

CHEMFREE / SMARTWASHER **(SW)**

Warranty

ChemFree Corporation will replace, at no charge to the original purchaser (end user), any part or parts found to be defective in material or workmanship, when part is returned to our factory within 12 (twelve) months from the date of purchase. Transportation charges to be paid by purchaser.

In the event of any modification to unit, misuse, negligence, or accident, or the use in the SmartWasher[®] system of fluids or filters other than those specifically authorized by ChemFree[®] Corporation, THE WARRANTY IS VOID.

There is no other warranty expressed or implied. The manufacturer shall in no event be liable for consequential damages.

The manufacturer reserves the right to make changes in design or improvements to its product without imposing any obligation on itself to install the same on its product theretofore sold.

Proof of purchase may be necessary to obtain warranty service.

Repair & Return Procedures

Contact ChemFree Customer Service at 1-800-521-7182. No returns unless authorized by ChemFree.

Defective Parts and Machines

To obtain replacements for defective parts or machines, contact ChemFree Corporation's Technical Support Department (1-800-521-7182). Repair or replacement of defective parts or machines will be determined on a case-by-case basis at the sole discretion of ChemFree.

Parts

Replacement parts may be shipped to any local NAPA store or directly to the end user. If requested, defective parts must be returned to ChemFree. A return label will be enclosed with replacements parts if they need to be returned. NAPA will be charged for any parts not returned.

Defective Machines

If ChemFree determines a machine should not be repaired, arrangements will be made to replace the machine. A Return Authorization (RA) will be issued and if the unit needs to be returned to ChemFree, a return label will be shipped or faxed to the NAPA sales person or Tool and Equipment representative in charge of the account. When the replacement machine is received, the fluid from the defective machine should be transferred to the new machine. If ChemFree has requested the defective unit returned, the defective machine should be placed in the box the new machine was delivered in,

ChemFree/SmartWasher - continued

the return a label placed on the box and the unit shipped back to ChemFree from the customer location using the freight carrier specified by

ChemFree. If a freight carrier is used that is not recommended by ChemFree, the cost difference of the shipment will be billed to the D.C. All replacement machines will ordinarily be shipped from ChemFree.

- 1. RETURNS MUST BE APPROVED BEFORE AN RA CAN BE ISSUED.**
- 2. RETURN AUTHORIZATION NUMBERS WILL NOT BE ISSUED TO DISTRIBUTION CENTERS.**
- 3. MACHINES RECEIVED INTO THE D.C. SHOULD ALREADY HAVE AN RA ATTACHED.**
- 4. RETURNS WITHOUT RA NUMBERS WILL BE RETURNED TO THEIR SHIPPER.**
- 5. CHEMFREE WILL NOT ACCEPT RETURNS OF FLUID. ALL FLUID WILL BE REFUSED AT THE DOOR.**

Out of Warranty Service Guidelines

ChemFree products are repaired on-site by the Sales Representative or end-user. If necessary, call ChemFree Technical Services at 1-800-521-7182 for assistance in diagnosing the problem.

To Order Replacement Parts:

All non-warranty replacement parts must be ordered through your D.C. and have a D.C. purchase order. The parts can be shipped directly to the end-user.

NAPA is responsible for all shipping charges on non-warranty parts.