

## SEWER & DRAIN JETTING EQUIPMENT



# WARRANTY POLICY for JETTERS NORTHWEST Equipment

**WHAT IS COVERED:** *Jetters NorthWest* (“JNW”), a division of *Seattle Pump & Equipment Co.*, warranties new items of our manufacture from defects in materials or workmanship for a period of one year from date of delivery to the 1st customer. This policy is limited to products manufactured by JNW. ***Products that we purchase from other manufacturers, such as the engine and the pump, are covered by their own warranties which typically go beyond our one year.*** Refer to the original manufacturer's policy for warranty details on these types of products:

- **KOHLER Engines:** 3-YEAR Limited Warranty
- **HONDA Engines:** 3-YEAR Limited Warranty
- **KAWASAKI Engines:** 3-YEAR Limited Warranty
- **UDOR Pumps:** 5-YEAR Limited Warranty
- **Trailer Axles (Suspension):** 2-YEAR Limited Warranty
- **Trailer Framework:** LIFETIME Limited Warranty

**WHAT IS NOT COVERED:** The warranty shall not apply to product malfunctions or failures as a result of misuse, abuse, neglect, loss, damage caused by disasters such as fire, flood, lightning, or earthquake, interaction with products not approved by JNW/SP, or improper repairs to any part of the equipment. Improper repairs shall include repairs made by other than JNW authorized agents, or repairs utilizing parts or materials not equal to those furnished by JNW. ***JNW will NOT pay for unauthorized repairs.*** The warranty shall not cover failure due to normal wear. Jetting hoses and fittings are not covered as they are subject to pipe conditions.

**WHAT JNW WILL DO:** Should a JNW manufactured product prove defective during the warranty period, the customer is required to notify the selling dealer or JNW. The defective components or parts shall be securely packaged, including a packing list identifying the components or parts, and description of the defect and shipped to the JNW/SP Service Department within ten working days. **Shipping costs are the responsibility of the customer.**

After determination of warranty eligibility, JNW will, at its option, repair or replace the defective components or parts and return them to the customer. **We shall also pay – if pre-authorized by JNW – reasonable labor to fix any items found to be defective, and/or refer the customer to the nearest warranty center (especially for engine warranties and the like).**

**JNW SHALL NOT BE LIABLE FOR ANY LOSS, INCONVENIENCE, INJURY, OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OF OR INABILITY TO USE ANY JNW PRODUCT, OR ANY BREACH OF WARRANTY, EXPRESSED OR IMPLIED.**

**QUESTIONS? Call or E-mail us, RE: “Jetter Warranty”**

*Providing Personal Service to your Sales, Parts and Repair needs for over 50 years!*

1 MILE SOUTH OF THE BALLARD BRIDGE SINCE 1952

2222 15<sup>th</sup> Avenue West, Seattle, Washington 98119

Phone (206) 283-5252 • (800) 863-7867 • Fax (206) 284-8638

[www.jettersnorthwest.com](http://www.jettersnorthwest.com) • [info@jettersnorthwest.com](mailto:info@jettersnorthwest.com)