it is less expensive to repair a component, repair it. When it is less expensive to replace a component, replace it. The exception to this rule is when working with hydrostatic components. See paragraph VII.

VI. HYDROSTAT WARRANTY REPAIR

Only qualified service personnel should work on hydrostats used in equipment manufactured by MOBILE PRODUCTS, INC. It is the responsibility of the customer to keep on hand service manuals and hydrostatic troubleshooting manuals pertaining to their specific equipment.

If a hydrostat is not working as it should, perform pressure tests as outlined in the service manual or hydrostatic troubleshooting manual for your model. Record pressure tests, hydraulic oil temperature, ambient temperature in which the machine is working, type of oil used in the hydraulic system, and part number and make of hydraulic filters being used at the time of failure. Contact the MOBILE PRODUCTS service department with this information to obtain warranty authorization.

Never disassemble a hydrostatic pump or motor that is being returned to MOBILE PRODUCTS, INC. for warranty consideration. Hydrostatic components sent back to MOBILE PRODUCTS, INC. that have been disassembled, even if reassembled will be denied any warranty consideration. MOBILE PRODUCTS, INC. will send all hydrostatic components to their respective manufactures for warranty and failure analysis.

VII. WARRANTY CLAIMS

All warranty claims are submitted on our website after the repairs have been made. You have 30 days from the date of the repair to file a claim. To file a claim, go to our website www.laymor.com.

The following is a step-by-step explanation of the processing of the warranty claim. The warranty claim must be filed within thirty (30) days of the repair date to qualify for consideration.

1. Fill in the owner's name, address, phone number and fax number.
2. Fill in the repair facility name, address, phone number and fax number.
3. Record the unit serial number.
4. Record the hours at date of repair.
5. Record model number.
6. Record warranty start date.
7. Record date of repair.
8. In detail describe reason for each repair.
9. List each part number along with a description used in the repair.
10. List quantity of each part number.
11. Record the MOBLIE PRODUCTS sales order number on which the parts were purchased.
12. Record the customer net price for each part.
13. Add and record total parts cost.
14. Describe labor for each individual repair.
15. Record Job Number from corresponding job in the MOBILE PRODUCTS labor time standards.

16. Record the hours allowed for each individual job as allowed in the MOBILE PRODUCTS labor time standards. If there is not a labor time standard listed for the repair that you have made, list actual time spent on the repair.

17. List labor rate.

18. Record amount requested for labor.

19. Total parts and labor.

VIII. WARRANTY PARTS RETURN PROCEDURES:

All warranty parts must be held by the customer for a period of 60 days to be made available for warranty analysis upon the request of MOBILE PRODUCTS, INC. A Warranty Parts Return Form will be emailed for the return of any faulty parts needed for evaluation. Return all requested parts freight prepaid to the factory with a copy of the completed claim form to:

**MOBILE PRODUCTS, INC.
401 Capacity Dr.
Longview, TX 75604**

IX. WARRANTY CLAIM PROCESSING:

This section is to inform you of the steps taken to process warranty claims submitted to MOBILE PRODUCTS, INC.

1. The Purchaser must notify MOBILE PRODUCTS' warranty department, or an authorized warranty provider, of a potential warranty claim prior to the initiation of any warranty work.
2. Warranty verifies that WARRANTY REGISTRATION was received within 30 days of delivery.
3. Warranty verifies warranty eligibility.
4. Warranty inputs claim information into warranty database.
5. Warranty parts sent freight prepaid along with a copy of the numbered warranty claim form are received at MOBILE PRODUCTS within 30 days of failure.
6. Receiving department fills out a warranty parts receiver. The receiver is then forwarded to the warranty department.
7. Information from warranty receiver is posted in warranty database.
8. Parts are inspected and tested to determine whether they qualify for warranty.
9. Hydraulic components are sent to their respective suppliers for warranty evaluation.
10. Warranty checks parts pricing, labor rate and time allowed for each operation. We will adjust where necessary. If there is any pertinent information missing, WE WILL RETURN THE WARRANTY CLAIM TO YOU.
11. After the claim is qualified and analyzed, the determination of approval or disapproval is made.
12. Warranties for credit are forwarded to the accounting department for issuance. Customers requiring payment by check must submit a request in writing.
13. If the claim is approved the amount may be credited to your account.
14. If the claim is disapproved, the claim will be returned to you with an explanation.

X. WARRANTY REQUEST NOT CONSIDERED:

A. Claims will not be considered because of the following:

1. Unit is out of the scope of warranty.
2. Unit has not been registered.
3. Incomplete information on Warranty Claim.

B. Normal maintenance including but not limited to lubrication, maintaining fluid levels and proper changing of filters.

C. Time or travel expenses incurred in making a service call or the expense of delivering machine to service center.

D. Excessive time or labor rate expense incurred on sublet warranty repairs.

E. Emergency Freight charges for parts used in warranty repairs.

F. Parts or labor expense when repair is necessitated by:

1. Lack of lubrication
2. Abuse
3. Misuse
4. Modifications
5. Lack of adjustment
6. Improper installation unless installed at MOBILE PRODUCTS, INC.
7. Damage due to freezing temperatures on unprotected systems.

G. Glass breakage or rock chips in glass are to be covered by customers insurance after the unit is released from the factory.

H. In transit damage after the release of the unit from the factory is not the responsibility of MOBILE PRODUCTS.

XI. WARRANTY REGISTRATION

Warranty Registration is required to activate coverage on new products. Upon receipt of a unit and within thirty (30) days of delivery, Purchaser is required to submit the final product acceptance and warranty registration on-line at www.laymor.com. The product registration must be on file for any warranty claim to be considered otherwise the product ship date from Laymor or the original date of retail purchase by the Product's first purchaser, whichever occurs first, will be used as a proxy for the start of the warranty period.

Following are the instructions for filling out the Warranty Registration:

- A. List the MOBILE PRODUCTS, INC. serial number.
- B. List the MOBILE PRODUCTS, INC. model number.
- C. List the date the unit was put into service.
- D. List the full customer name, address, and phone number.
- E. List the full customer's name, address, and phone number.
- F. Warranty Registration must be filed online, or the warranty registration card must be signed and dated by purchaser and mailed back to Laymor.

Following are the instructions for filling out the Delivery Report (Backside of Warranty Registration):
Check each of the following items as they are performed.

- A. Owner received manual packet.
- B. Reviewed warranty policy.
- C. Reviewed machine operator's manual.
- D. Reviewed engine owner's manual.
- E. Reviewed "Safety Instructions".
- F. Orientation of all controls and instruments.
- G. Reviewed fuel and lubricating specifications. (Engine Manual)
- H. Reviewed oil level check points and type of oil used.
- I. Instructed operator on proper
 - 1. Starting of engine.
 - 2. Shutdown of engine.
 - 3. Operation of unit.
- J. Instructed operator and / or service man on proper servicing of the following items:
 - 1. Fuel
 - 2. Air cleaner
 - 3. Accessories
 - 4. Hydraulic system
 - 5. Cooling system
 - 6. Electrical system
 - 7. Engine lubrication
 - 8. Machine lubrication
- K. Discussed scheduled maintenance with servicing personnel.
- L. Checked complete unit and accessories for correct operation and adjustments.

Delivery report must be signed and dated by person machine was delivered by.
Delivery report must be signed and dated by person receiving the machine.

XII. CUSTOMER CUSTOMER RESPONSIBILITY

Service parts – It is the responsibility of the customer to stock service parts for the equipment that they sell. This assures the customer his machine will be down a minimum amount of time and they or the customer are not out emergency freight charges. To obtain a Suggested Parts Stocking List for your model, contact the MOBILE PRODUCTS parts department.

Service Department – It is the responsibility of the customer to maintain a service department that is staffed with well- trained personnel, and to have a modern well-equipped shop. It is the customer's responsibility to submit a warranty claim within thirty (30) calendar days after a warranty failure.

Pre-Delivery Inspection Report – It is the customer's responsibility to perform the pre-delivery inspection on all new equipment as soon as practical after they have received it. Mobile Products would prefer the Pre-Delivery Inspection checklist to be completed within ten (10) days and a copy of the report mailed to MOBILE PRODUCTS, INC., 4. It is the customer's responsibility to inspect the equipment for shipping damage and or loss. Freight loss or damage is not MOBILE PRODUCTS warranty; it is the responsibility of the freight carrier. Pre-Delivery inspection is not a warrantable item.

Owner / Operator Training – It is the customer's responsibility as part of the Delivery Service to train the Owner / Operators personnel in the proper and safe operation of the piece of equipment that they have purchased. This training should also include an explanation of proper preventative maintenance for the customer's specific machine.

XIII. OWNER / OPERATOR RESPONSIBILITY

Preventative Maintenance – It is the Owner / Operators responsibility to maintain the machine according to the maintenance schedule outlined in the operator's manual. If the application is such that it calls for a more aggressive maintenance program it is the Owner / Operators responsibility to maintain the machine accordingly. These applications are, but not limited to, working in debris, extremely dusty, abrasive, or corrosive in nature. Preventative maintenance also includes the tightening of loose bolts and fittings that could or will cause a failure. Any failure caused by a lack of preventative maintenance is the responsibility of the Owner / Operator.

Machine Availability – It is the Owner / Operator's responsibility to make the machine available for a reasonable length of time for warranty repairs, during normal business hours. They may do so by taking the machine to an authorized MOBILE PRODUCTS customer service facility and are responsible for the transportation cost. If the Owner / Operator elects to have the customer perform the warranty repair on the job site, or they must have it repaired immediately, it will be the Owner / Operators responsibility to pay the Emergency Freight Charges on parts, Travel Time, Mileage, Expenses, Overtime, and any additional labor caused by the technician not having parts stock, proper facilities and or labor-saving tools at his disposal.

XIV. SECONDARY WARRANTY

Engine – Warranty with respect to engines and engine components MOBILE PRODUCTS uses in their products is not covered by MOBILE PRODUCTS warranty. The engine warranty is subject to the Engine Manufactures warranty and will be handled by the Engine Manufactures local Authorized Customer or Dealer.

Tire – MOBILE PRODUCTS uses brand name tires on new equipment or tires that are known in the equipment business. The warranty on the tires is subject to the tire manufactures warranty and in the event a tire problem arises the tire must be taken to the local Manufactures Customer for settlement. MOBILE PRODUCTS do not warranty the tires used on its equipment.

Battery – MOBILE PRODUCTS uses brand name batteries in its equipment. The warranty on batteries is subject to the Battery Manufactures warranty and if a warranty problem arises the battery must be taken to the local Manufactures Customer for settlement. MOBILE PRODUCTS do not warranty the batteries used in their equipment.

XV. SERVICE PARTS WARRANTY

A service part used by the customer for the repair of a machine under warranty will carry the balance of the machine warranty. A service part that is sold over the counter has a ninety (90) day part replacement warranty only. To return a service part for warranty inspection the customer must first obtain a Return Goods Authorization (RGA) from the MOBILE PRODUCTS parts department. The part must then be shipped freight pre-paid to MOBILE PRODUCTS for warranty inspection. If it is determined that the part is defective, MOBILE PRODUCTS will replace the part at no charge.

XVI. SERVICE LABOR TIME STANDARDS

The Service Labor Time Standards in this manual represent the time required to perform a repair, replacement and or adjustment operation on MOBILE PRODUCTS machines within basic warranty. MOBILE PRODUCTS has established these time standards based upon actual time it takes to perform each operation. They are representative of the average mechanic in a typical customer facility using normally available hand tools, power tools, special tools, overhead hoist, and all available test equipment required to perform quality repairs and all necessary testing.