

BALKAMP

BK - Warranty Code 724 – 1 Year Repair & Return

Manufacturer: Shinn Fu Company of America (SFA)

SFA Brands Warranty Procedures

1. If a distributor has an issue with an item they can contact SFA Tech Support via E-mail, fax or telephone.
2. If troubleshooting procedures have been followed and the item still does not work, SFA would either send them to a repair center (if the item applies), send out a replacement part (free of charge) or do a complete warranty return (RMA) on the item.
3. To do a warranty return SFA would send the distributor a copy of the SFA warranty return request form to be filled out. All of the information on the form is pertinent so they would need to fill out the entire page.
4. Once this is filled out they can fax it back to SFA at 816-448-1999 or e-mail it to Customerservice@shinnfuamerica.com along with a copy of the proof of purchase.
5. Once received the returns department will review the forms and process accordingly.
6. If it is a valid request, an RMA will be generated. A copy of the completed RMA with instructions as to what needs to be sent back to SFA for the distributor to receive credit will be sent to the contact fax number or e-mail address that was provided on the return form. If it is not a valid request a member of the SFA Customer Service Team will contact the distributor and either request more information or explain why it is not a valid request.
7. If an RMA has been done, SFA will issue credit to distributor upon the receipt of the requested items to be sent back to SFA along with a copy of the completed RMA paperwork.
8. The distributor will then issue credit to its customer based off of the credit SFA has issued to them.

Contact Information

Shinn Fu Company of America

10939 N. Pomona Avenue

Kansas City, MO 64153

Telephone: Local: (816) 891-6390 Toll Free: (888) 332-6419 Fax:
(816) 448-1999

E-Mail: Customerservice@shinnfuamerica.com

E-Mail: SavePhaceSupport@SFACompanies.com

SFA Brands Warranty Procedures Special Notes

Hein-Werner Automotive Models

Hein-Werner Automotive products sold by SFA Companies carry a 2 year warranty from the date of purchase. SFA Companies will repair or replace at its option without charge any of its products which fail due to a defect in material or workmanship. The current policy is to repair all models. Repairs are done by taking the unit to an SFA Authorized Service Center with your proof of purchase. If there is not a service center in the area please do not ship items out of town to be repaired. You can also contact SFA directly, provide proof of purchase and request warranty parts. For the HW93642 and HW93652 models we can send complete hydraulic units to fix any lifting or leaking issue you are having. Do not replace any equipment until you have received instructions from SFA. If we do issue a Return Authorization for a Hein-Werner product it will need to be returned for inspection to Shinn Fu Company of America before credit is issued. If the item is found to be in working order it will be returned to the customer at their expense. As always the warranty does not cover physical damage or customer abuse. If you have any questions regarding these policies please contact SFA Customer Service at 1-888-332-6419.

Omega Lift Equipment/Porto-Power/Blackhawk Automotive/BVA Models

Omega, Porto-Power and Blackhawk products have a 1 year warranty. BVA items have a limited lifetime warranty. Service parts that are purchased have a 90 day exchange only warranty. As a general rule we only send larger jacks to service centers under warranty for repair. This would include transmission jacks, axle jacks, 4 to 10 ton service jacks, electric pumps or high tonnage rams. If you have any question about what to send to a service center please call first. Service Centers do not work on bottle jacks or most 2-3 ton service jacks under warranty. If the service center is unsure of our policies they can always call our Tech Support Department for pre-approval before doing a repair. We have specific guidelines for hourly labor rates and maximum times we have to follow. We can also send parts to end users at no charge to fix warranty problems. To do a warranty order we would need the model number, serial number, date-of-purchase, dealer name and a description of the problem. In some situations we would also need a copy of the bill of sale. Requests for returns or labor credit have to be submitted on our forms. Owner's manuals that contain parts breakdowns can be found on our website <http://www.shinnfuamerica.com/>. Basic technical information can be found there also under the Tech Zone section.

For **Tech Support** on items or warranty eligibility questions please contact SFA at: **1-888-332-6419**. Please press 5 for the Tech Support Prompt.

For submitting warranty claims or finding your closest Authorized Repair Center please contact Shinn Fu Company of America at 1-888-332-6419. You may fax in the warranty request forms to 1-816-448-1999 or e-mail at customerservice@shinnfuamerica.com.

All warranty claims must be submitted during the warranty period of the item to be considered for credit. Please process warranties as received from customers and submit to SFA at a minimum of a monthly basis. Please do not destroy any item prior to receiving approval from SFA. Some items may be under consideration or being evaluated by SFA in which case the entire item would need to be returned.

Hein-Werner Automotive Warranty Policy



TWO YEAR LIMITED WARRANTY

For a period of two (2) years from date of purchase, SFA Companies will repair or replace, at its option, without charge, any of its products which fails due to a defect in material or workmanship under normal usage. This limited warranty is a consumer's exclusive remedy.

Performance of any obligation under this warranty may be obtained by returning the warranted product, freight prepaid, to SFA Companies Warranty Service Department, 10939 N. Pomona Ave., Kansas City, MO 64153. Except where such limitations and exclusions are specifically prohibited by applicable law:

- (1) THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY SHALL BE THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS AS DESCRIBED ABOVE
- (2) SFA COMPANIES SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGE OR LOSS WHATSOEVER.
- (3) ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO TWO YEARS, OTHERWISE THE REPAIR, REPLACEMENT OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED.
- (4) ANY MODIFICATION, ALTERATION, ABUSE, UNAUTHORIZED SERVICE OR ORNAMENTAL DESIGN VOIDS THIS WARRANTY AND IS NOT COVERED BY THIS WARRANTY.

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Omega Lift Equipment Warranty Policy



ONE YEAR LIMITED WARRANTY

For a period of one (1) year from date of purchase, SFA COMPANIES, INC. will repair or replace, at its option without charge, any of its products which fails due to a defect in material or workmanship under normal usage. This limited warranty is a consumer's exclusive remedy.

Performance of any obligation under this warranty may be obtained by returning the warranted product, freight prepaid, to SFA COMPANIES, INC. Warranty Service Department, 10939 N. Pomona Ave., Kansas City, MO 64153. Except where such limitations and exclusions are specifically prohibited by applicable law,

- (1) THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY SHALL BE THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS AS DESCRIBED ABOVE. (2) SFA COMPANIES, INC. SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGE OR LOSS WHATSOEVER. (3) ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO ONE YEAR, OTHERWISE THE REPAIR, REPLACEMENT OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. (4) ANY MODIFICATION, ALTERATION, ABUSE, UNAUTHORIZED SERVICE OR ORNAMENTAL DESIGN VOIDS THIS WARRANTY AND IS NOT COVERED BY THIS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Blackhawk Automotive Lift Equipment



ONE YEAR LIMITED WARRANTY

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Porto-Power



ONE YEAR LIMITED WARRANTY

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Blackhawk Automotive Platinum Series Warranty Guidelines



Lifetime Manufacturer's Warranty

For the duration of the initial purchaser's ownership of the product, SFA Companies, Inc. will repair or replace, at its option, without charge, any of its products which fails due to a defect in material or workmanship, or which fails to conform to any implied warranty not excluded hereby. An evaluation of the complete unit may be required by either SFA Companies or an Authorized Blackhawk Automotive Service Center to determine validity of a manufacturer's defect claim.

5 Year Usage Warranty

For the duration of five (5) years SFA Companies will provide warranty for "wear" items. "Wear" items include all seals, packing and moveable parts provided proper usage and maintenance have been applied through the course of ownership. This warranty only applies to initial owner of unit. Proper maintenance must be performed based off of the guidelines set forth in the owner's manual. Maintenance includes replacing the hydraulic oil on a yearly basis with oil suggested by the manufacturer, proper greasing and any other manufacturers suggested guidelines for proper care. A maintenance schedule will be set forth within the owner's manual. Serial Number and Proof of Purchase are required for warranty purposes. Electronic Warranty Registration will apply to all items within the Blackhawk Automotive Platinum Series Line for the full warranty consideration of five (5) years and will need to be completed within 30 days of the initial purchase. Items without Electronic Warranty Registration will only be considered for a three (3) year usage warranty with provided proof of purchase and serial number. Electronic Warranty Registration may be completed by visiting Blackhawk-Automotive.com and completing the Electronic Warranty Registration form under the Warranty & Service tab. An option of automatic reminder e-mails for required maintenance schedule to maintain good standing within the warranty period will be available in this registration process. In order to obtain performance of any obligation under this warranty call SFA Companies at 1-888-332-6419 to obtain permission to return the warranted product, freight prepaid, to SFA Companies, Inc. Warranty Service Department, 10939 N. Pomona Ave., Kansas City, MO 64153. Except where such limitations and exclusions are specifically prohibited by applicable law, (1) the CONSUMER'S SOLE AND EXCLUSIVE REMEDY SHALL BE THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS AS DESCRIBED ABOVE, and (2) Shinn Fu Co. of America, Inc. SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGE OR LOSS WHATSOEVER, and (3) THE DURATION OF ANY AND ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO A PERIOD OF FIVE (5) YEARS FROM DATE OF PURCHASE.

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PriorityPartsPlus Replacement Program

For the duration of five (5) years SFA Companies will provide warranty replacement parts with 24 to 48 hour turnaround shipping on items deemed to be within the guidelines of this warranty. Power units, Casters, U-Joints and any other part deemed viable for usage will fall into this category. Warranty will be determined by SFA Companies Tech support at 1-888-332-6419. To assure 24 to 48 hour turnaround, Tech Support must be contacted between 8 am and 4:45pm CST. Serial Numbers and possible proof of purchase may be required depending on date of manufacturing for replacement parts being shipped.

Omega Pro



ONE YEAR LIMITED WARRANTY

For a period of one (1) year from date of purchase, SFA Companies will repair or replace, at its option, without charge, any of its products, which fails due to a defect in material or workmanship under normal usage. This limited warranty is a consumer's exclusive remedy.

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Bone Creeper



1Year/Limited Lifetime Warranty

For the duration of 1 year SFA Companies will provide warranty on the body of the creeper unit itself. There is a limited lifetime warranty that applies on the wheels of this unit. This warranty only applies to initial owner of unit. Proper maintenance must be performed based off of the guidelines set forth in the owner's manual. Serial Number and Proof of Purchase required for warranty purposes. Performance of any obligation under this warranty may be obtained by returning the warranted product, freight prepaid, to Shinn Fu Co. of America, Inc. Warranty Service Department, 10939 N. Pomona Ave., Kansas City, MO 64153 or by contacting SFA Companies at 1-888-332-6419 for alternative procedures. Except where such limitations and exclusions are specifically prohibited by applicable law, (1) the CONSUMER'S SOLE AND EXCLUSIVE REMEDY SHALL BE THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS AS DESCRIBED ABOVE, and (2) Shinn Fu Co. of America, Inc. SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGE OR LOSS WHATSOEVER, and (3) THE DURATION OF ANY AND ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO A PERIOD OF FIVE (5) YEARS FROM DATE OF PURCHASE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Pro-Lift



ONE YEAR LIMITED WARRANTY

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BVA Hydraulics



LIMITED LIFETIME WARRANTY

BVA Hydraulics®, represented in the United States by SFA Companies ["SFA"] warrants this product to be free from defects in material and workmanship for the life of the product as long as the original purchaser owns the product. The warranty is nontransferable and is subject to the terms, exclusions, and limitations described below:

- Damaged components, including but not limited to bent rams, dented or crushed cylinder walls, broken welds or couplers as well as worn out seals, o-rings and springs are the result of misuse and not covered by warranty and BVA Hydraulics will not provide any warranty credit for such damaged components.
- This warranty does not cover ordinary wear and tear, overloading, alterations (including repairs or attempted repairs not performed by BVA Hydraulics or one of its authorized personnel), improper fluid use, or use of the product in any manner for which the product was not intended or the use of which is not in accordance with the instructions or warnings provided with the product.
- In the unlikely event that a BVA Hydraulics product fails due to material defect in workmanship, you may contact SFA for disposition. In such cases, the customer's sole and exclusive remedy for any breach or alleged breach of warranty is limited to the repair or replacement of the defective product.
- Under no circumstances is BVA Hydraulics liable for any consequential or incidental damage or loss whatsoever.
- THIS WARRANTY IS LIMITED TO NEW PRODUCTS SOLD THROUGH AUTHORIZED DISTRIBUTORS AND OTHER CHANNELS DESIGNATED BY BVA HYDRAULICS. NO AGENT, EMPLOYEE OR OTHER REPRESENTATIVE OF BVA HYDRAULICS IS AUTHORIZED TO MODIFY THIS WARRANTY.
- THE FOREGOING IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FOR A FITNESS FOR A PARTICULAR PURPOSE.
- Components not manufactured by BVA Hydraulics including certain motor systems, gasoline engines, and other are not covered by this warranty and instead are covered by the manufacturer's separate manufacturer's warranty provided in the package.
- BVA Hydraulics' liability in all cases is limited to, and will not exceed the purchase price paid for the product.

Save Phace



EFP Series (Save Phace) LIMITED WARRANTY

Save Phace warrants this product to be free from manufacturing defects for (1) year from the date of purchase. Save Phace 24 month limited warranty on ADF filter lens only. Proof of purchase establishing the sale date must accompany all warranty claims. The purchasers only remedy under this limited warranty shall be limited to the sole discretion of the manufacturers' option to repair, replace or refund (not to exceed purchase price). Any modifications, splatter, improper storage, misuse or inadequate maintenance automatically void this limited warranty. This limited warranty is not transferable from original owner. Save Phace shall in no event be liable or responsible for any injury, damage or loss resulting either directly or indirectly from the use or misuse of this product. This limited warranty is exclusive and is in lieu of any other warranty implied either oral or written. Please read the instruction manual carefully to avoid situations that may void this limited warranty. Returns following the above will be processed within 7 days. All warranty repairs or replacements are covered for the balance of the original warranty period. All other non-warranty repairs carry a 90 day limited warranty. To ensure that you will get all the privileges and special offers you are entitled to, please complete the enclosed warranty card and drop in the nearest mailbox OR go online to: www.savephace.com/registration.html

RFP Series (Save Phace)

LIMITED WARRANTY

Save Phace warrants this product to be free from manufacturing defects for (1) year from the date of purchase. Save Phace 24 month limited warranty on ADF filter lens only. Proof of purchase establishing the sale date must accompany all warranty claims. The purchasers only remedy under this limited warranty shall be limited to the sole discretion of the manufacturers' option to repair, replace or refund (not to exceed purchase price). Any modifications, splatter, improper storage, misuse or inadequate maintenance automatically void this limited warranty. This limited warranty is not transferable from original owner. Save Phace shall in no event be liable or responsible for any injury, damage or loss resulting either directly or indirectly from the use or misuse of this product. This limited warranty is exclusive and is in lieu of any other warranty implied either oral or written. Please read the instruction manual carefully to avoid situations that may void this limited warranty. Returns following the above will be processed within 7 days. All warranty repairs or replacements are covered for the balance of the original warranty period. All other non-warranty repairs carry a 90 day limited warranty. To ensure that you will get all the privileges and special offers you are entitled to, please complete the enclosed warranty card and drop in the nearest mailbox OR go online to: www.savephace.com/registration.html

Tactical Masks, Sport Utility Masks, Tactical Eye Protectors, Welding Apparel (Save Phace)

LIMITED WARRANTY

The Products are warranted by the manufacturer to be free of defects in material and workmanship for a period of thirty (30) days from the purchase date, in accordance with and subject to the manufacturer's standard limited warranty terms and conditions included with the Products. The Company makes no representations or warranties with respect to the Products. THE COMPANY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANT-ABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Service Parts Warranty Policy



NINETY (90) DAY LIMITED WARRANTY

For a period of ninety (90) days from date of purchase, SFA COMPANIES, INC. will repair or replace, at its option without charge, any of its products which fail due to a defect in material or workmanship under normal usage. This limited warranty is a consumer's exclusive remedy.

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