

NIAGARA MACHINE WARRANTY PROCEDURE FOR LAVINA EQUIPMENT

End user MUST contact Superabrasive/Lavina to speak with their technician to determine if parts or repairs may be covered under warranty. (1-706-658-1122) (Alex King is extension 133) (Larry Phelps is extension 135)

Please have the following information available when speaking with the technician:

- Machine serial number
- Hour meter reading. If you need assistance obtaining the hours, you may ask the technician or call your local Niagara Machine sales rep.

The technician will assist in determining if parts or repairs may possibly be covered under warranty. Occasionally they may suggest a couple things to try before a warranty part or repair is approved. **Warranty claims will NOT be approved if repairs are conducted or parts are ordered prior to approval.**

AramSCO/PCS should be in contact with their customer to determine the outcome of this discussion with Superabrasive/Lavina. If any warranty is approved, AramSCO/PCS should contact Amy (814-455-8838) She will need the customer name, address, serial number, hours, initial issue, and a what we are doing to resolve the issue. Are we sending a part out? Is the machine being sent to Superabrasive?

If Superabrasive/Lavina requests a part back for warranty, Niagara Machine must have a PO from AramSCO/PCS. We will not invoice this PO. We will simply hold this PO until the defective piece is returned. A return shipping label will be included with the new part and a RMA number/form will be sent to AramSCO/PCS. It will be the responsibility of AramSCO/PCS to get this RMA number/form to their customer so that it can be enclosed in the return package. If the customer does not return the requested part back within 30 days, we will be obligated to charge for the new part with the PO that has been provided. If the parts are determined to be covered under warranty no further action needs to be taken.

Superabrasive/Lavina will only cover standard ground shipping on warranty parts. If replacement parts need to be expedited the shipping will be paid for by the customer.

Warranty on machines is 2 years or 600 hours. Whichever comes first. If AramSCO/PCS is requesting warranty of a machine that they sold, an invoice showing date of sale to their customer will be required.

LABOR REIMBURSEMENT IS NOT INCLUDED IN WARRANTIES. Occasionally labor fees may be waived if the machine is sent to the manufacturer for repairs.

NIAGARA
MACHINE, INC.

ESTABLISHED 1954

www.niagaramachine.com

SIX SHOWROOM / WAREHOUSE LOCATIONS, EIGHT REPAIR CENTERS, NINE SALES LOCATIONS

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