



MIXER OWNER WARRANTY MANUAL

All information provided in this book is subject to
change without notification

QAD 4.3-1 REV: 0

Product No. 1770297

1 - NEW EQUIPMENT WARRANTY

Mixer Unit:

1 year from date of release.

Chassis Unit:

All warranty should go through your local chassis dealer.

Hydraulic Pump and Motor:

Installed at factory on new mixer: 1 year from date of release. Excludes damage due to overheat or contamination. Limited to repairing or replacing if material or workmanship are deemed defective upon examination.

Gear Reducer:

Installed at factory on new mixer. 1 year from date of release. Limited to repairing or replacing if material or workmanship are deemed defective upon examination.

Normal Wear Items:

Normal wear items such as lights, electrical switches, rubber seals and gaskets etc, will have a 180 day warranty from date of release. The warranty of these items will be at the discretion of the London Warranty Administrator.

Paint:

London's obligation under this warranty is limited to repairing or repainting at London's option, if upon examination by London the paint is found to be defective in material and / or workmanship under normal use and service for a period of 1 year from date of release.

Paint Claims – Notification and Inspection Procedures

1. The customer should notify their local London branch within 10 days of discovery that there is a claim to be considered.
2. A representative of the customers must inspect the unit, complete a warranty claim form, attach pictures and submit these to the London Warranty Administrator for warranty consideration.
3. London will arrange a technical inspection by the paint supplier, if required.
4. London will make a determination and notify the customer. The customer will be required to submit written estimates for approval.
5. When estimate is approved, the customer will be notified and repairs can be completed.
6. After the repairs are completed, the customer should submit the invoice to the London Warranty Administrator for reimbursement.
7. London will not be responsible for additional damage due to the failure to report or the failure to repair a defect once authorization has been given.

2 - REPLACEMENT PART WARRANTY

General Parts:

180 days from date of purchase (This includes any shelf life at the customer's facility).

Hydraulic Pump and Motor:

1. New replacement purchased: 1 year from date of purchase. Limited to repairing or replacing if material or workmanship are deemed defective upon examination.
2. Remanufactured purchased: 6 month's from purchase date. Limited to repairing or replacing if material or workmanship are deemed defective upon examination.

Gear Reducer:

1. New replacement purchased: 1 year from date of purchase. Limited to repairing or replacing if material or workmanship are deemed defective upon examination.
2. Remanufactured purchased: 6 month's from purchase date. Limited to repairing or replacing if material or workmanship are deemed defective upon examination.

An oil sample or oil sample report may be requested in order to validate hydraulic component claims. Warranty excludes damage due to overheat or contamination.

3 - WARRANTY PART ORDERS

When ordering a part for a possible warranty situation please contact the London Warranty Department and have the following information available.

1. The serial number of the mixer unit, or the invoice number showing when the failed part was purchased from London.
2. Description of the part to be replaced and London's part number (if available).
3. Complete accurate description of the problem. "Not working", "Broken" are not classified as accurate descriptions.
4. In many cases you will be asked to submit a Warranty Claim Form with complete details of your claim. Photos may also be requested to clarify certain claims.

If validated as a possible warranty situation you will be provided with an RGA (Returned Goods Authorization) number and the parts will be shipped to you.

DO NOT discard the removed parts until instructed to do so. They may be required to validate your claim. If parts are requested to be returned and you are not able to do so your claim can not be validated and therefore will be denied.

4 - RETURNED GOODS POLICY

1. All parts being considered for warranty must be returned within 30 days of receipt of replacement parts. Unless notified by the London warranty department, all parts must be returned to London Machinery in order to be considered for possible warranty. The address is as follows:

London Machinery Inc
Attn: Warranty
15790 Robin's Hill Rd
London, Ontario N5V 0A4

2. Parts can not be returned without an RGA number. If parts are returned without the London RGA number attached, they will not be considered for warranty and will be discarded. If a failed part is replaced with one from your stock, please call the London warranty department for an RGA number to return the failed part.
3. When a replacement part is ordered under warranty consideration, the part being shipped will be accompanied by a sales order and an RGA return form. If the return form is not received, please call your local branch and request it. If the failed part is replaced with a part from your stock the RGA return form can be supplied via email or fax.

Parts Return Procedure

1. Place the RGA return form inside of the package you are returning and co-ordinate the return of the warranty parts with your freight company. The parts being considered for warranty must be returned to London freight prepaid. Any part shipped freight collect will not be accepted and will be returned to sender.
2. If the parts are not received by our warranty department within 30 days of the claim date, the claim will be denied for warranty.
3. All returned parts must be carefully wrapped or boxed by the customer before shipment. All returned parts such as pumps, hydraulic control blocks, valve assemblies and cylinders must have the service ports plugged and sealed to prevent contamination from water or other foreign material during shipment. Units arriving with "open" ports will be denied warranty.

5 - APPROVED/DENIED WARRANTY

When the warranty has been decided, either by London or a supplier, you will receive a notice of disposition. If the warranty is approved, no further actions are necessary. If the warranty is denied, the replacement parts and any freight charges will be invoiced to you on your "regular" parts account for payment or a purchase order number will be requested to process an invoice.

6 - ITEMS NOT COVERED UNDER THIS WARRANTY

Includes but is not limited to; repairs due to negligence or abuse, towing expenses, fluids, light bulbs, fuses, overtime premiums, return freight for warranty material, freight over and above normal ground transportation, vehicle down time costs, temporary repairs, consequential or incidental damages.

7 - LONDON MACHINERY WARRANTY POLICY

London Machinery, hereinafter referred to as London, warrants the equipment manufactured by London to be free from defects in material and workmanship under normal use and service. London's obligation under this warranty is limited to repairing or replacing, at London's option, if upon examination by London, parts are found to be defective in material and workmanship. Transportation charges for returned parts must be prepaid by the customer. London shall be under no further liability in respect to such warranty. London's warranty shall not apply to equipment that has been subject to misuse, negligence, or accident, or which has been repaired or altered without London's knowledge and consent. London will not be responsible for in-warranty repairs made in the field by personnel other than those authorized by London. In no case shall London be liable for consequential, incidental, special or indirect damages of any kind. Your mixer is designed to operate only with OEM products used by London. This limited warranty will be void if the London products are modified other than as done at London's factory or its branches unless authorized by London in writing. Use of parts and assemblies from another manufacturer as substitutes for OEM products will also void the limited warranty. There will be no warranty on used parts. London disclaims any responsibility for transportation, loss of time, or use of the parts or vehicle in which the parts are installed.

LONDON MAKES NO OTHER EXPRESSED OR IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY OR ANY OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEEDS THE FOREGOING WARRANTY IS HEREBY DISCLAIMED BY LONDON. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HERE OF. The customer's exclusive remedy for breach of warranty as a result of defects in material and workmanship shall be as set forth herein. Any action for breach of warranty must be commenced within six months after the cause of action shall accrue, and no such action may be maintained which is not commenced within such period. London neither assumes nor authorizes any other person to assume for it any liability in connection with its equipment.

LONDON MACHINERY WARRANTY LOCATIONS

Main Factory

London Machinery
15790 Robin's Hill Rd
London, ON N5V 0A4
Phone: (519) 963-2500
Fax: (519) 659-2306

Quebec and Maritime Branch

London Montreal
2317 Halpern St.
St. Laurent, QC H4S 1S3
Phone: (514) 368-4303
Fax: (514) 368-4739

Western Branch

London Edmonton
25 Chisholm Avenue, Unit 114
St. Albert, Alberta, T8N 5A5
Phone: (780) 419-6615
Fax: (780) 419-6648

