



WARRANTY POLICY AND PROCEDURES MANUAL

MAY 2016



3900 Kelley Avenue, Cleveland, Ohio 44114
Tel: 216-431-2600
website: <http://www.AlliedCP.com>

May 1, 2016

WARRANTY POLICY AND PROCEDURES

INTRODUCTION

The following pages contain information relative to the Warranty Policy and Procedures established by Allied.

This information is provided to authorized Allied Distributors, pursuant to the Terms of Sale as provided in the current Allied Distributor Agreement. These policies and procedures may be changed at Allied's discretion.

It is important that distributor management and key personnel be familiar with these policies and their application to derive the full benefits intended by Allied in establishing them.



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WARRANTY POLICY AND PROCEDURES

POLICIES

The following is a summary statement covering Warranty Policy & Procedures that will be applied when evaluating and processing all warranty claims.

1. Allied warrants to owners of new Allied equipment that, after delivery and placement into service by the first user, the authorized Allied Distributor in whose service area the product is operated will repair or replace any part (except demolition and accessory tools which are warranted separately) that fails because of defects in material or workmanship. Allied's warranty covers new or original equipment only and is not applicable to used equipment, which have been in service beyond the new product warranty period.

Allied's responsibility and warranty applies only when (1) The equipment is registered at the time of demonstration, rental, lease or sale. (2) operated and used in accordance with its published instructions and (3) pursuant to the terms, conditions and restrictions of any local, state, dominion or federal laws, ordinances and regulations. The purchaser, user/operator, lessee, or renter assumes the responsibility to familiarize him or herself with such published capacities, instructions, terms and conditions as set forth above. Allied's warranty is void if the serial number is removed or altered in any way.

Warranty coverage begins when the attachment is operated during demonstration, rental, lease or sale. It is the responsibility of the Allied Distributor to register the equipment at the time of in service, lease, demonstration rental or sale.

Registration of equipment must be submitted within 10 working days of the in service date. Failure by the Allied Distributor to register the equipment within the date of in service will result in Allied deferring to the original invoice date as the in service date. OEM, Rental and direct sales customer warranty's begin 10 days after the shipment from Allied invoice of equipment.

Distributor equipment inventory: Warranty coverage begins six months after the Allied invoice or shipment date to the authorized distributor unless the equipment is sold or in serviced prior to the initial six months when invoiced by Allied.

No person is authorized to give any other warranties or to assume any other liability on the Company's behalf unless made or assumed in writing by the Company, and no person is authorized to give any warranties or to assume any liabilities on the seller's behalf unless made or assumed in writing by the seller.



WARRANTY POLICY AND PROCEDURES

2. If a new unit or a component part has failed and Allied has been furnished with satisfactory evidence of poor workmanship or defective material within the warranty period in accordance with Allied's **WARRANTY POLICY & PROCEDURES**, then approved adjustments or credits will be issued to the Distributor based on the original charge to the Distributor at the date of purchase.
3. Reimbursement for Distributor warranty labor will only be considered on the **STANDARD WARRANTY** coverage. (Labor pertaining to changing or repairing items not covered by the **STANDARD WARRANTY**, but only covered by the **EXTENDED WARRANTY**, and items being changed or repaired during the **EXTENDED WARRANTY** coverage will NOT be honored by Allied.)
 - A. The validity of all warranty labor is contingent on Allied receiving (ATTACHED TO THE CLAIM) a copy of the shop work order with a breakdown of the labor and/or mileage being claimed.
 - B. Allied's FLAT RATE schedule will be used in adjusting valid warranty labor claims. This is not to infer that the maximum limit will be paid on all **STANDARD WARRANTY** claims.
 - C. Warranty repairs are to be performed at the Distributor's facilities, service calls, mileage, and transportation of the equipment is not covered under the standard warranty policy. Exceptions to transportation of equipment, service truck calls, outside labor or repairs must be pre-approved in writing by the Allied Service Manager prior any action by the service distributor or shipping company.
4. Reimbursement for shipping charges for equipment or parts related to a valid warranty repair can be considered, this must be pre-approved in writing prior to any action performed by the servicing distributor. Allied will not pay or consider reimbursement for air freight or special handling charges related to equipment or parts that Allied feels are normal wear items that the Distributor should stock.
5. The validity of a claim is contingent on Allied receiving the claim within the time limitations listed under **WARRANTY CLAIM PROCEDURE**, and if requested, Allied receiving the damaged items within the time limitations listed under **WARRANTY CLAIM PROCEDURE**.
6. Allied may, at its discretion, elect to have a unit which appears to be defective during the warranty period returned to the factory for inspection and warranty repair. Allied is not responsible for providing a replacement unit to be used during the time of shipment, inspection and/or repair. If found not to be a warrantable, Allied will return the unit to the Distributor at the end-user's expense.



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7. Service calls, setup of equipment , flow and pressure checks, nitrogen charging and, normal maintenance and user service costs are not covered by Allied's warranty.

8. Claims will only be considered for processing if Allied has on file a properly completed **WARRANTY REGISTRATION submitted by the Allied Distributor at the time of in service and DELIVERY INSPECTION REPORT** indicating work performed and signed by all necessary persons. All instances where a claim has been received without the Warranty Registration on file the claim will be processed and receive warranty consideration based on the invoice date to the distributor. Allied will not accept registration after the in-service date. (See Warranty Procedure)

WARRANTY POLICY AND PROCEDURES

PROCEDURE

Before submitting a Warranty claim, make sure the attachment qualifies and meets the guidelines for warranty consideration.

1. All warranty claim requests must be filed on the current **WARRANTY CLAIM FORM** provided by Allied. **NO OTHER FORM WILL BE ACCEPTED. Forms can be downloaded at Alliedcp.com website or contact the Allied Customer Service Department and they can provide the form and information to submit the claim.**
2. Warranty claims will not be accepted without registration of the equipment. Registration must be submitted by the Allied Distributor within 10 working days after the in service date. Allied will not accept/attempt to register equipment after the in-service date and will resort to the original Allied invoice date as the date of in service if the Distributor does not register the equipment. OEM, rental and direct sale warranty begins 10 days after the original invoice by Allied to the customer.
3. Warranty claim requests must be properly filled out and submitted to Allied's Warranty Claims Administrator within fifteen (15) working days of the date of discovery of the defect or within ten days (10) days of the date of repair. **A COPY OF THE SHOP WORK ORDER MUST BE ATTACHED TO THE CLAIM.**
4. All claims must have the Distributor's Warranty Claim Administrator or Service Manager's signature. Unsigned or incomplete claim forms will not be accepted and will be returned to the Distributor and/or could lead to the claim being disallowed.
5. All claims that include a request for miscellaneous expenses **MUST HAVE ATTACHED** a copy of the invoice showing the amount paid.
6. A copy of the invoices for all freight being claimed **MUST BE ATTACHED** to the original claim. This is for the return for inspection of damage parts. Freight to transport equipment for warranty services is not covered under the warranty. Transportation to the repair facility is the responsibility of the owner or end-user.
7. Retain a copy of the completed form and Email a copy to Allied's Warranty Claim Administrator. custsvc@alliedcp.com
8. If Allied requests the parts and/or units be returned for inspection, the Distributor will be given written authorization to return the specified items by Allied mailing a **PACKING LIST** along with the proper identification tags all showing the Allied reference number.



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9. **All parts and/or units are to be returned “FREIGHT PREPAID” by the Distributor unless written authorization has been given by Allied to return the items freight collect in advance and shipped by the carrier specified by Allied. DO NOT RETURN ANY PARTS WITHOUT PRIOR REQUEST AND ASSIGNMENT OF RETURN GOODS AUTHORIZATION. THE REQUEST FOR RETURN WILL BE MADE BY THE ALLIED WARRANTY COORDINATOR.**
10. Allied must receive specified parts and/or units (if the return is requested) within **THIRTY (30) days of the issuing date of the Allied RGA Reference Number**. If Allied has not received the parts and/or units within the thirty (30) day period, **THE CLAIM WILL BE CLOSED AND CONSIDERED INELIGIBLE FOR FURTHER CONSIDERATION OR PROCESSING**. The Distributor will be notified of this action.
11. Allied will process the claim in its entirety within 30 days of its first receipt via Email submittal and if the parts are not requested for evaluation or failure analysis. This will add to the process time accordingly.
12. All inquiries regarding the status of a Warranty Claim should be directed to Allied’s Warranty Claims Administrator and must include the Allied Warranty Claim Reference Number.
13. Inquiries or appeals regarding a Warranty Claim on which reimbursement has been denied **MUST BE IN WRITING and received by Allied within fifteen (15) days of the date of being denied. Allied will consider the claim closed if nothing is received. Requests for re-evaluation made by phone will not be accepted. Allied will not provide copies of claims, invoices or research your claim. You will need to provide dates, claim numbers, invoices and work orders when submitting written request for re-evaluation of a claim.**
14. **Warranty Parts Retention:** All warranty parts being claimed must be stored and kept until the Distributor receives credit for the claim or Allied requests the return of the requested warranty parts. When returning, the parts should be properly packaged for return to protect the parts from environmental damage, further breakage or scarring. Failure to return parts when requested will result in denial of warranty. **ONLY RETURN THOSE PARTS REQUESTED AND HAVE BEEN ASSIGNED AN RGA.**
15. **Warranty Credit:** Warranty Claims are accepted by Allied only from Allied Authorized Service Distributors, OEM’s, Rental and Direct Customers. You must have an active Allied account in order to submit a claim and receive credit for the submittal. Payment for accepted warranty claims is provided in credit and applied to the approved Allied account. **Monetary reimbursement, checks, wire transfers and credit to credit card accounts is not acceptable and will not be processed.**



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STANDARD RATE SCHEDULE

The following rate schedule is in effect and will be applied when evaluating and processing all related requests.

1. WARRANTY CLAIM

A. When reimbursement is approved for distributor labor under the STANDARD WARRANTY coverage on warranty claims, it will be at the following rates and under the following conditions.

1. Rate – 75% of the distributor’s approved labor rate on file with Allied.
2. Allied must have on file a distributor labor charge out rate in writing and approved by the Manager, Product Support.
3. Allied must be notified if the distributor’s labor rate changes.
4. Allied will only consider the standard rate. Overtime and field service rates will not be considered.
5. If Allied does not have the distributor’s posted labor rate on file, Allied will use the \$25.00 per hour as the distributor’s labor rate. (The 75% still will be in effect).



New Ho-Pac / Skid-Pac Limited Warranty

WHAT IS COVERED

Allied warrants to owners of new Allied Ho-Pac's / Skid-Pac's that, for a period of twelve (12) months after delivery and placement into service by the first user, the authorized Allied Distributor in whose service area the unit is operated will repair or replace any part that fails because of defects in material or workmanship according to the following schedule:

WARRANTY COVERAGE

	Months	Parts	Labor
Unit	0 - 12	No Charge	No Charge
Main Housing, Eccentric Assembly	13 - 18		No Charge

WHAT IS NOT COVERED

This warranty does not cover:

- conditions which in the reasonable judgement of Allied, arise from misuse, negligence, alteration, accident, or lack of performance of necessary maintenance;
- normal maintenance service or the replacement of service items made in connection with normal use, wear and tear, or maintenance;
- damage due to operation with hydraulic flow, pressure or temperature in excess of levels recommended by Allied;
- claims for loss of time, inconvenience, loss of use of the product or other consequential damages, transportation costs to and from the end user, service calls and driving time to end-user location.

DISTRIBUTOR RESPONSIBILITY

- required to register the attachment when delivered to the end-user, (Demo, Rental, Sale, and Lease)
- discuss and insure the end-user understands the warranty coverage for the attachment they are purchasing, demonstrating, leasing or renting.
- mount the attachment and setup the carrier to properly operate the attachment.
- use genuine Allied Ho-Pac parts procured through Allied Construction Products during the warranty period when performing warrantable repairs or modifications.

OWNER RESPONSIBILITY

The owner is responsible for:

- the performance of regular maintenance service as specified in the applicable product manuals;
- delivering the product or part to the Allied Distributor.

This limited warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and any non-contractual liabilities including product liabilities based upon negligence or strict liability. Allied does not authorize any other person to create for it any other liability in connection with this product.

Allied Construction Products, LLC
3900 Kelley Avenue
Cleveland, Ohio 44114 USA



New RAMMER® Large/ Medium Series Hammer Limited Warranty

WHAT IS COVERED

Allied warrants to owners of new RAMMER® Hammers that, after delivery and placement into service by the first user, the authorized Allied Distributor in whose service area the unit is operated will repair or replace any part that fails as the result of a defect in material or workmanship under normal use according to the following schedule:

WARRANTY COVERAGE

<u>Item</u>	<u>Months</u>	<u>Parts</u>	<u>Labor</u>
Hammer	0 - 12	No Charge	No Charge
Valve Body, Cylinder & Front Head	13 - 60	Prorated	Not Covered
Original Installed	0-12	No Charge	No Charge
VIDAT Tie Rods	13-18	No Charge	Not Covered

WHAT IS NOT COVERED

This warranty does not cover:

- conditions which in the reasonable judgement of Allied, arise from misuse, negligence, alteration, accident, lack of performance of necessary maintenance, or prolonged improper storage;
- normal maintenance service or the replacement of expendable service items in connection with normal use, wear and tear (such as, hoses, seals, tool bushings, housings, wear plates, buffers, pins, membranes and like items);
- damage due to operation with hydraulic flow, pressure or temperature in excess of levels recommended by RAMMER®; Incorrect or unapproved lubricants;
- claims for loss of time, inconvenience, loss of use of the product or other consequential damages; transportation to and from the end-user, service calls, travel time, travel expenses are not covered under warranty;
- demolition tools (which are warranted 30 days against defects in material and workmanship. Abuse, Incorrect or lack of lubrication, improper use or operation is not covered under warranty. Special application tools are not covered under warranty. Purchased Ramlube, CML and HML lubricators and componets carry a 30 day warranty.

DISTRIBUTOR RESPONSIBILITY

- required to register the attachment when delivered to the end-user (Demo, Rental, Sale, and Lease)
- present and ensure the end-user understand the warranty and coverage for the attachment they are purchasing, demonstrating, leasing or renting.
- use genuine Allied Rammer parts procured through Allied Construction Products during the warranty period and when performing warranty repairs

OWNER/END-USER RESPONSIBILITY

The owner is responsible for:

- proper hammer operation and the performance of regular maintenance service as specified in the applicable product manuals;
- use of only approved replacement parts and demolition tools;
- immediately removing the product from service to prevent additional or subsequent damage if a problem develops.

This limited warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and any non-contractual liabilities including product liabilities based upon negligence or strict liability. Allied does not authorize any other person to create for it any other liability in connection with this product.

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New RAMMER® Compact & Small Hammer Limited Warranty

WHAT IS COVERED

Allied warrants to owners of new RAMMER® hammers that, after delivery and placement into service by the first user, the authorized Allied Distributor in whose service area the unit is operated will repair or replace any part that fails as the result of a defect in material or workmanship under normal use according to the following schedule:

Item	Months	Parts	Labor
Hammer	0 - 12	No Charge	No Charge
Valve Body,Cylinder & Lower Body (Front Head)	13 - 36	Prorated	100%

Tool for Compact Breaker Models 108, 211, 315 & 522. Lifetime warranty against breakage. Tool will be prorated based on wear percentage. Normal wear or abuse is not covered by warranty.

WHAT IS NOT COVERED

This warranty does not cover:

- conditions which in the reasonable judgement of Allied, arise from misuse, negligence, alteration, accident, or lack of performance of necessary maintenance, or prolonged improper storage;
- normal maintenance service or the replacement of expendable service items in connection with normal use, wear and tear (such as, hoses, seals, tool bushing, housing, wear plates, buffers, pins, membrane and like items);
- damage due to operation with hydraulic flow, pressure or temperature in excess of levels recommended by RAMMER®; incorrect or unapproved lubricants,
- claims for loss of time, inconvenience, loss of use of the product or other consequential damages. Transportation to and from the end-user, service calls, travel time, travel expenses are not covered,
- demolition tools 30 days against defects in material and workmanship. Abuse, incorrect or lack of lubrication, improper use or operation is not covered under warranty.

DISTRIBUTOR RESPONSIBILITY

Required to register the attachment when delivered to the end-user (Demo, Rental, Sale, and Lease)

- present and ensure the end-user understand the warranty and coverage for the attachment they are purchasing, demonstrating, leasing or renting.
- use genuine Allied Rammer parts procured through Allied Construction Products during the warranty period and when performing warranty repairs
- present and ensure the end-user understand the warranty and coverage for the attachment they are purchasing, demonstrating, leasing or renting.
- use genuine Allied Rammer parts procured through Allied Construction Products during the warranty period and when performing warranty repairs

OWNER / END-USER RESPONSIBILITY

The owner is responsible for:

- proper hammer operation and the performance of regular maintenance service as specified in the applicable product manuals;
- use of only approved replacement parts and demolition tools;
- immediately removing the hammer from service to prevent additional or subsequent damage if a problem develops.

This limited warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and any non-contractual liabilities including product liabilities based upon negligence or strict liability. Allied does not authorize any other person to create for it any other liability in connection with this product.

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New Parts Limited Warranty

WHAT IS COVERED

Allied warrants to purchasers of new *Allied* parts that for a period of three (3) months after purchase, any authorized *Allied* Distributor will repair or replace any part that fails because of a defect in material or workmanship.

This warranty is conditioned upon the part being delivered to the *Allied* Distributor.

WHAT IS NOT COVERED

This warranty does not cover:

- conditions which in the reasonable judgement of *Allied*, arise from misuse, negligence, alteration, accident, or lack of performance of necessary maintenance;
- The replacement of wear parts made in connection with normal use, wear and tear, or prolonged improper storage as indicated in the 'Operators Manual' applicable to the product involved;
- diagnostic, removal, repair or installation labor charges; or
- claims for loss of time, inconvenience, loss of use of the product or other consequential damages.

OWNER RESPONSIBILITY

The owner is responsible for:

- the performance of regular maintenance service as specified in the applicable product manuals;
- the Distributor's normal charge for labor related to the performance of warranty repairs; and
- delivering the part to the *Allied* Distributor.

This limited warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and any non-contractual liabilities including product liabilities based upon negligence or strict liability. Allied does not authorize any other person to create for it any other liability in connection with this product.

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Hy-Ram® Limited Warranty

WHAT IS COVERED

Allied warrants to owners of new Hy-Ram® Hammers that, after delivery and placement into service by the first user, the authorized Allied Distributor in whose service area the unit is operated will repair or replace any part (except demolition and accessory tools which are warranted separately) that fails because of defects in material or workmanship according to the following schedule:

Item	Months	WARRANTY COVERAGE	
		Parts	Labor
Unit	0 - 12	No Charge	No Charge
Cylinder Head, Cylinder Body, Lower Body (Front Head)	13- 24	No Charge	Not Covered

WHAT IS NOT COVERED

This warranty does not cover:

- conditions which in the reasonable judgement of Allied, arise from misuse, negligence, alteration, accident, or lack of performance of necessary maintenance or replacement of wear items;
- normal maintenance service or the replacement of expendable service items in connection with normal use, wear and tear (such as, hoses, seals, tool bushings, housings, wear plates, buffers, pins, membranes and like items);
- damage due to operation with hydraulic flow, pressure or temperature, in excess of levels recommended by Allied; unapproved or incorrect lubricants;
- claims for loss of time, inconvenience, loss of use of the product or other consequential damages, Transportation costs to and from the end-user, Service Calls and driving time to the end-user location;
- demolition tools are covered from in service for 30 days against defects in material and workmanship. Abuse, lack of lubrication and improper use or operation is not covered by warranty.

DISTRIBUTOR RESPONSIBILITY

- required to register the attachment when delivered to the end-user, (Demo, Rental, Sale, Lease);
- discuss and ensure the end-user understands the warranty and coverage for the attachment they are purchasing, demonstrating, leasing or renting;
- mount the attachment and setup the carrier to properly operate the attachment;
- use genuine Hy-Ram parts procured through Allied Constriction Products during the warranty period when performing warrantable repairs or modifications.

OWNER/END USER RESPONSIBILITY

The owner/end-user is responsible for:

- the performance of regular maintenance service as specified in the applicable product manuals;
- delivering the product or part to the Allied Distributor for warranty consideration;
- immediately removing the attachment for service to prevent additional or subsequent damage if a problem occurs.

This limited warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and any non-contractual liabilities including product liabilities based upon negligence or strict liability. Allied does not authorize any other person to create for it any other liability in connection with this product.

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New Demolition and Specialty Tool Limited Warranty

WHAT IS COVERED

Allied warrants to purchasers of new *Allied* brand tools that for a period of thirty (30) days after purchase, any authorized *Allied* Distributor will replace any such tool that fails in service as the result of a defect in material or workmanship with a new *Allied* tool of the same type and size.

This warranty is conditioned upon the tool claimed to be defective being delivered to the *Allied* Distributor.

WHAT IS NOT COVERED

This warranty does not cover:

- installation or removal related labor and associated charges;
- conditions which in the reasonable judgement of *Allied*, arise from improper tool care or use, alteration, or insufficient lubrication;
- normal tool wear, or tool damage due to excessively worn tool bushings or retainers;
- claims for loss of time, inconvenience, loss of use of the product or other consequential damages.

OWNER RESPONSIBILITY

The owner is responsible for:

- proper tool care and use as prescribed in the applicable *Allied* product manuals;
- delivering the tool to the *Allied* Distributor.
- Distributor's normal charge for labor and associated expenses for warranty replacement;

This limited warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and any non-contractual liabilities including product liabilities based upon negligence or strict liability. Allied does not authorize any other person to create for it any other liability in connection with this product.

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 e.mail: CustSvc@AlliedCP.com
 website: www.AlliedCP.com

WARRANTY REGISTRATION & DELIVERY INSPECTION REPORT

*Use this form for hammers and Ho-Pac's®

MODEL No.	SERIAL No.

PURCHASER AND/OR USER

Name _____ Date delivered to Purchaser / User
 Street _____ mm / dd / yy
 City _____ State _____ Zip _____ Phone () - _____

SUPPORTING EQUIPMENT

Carrier Mfr. and Model No. _____ Hydraulic oil type and grade _____
 Serial No. _____ Hour meter _____ Flow regulator for attachment YES NO
 Max. total output of pumps supplying the attachment _____ GPM Relief valve for attachment YES NO
 Main relief setting in carrier's hydraulic circuit _____ PSI Oil filter in attachment line YES NO

PRE-INSTALLATION FLOW AND PRESSURE CHECKS ON SUPPORTING EQUIPMENT

Record oil flow (gpm) and pressure (psi) at the following pre-set conditions. **WARNING! Do not exceed the carrier's main relief valve setting.**

Pressure	0	1000	1500	1800	2000	2200	2400	2600	2800	Relief valve psi		Operating psi	
										Cracking		HP	
Flow													
Return psi										Full		LP	

Remarks: _____

DELIVERY CHECK LIST

- Check for proper lubrication per Operation/Technical Manual
- Check retention of mounting hardware and fasteners
- Provide (1) CIMA Safety Manual (Hammers only)
- Operate attachment to assure proper function
- Provide 1 each Operator's and Parts Manual (Technical Manual)
- Provide Allied warranty document
- Explain maintenance and lubrication requirements
- Explain and stress importance of safety precautions
- Instruct the operator of proper operation
- Review and explain Operator's Manual to customer
- Explain Allied warranty to the customer

Installation made by Allied dealer Purchaser Other _____
 Signature _____ Date mm / dd / yy

Remarks: _____
 If this delivery inspection did not reveal any discrepancies check here

AUTHORIZED DEALER/SELLER

The indicated Allied product was properly installed, adjusted and tested for proper operation. The importance of following the operating and maintenance instructions found in the Operator's Manual was explained to the purchaser and/or user.
 Dealer Name _____
 Street _____
 City _____ State _____ Zip _____
 Phone () - _____
 mm / dd / yy
 Dealer's Signature _____ Date _____

PURCHASER AND/OR USER

I have received (1) Operator's, (1) Parts (Technical Manual supplied with Ho-Pac) and (1) Safety Manual (Hammers only) and the warranty document for the indicated Allied product. Proper and safe operation as well as the maintenance of the product has been adequately explained.
 Purchaser's / User's Name (type or print) _____
 mm / dd / yy
 Purchaser's / User's Signature _____ Date _____



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 Toll-Free: 1-800-321-1046
 e-mail: CustSvc@AlliedCP.com
 website: www.AlliedCP.com

DO NOT FILL IN RED SHADED AREAS

WARRANTY CLAIM

TYPE AND SUBMIT WITHIN 15 DAYS OF REPAIR to custsvc@alliedcp.com

DISTRIBUTOR: (REQUIRED) NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]		MODEL NUMBER (REQUIRED) [REDACTED] SERIAL NUMBER (REQUIRED) [REDACTED]		ALLIED REFERENCE NO. [REDACTED]		DATE ISSUED [REDACTED]	
CUSTOMER: NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]		ORIGINAL PART FAILURE <input type="checkbox"/> REPLACEMENT PART FAILURE <input type="checkbox"/> NEW PART NEVER USED & DEFECTIVE <input type="checkbox"/>		WARRANTY REGISTRATION ON FILE [REDACTED]		CODE [REDACTED]	
STOCK <input type="checkbox"/> SOLD <input type="checkbox"/> RENTAL <input type="checkbox"/> DEMO <input type="checkbox"/>		HOURS OF USE: _____ UNIT _____ PART _____		CARRIER (REQUIRED) [REDACTED]		ESTABLISHED	
CLAIM DATE (REQUIRED) [REDACTED]		IN SERVICE/DELIVERY DATE (REQUIRED) [REDACTED]		APPLICATION (REQUIRED)		LABOR RATE [REDACTED]	
UNREGISTRAD ITEMS ARE PROCESSED BASED ALLIED SHIPPED INVOICE		FAILURE DATE (REQUIRED) [REDACTED]		Municipality <input type="checkbox"/> Primary Breaking <input type="checkbox"/> Secondary Breaking <input type="checkbox"/> Trenching <input type="checkbox"/> Mining <input type="checkbox"/> Compacting <input type="checkbox"/> Boom <input type="checkbox"/> Scaling <input type="checkbox"/> Metallurgical <input type="checkbox"/>		REPAIR DATE (REQUIRED) [REDACTED]	

(REQUIRED) DESCRIBE PART WHICH FAILED AND CAUSE AND CORRECTON OF FAILURE:

[REDACTED]

ITEM NO.	QUAN	ALLIED PART NUMBER	DESCRIPTION	REQUEST CREDIT AGAINST ALLIED INVOICE NO.	ALLIED INVOICE DATE	LIST PRICE EACH	TOTAL LIST PRICE	DIST. DISC. %	TOTAL NET
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
2	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
3	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
4	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
7	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
8	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
9	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
10	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
CREDIT SUMMARY		TOTAL ALLIED PARTS \$ [REDACTED]	TOTAL LABOR SHOP [REDACTED] X [REDACTED] X HOURS [REDACTED] RATE [REDACTED] 75% = \$ [REDACTED]	TOTAL MISC. \$ [REDACTED]		TOTAL FREIGHT (RETURN ITEMS) \$ [REDACTED]	TOTAL CREDIT REQUEST \$ [REDACTED]		

ALLIED REQUIRES COPIES OF ALL OUTSIDE /MISC. INVOICE/LABOR BREAKDOWN/COPY SHOP WORK ORDER.

CORRECTIONS (ALLIED USE)									
CLAIM SUBMITTED BY: (REQUIRED) DISTRIBUTOR SIGNATURE (REQUIRED) [REDACTED]		PARTS DISPOSITION: <input type="checkbox"/> HOLD FOR ALLIED REPRESENTATIVE <input type="checkbox"/> SCRAP IN FIELD (HOLD 30 DAYS) <input type="checkbox"/> NO ACTION NECESSARY <input type="checkbox"/> OUT OF WARRANTY <input type="checkbox"/> NOT COVERED BY WARRANTY <input type="checkbox"/> RETURN TO ALLIED FOR INSPECTION WITHIN 30 DAYS CLAIM "PACKING LIST" COPY MUST BE INCLUDED WITH PARTS: PARTS & CARTONS MUST BE TAGGED WITH CORRECT ALLIED REFERENCE NUMBER TAGS: FREIGHT: PRE-PAID <input type="checkbox"/> COLLECT <input type="checkbox"/>				CLAIM - DENIED <input checked="" type="checkbox"/> REASON [REDACTED] ALLIED REPRESENTATIVE [REDACTED] DATE [REDACTED]			
TYPE NAME & PHONE (REQUIRED) [REDACTED]		CREDIT MEMO NO. [REDACTED]		DATE [REDACTED]		AMOUNT [REDACTED]			
EMAIL [REDACTED]		DATE [REDACTED]		CREDIT MEMO NO. [REDACTED]		DATE [REDACTED]		AMOUNT [REDACTED]	



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