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## **BALKAMP**

BK - Warranty Code 552 – See Manufacturer’s Complete Written Policy

Manufacturer: Lincoln Industrial Corporation

## **Technical Service Bulletin**

**Date: October 10, 2016**

**Bulletin DC-2352**

**Affected Models: All PowerLuber Models**

**Subject: New Enhanced PowerLuber Satisfaction Guarantee and Warranty Program**



Dear Valued Customer:

We are excited to announce the implementation of our new enhanced PowerLuber Customer Satisfaction and Warranty program. Please see details below.

### **100 Day Satisfaction Guarantee**

Effective immediately, Lincoln will extend a satisfaction guarantee on all PowerLuber models through our network of authorized distributors for a period of 100 days from the date of purchase. If a customer is not satisfied with the performance of their PowerLuber please direct them to contact the Lincoln Technical Service department. Our team of experienced technicians may be able to promptly address the customer’s concerns with product guidance or the provision of a service part. The Technical Service department may be reached directly and toll free at 1-844-772-1341.



If the customer is still unsatisfied with product, they may return it to the point of purchase within 100 days of purchase with a receipt for a full refund or replacement. Lincoln authorizes our distributors to provide a replacement model or full refund to the customer. Distributors may then submit claims for reimbursement to Lincoln through our normal warranty processes.

**Lithium Ion Models  
5 Year Limited Warranty**

Models: 1260, 1262, 1264, 1860, 1862, 1864, 1880, 1882, 1884  
Effective immediately, Lincoln has expanded the bare tool warranty period on all Lithium Ion model PowerLubers to five years from the date of purchase through our network of Warranty Service Centers (WSC). If a customer experiences issues with their PowerLuber after the 100 day guarantee has expired, please encourage them to contact the Lincoln Technical Service department or the nearest PowerLuber Warranty Service Center for service.

**Lithium Ion Batteries and Chargers  
2 Year Limited Warranty**

Li-ion Battery Models: 1261, 1861, 1871  
Charger Models: 1850, 1855A, 1870, 1875A

Effective immediately, Lincoln has expanded warranty coverage on Lithium Ion model batteries and battery charges for a period of two years following the date of purchase. Batteries and chargers may also be replaced under warranty at the point of purchase. Distributors may then submit claim to Lincoln through normal warranty processes.

**Ni-Cad Models, Batteries and Chargers  
1 Year Limited Warranty**

Models: 1200, 1242, 1244, 1400, 1442, 1444, 1800, 1842, 1844  
Batteries: 1201, 1401, 1801  
Chargers: 1210, 1210E, 1410, 1410E

Lincoln continues to honor its standard one year warranty on all Ni-Cad model PowerLubers, batteries and chargers. If our customers report issues with their PowerLuber during or after the 100 day period, please encourage them to contact the Technical Service department or the nearest Warranty Service Center for either remote support or product return authorization. Batteries and chargers may also be replaced under warranty at the point of purchase if inventory is available. Distributors may then submit claim to Lincoln through normal warranty processes.



**For further detail of warranty coverage, repair information or support:**

Please visit: [www.lincolnlube.com](http://www.lincolnlube.com)

or contact us at:

[lincoln.tech.service@skf.com](mailto:lincoln.tech.service@skf.com)

or 1-844-772-1341

Best regards,

Andrew Csengody  
Technical Service Manager