



Lubrication Warranty Statement

All Balcrank equipment sold by authorized Balcrank distributors is warranted to the distributor's original customer to be free from defects in materials and workmanship for a period defined by the Warranty Code. The period is measured from the date the equipment was sold to the distributor. At Balcrank's discretion and with distributor's original purchase order and proof of installation date, an on-shelf allowance of no more than six months may be added. Those items carrying a "lifetime" warranty are warranted for a period of thirty years. Service parts carry a 90 day warranty. All equipment determined by Balcrank to have defective materials or workmanship within the warranty period will be repaired or replaced at Balcrank's discretion. This warranty specifically excludes soft parts and normal wear parts.

Items sold, but not manufactured by Balcrank (including materials, equipment, or components such as hoses, FRLs, electric motors, etc.) are subject to the warranty, if any, of the original manufacturer. Balcrank will provide purchaser with reasonable assistance in making any claim for breach of these warranties. However, if such warranty claims are denied by the original manufacturer, Balcrank has no additional liability.

Balcrank limited warranty covers defects in materials and workmanship only. This warranty does not cover, nor shall Balcrank be liable for repair or replacement of parts or equipment resulting from:

- Failure of normal wear parts including but not limited to: o-rings, packings, seals and valves
- Wear and tear through normal use
- Damage or failure caused by improper installation
- Abuse, misapplication, abrasion, corrosion, insufficient or improper maintenance, negligence, accident, alteration
- Damage caused by thermal expansion when adequate pressure relief was not included in the system
- Fluid incompatibility
- Substitution of non-Balcrank component parts
- Dirt or debris in air and/or fluid lines; this includes, but is not limited to clogged inlet filters, strainers, regulators, meters, control handles, tips and valves
- Hose reel spring tension adjustment.

Warranty codes are as follows:

A – Thirty year limited: Five years parts, labor, and mileage; parts only after that

B – Five year limited: Five year parts, labor, and mileage

C – One year parts, labor, and mileage

D – One year replacement only

E – Two year parts and/or replacement only

Letter * - See main equipment and individual components of item

UNLESS OTHERWISE AGREED TO IN WRITING, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL BALCRANK BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR OTHER DAMAGES OF A SIMILAR NATURE, INCLUDING BUT NOT LIMITED TO, LOST PROFITS, LOST PRODUCTION, PROPERTY DAMAGE, WHETHER SUFFERED BY BUYER OR ANY THIRD PARTY, IRRESPECTIVE OF WHETHER CLAIMS OR ACTIONS FOR SUCH DAMAGES ARE BASED UPON CONTRACTS, WARRANTY, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE.



Warranty Claim Procedure

- To ensure prompt credit, please follow these instructions:
- Balcrank uses paperless warranty claim processing system at www.balcrankservice.com
- Enter your User ID and Password. If you don't have one, please call Balcrank Technical Service
- Submit all claims within 30 days of service
- Expenses will be reimbursed in accordance with the current Balcrank flat rate chart
- Upon approval, replacement equipment will be shipped free of charge and credit will be issued according to Balcrank warranty code and policy
- Advance approval must be obtained from Balcrank Technical Service if :
 - Labor expenses exceed the flat rate chart
 - Claim form is incomplete
 - Claims are made for uncovered charges
 - If repair cost will exceed 60% of the net product price
- Balcrank warranty applies only to equipment installed and operated according to applicable Balcrank Service Bulletins and Installation Instructions
- Retain all parts replaced on warranty claims for 45 days. If necessary for analysis, we will request the return of the defective parts by email. If you are not contacted within 45 days after submitting the claim, the parts may be discarded. DO NOT return any parts to Balcrank unless requested to do so. Any equipment returned to Balcrank must have the Warranty Service Claim number (WSC#) clearly marked on the outside of the shipping label and must be returned at distributor's cost
- When parts are requested to be returned to Balcrank, you will receive an email from technical service "requesting the parts be returned for review"