

Aladdin[®]

CLEANING SYSTEMS

INSPIRING AN INDUSTRY



WARRANTY POLICY
AND FLAT RATE LABOR MANUAL

Invented, Engineered & Built With Pride in the USA 



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Warranty Policy

General Warranty Policy:

AaLadin Cleaning Systems warrants each new machine manufactured by AaLadin Cleaning Systems, to the original purchaser (defined as the Distributor's customer or end user), to be free from manufacturing defects in materials and workmanship for a specified period of time.

Said warranty is in effect from date of original purchase (by the end user) and applies to the original components only.

Our obligation under this warranty is expressly limited at our option, to the replacement or repair at a service facility designated by us, of such part or parts, as inspection shall disclose to have been defective.

Any parts replaced under this warranty will assume the remainder of the **original parts warranty**.

Any implied or statutory warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of the written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf.

Specific Warranty Exemptions:

This warranty does not apply to defects caused by damage or unreasonable use including failure to provide reasonable and necessary maintenance.

This Warranty does not apply to: quick couplers, wearable pump parts, hard-water damage, clogged coils, hoses, o-rings, failures due to contaminated oil or fuel, clogged filters, drive belts, nozzle wear, gauges or improper chemical use.

We make no warranty with respect to trade accessories. They are subject to the warranties of their manufacturers.

Customer Responsibility

The customer is responsible to forward to the AaLadin Warranty Department the Warranty Registration Card within 10 working days after the purchase date.

WARRANTY REGISTRATION		
PURCHASER'S NAME _____		
ADDRESS _____		
CITY _____	STATE _____	ZIP _____
PURCHASE DATE _____ MODEL _____ SERIAL NO. _____		
DEALER NAME _____		
ADDRESS _____		
CITY _____	STATE _____	ZIP _____

The customer must retain a copy of the original invoice for proof of purchase and purchase date.

Selling Dealer Responsibility

The Dealer selling the equipment must supply a copy of the applicable warranty, which is located in all operator manuals, to the customer at the time of purchase. **The Selling Dealer should assist the customer in filling out the Warranty Registration Card and forward it to the AaLadin Warranty Department.** For dealer and customer to obtain unobstructed warranty it is important that the warranty registration is mailed within 10 working days of purchase and that proof of sale is retained.

Servicing Dealer Responsibility

All authorized AaLadin Service Centers and all Dealers selling AaLadin manufactured equipment are expected to provide warranty services for the time period specified in the warranty, subject to the terms and conditions of the warranty policy manual.

These Servicing Dealers shall agree that should any part or parts of the products become defective under normal and proper usage when properly serviced, they will repair or replace the defective parts **without charge** to purchaser during the warranty period as stated on the warranty agreement.

Warranty Repairs

The Servicing Dealer should not promise or imply that any repair is covered by warranty until all information is gathered and, in questionable cases, AaLadin is contacted.

All parts must be returned to AaLadin within 60 days for inspection before the Servicing Dealer's account will be credited for any warranty repair. **No major repair should be undertaken without the owner's approval in case a repair is not covered by warranty.** Telephoning AaLadin does not guarantee the warranty will be approved.

The Servicing Dealer should look for signs of misuse, lack of maintenance, abuse, etc., which may cause AaLadin to reject the warranty claim.





Receiving Warranty Credit

To file a claim for parts and/or labor warranty credit, the Servicing Dealer must complete the Warranty Claim Form and return all defective components freight prepaid. Warranty claims not completed correctly along with a valid Return Authorization Claim Number will be rejected.

For warranty claims arising from Selling Dealer inspection prior to sale put "Machine in Stock" in the customer name.

All claims must be made within 45 days of the repair to be accepted. **The Warranty Department will process your claim, credit your account or notify you if your claim is denied within five working days from receipt of your claim at AaLadin.** If more information is needed, a request for the additional required information will be faxed to the Servicing Dealer prior to the claim being processed. All warranty claims will be paid in the form of credits against Servicing Dealer's account and no cash payments will be made. If your claim is denied, you will be notified and asked for your desired disposition of the non-warranted parts. AaLadin will hold the parts for no more than 30 days. Proof of purchase may be required on replacement parts purchased from AaLadin.

Parts Warranty & Time Period

The parts will be warranted for the time periods specified in the published warranty. If the serial number of the original machine is beyond the warranty time period, but not by date of sale for the warranty claim to be covered, proof of warranty is required. This proof must be the original warranty registration card, which must have been received by the AaLadin Warranty Department within 20 days of original sale.

Warranty parts will be credited to the Servicing Dealer's account at the current published AaLadin Parts Price List cost to the Servicing Dealer.

Freight

The Servicing Dealer will prepay and be responsible for the freight on the warranty parts returned to AaLadin. Freight collect shipments from any Dealer, that do not have prior Warranty Department approval, will be refused.

AaLadin will pay the standard ground freight for the replacement parts, on approved warranty requests, from AaLadin back to the Servicing Dealer. Should the Servicing Dealer request the parts to be shipped by any means other than standard ground shipment, the Servicing Dealer will be responsible for the difference in the freight charges between the standard ground cost and the chosen method of shipment.

Labor Flat Rate Schedule

All labor claims will be calculated according to the published flat rate schedules. The flat rate labor allowance for warranty is the maximum allowable time for the completion of a specific operation as shown in the appropriate schedule.

The time is listed in hours and tenths of hours. Each operation must be specifically listed in the labor section of the Warranty Claim Form.

Labor Rate Compensation

The labor on approved labor warranty claims will be credited using the following rates:

- **Equipment sold by the Dealer** – For equipment sold by the Servicing Dealer, the Servicing Dealer will be compensated at a rate of \$30 (U.S.) per hour.
- **Transient Equipment** – For warranty labor on equipment not sold by the Servicing Dealer, the Servicing Dealer will be compensated at a rate of \$40 (U.S.) per hour.
- **Rental Equipment** – Equipment that is used for rental purposes will not be compensated for labor.

Diagnostic & Administrative

For each approved warranty claim with approved labor warranty, one-half (½) hour of labor (\$15.00) is allowed for diagnostic and administrative time.

Adjustment & Cleaning Time

AaLadin does not pay for cleaning time or adjustments under warranty.

Travel Time

AaLadin will authorize a one-hour travel allowance (\$30.00) for each warranty claim on stationary units that are permanently installed.

Falsification of Warranty

Should an audit of a warranty claim reveal that a Dealer has in any way misrepresented information, either on a warranty claim or in regard to a warranty claim, a complete audit will be made on all claims previously submitted by the Dealer. A charge-back will be made to cover any false or improper warranty claims.

A material misrepresentation of warranty information of any kind is grounds for dealer termination.

Parts Installed on Out of Warranty Machines

All new parts installed on machines that are out of their warranty period will receive a 30 day warranty on the replaced part only.



Components Not Warranted by AaLadin

1. The warranty does not apply to products damaged in transit. These repairs are the responsibility of the carrier. A claim should be filed immediately with the carrier in the event such damage is noted.
2. Repairs necessitated or failures caused by the use of other than AaLadin Genuine Replacement Parts.
3. Damage caused by the use of caustic or corrosive liquids.
4. Damage caused by operation in abrasive or corrosive environments.
5. Damage caused by operation of the pump under conditions that cause or contribute to cavitation.
6. Damage caused by failure to follow recommended operation procedures.
7. Damage caused by failure to follow recommended maintenance procedures.
8. Damage caused by modifications or alterations.
9. Damage caused by misuse or misapplication.
10. Damage caused by contaminated oil or fuel.
11. Damage caused by by-pass heat generated within the pumping system.
12. Damage caused by an external action such as vandalism, fire or flood.
13. Damage caused by freezing.
14. Damage caused by hard water.
15. Damage caused by fluctuations in electrical current.
16. Damage caused by improper ventilation.
17. Components that are classified as wearable parts such as:
 - a) Quick Couplers
 - b) O-Rings
 - c) Fuel Filters
 - d) Belts
 - e) Spray Tips
 - f) Unloaders
18. Normal wear.
19. Normal maintenance service including adjustments.

Engines, Motors and Generators are all warranted by the original manufacturers through local service centers. If you have trouble locating one of your local service centers, call AaLadin for assistance. If you have any problems dealing with your local service center on a warranty issue, call AaLadin, we can call the factory to assist you.

Return Goods Procedure

1. Determine if parts and/or labor meet warranty requirements. If you have any questions as to the validity of the claim, phone AaLadin for instructions.
2. Call AaLadin for Return Authorization Claim Number. During this phone call inform AaLadin of the warranty work being performed so that the Warranty Department can determine if any special action should be taken.
3. Fill out Warranty Claim form with all required information. Servicing Dealer will fill out all of the red highlighted areas of the form. The AaLadin Warranty Department will fill in all the green highlighted areas of the form. The AaLadin Accounting Department will fill in all the yellow highlighted areas of the form.
4. Keep a copy of the Warranty Claim Form for your records.
5. Servicing Dealer will forward 2 copies of the Warranty Claim Form to AaLadin.
6. Servicing Dealer will forward warranted defective parts to AaLadin.
7. If warranty card is not on file at AaLadin, Servicing Dealer must submit proof of purchase date. Customer is responsible to supply proof of purchase date to dealer.
8. Drain any fluids, oils, and fuels. Clean excessive dirt from parts.
9. Package parts remembering you are responsible for any shipping damage.
10. Ship defective parts, 2 copies of the claim form and proof of purchase date via UPS, RPS, USPS, or common carrier prepaid. Freight collect shipments will be refused.

11. Address returns to:

**AaLadin Cleaning Systems
(Warranty Department)
32584 477th Ave
Elk Point, SD 57025**

(Return Authorization Claim Number must be on outside top of box.)

12. All returns must be inspected and approved by AaLadin. AaLadin will verify that the warranty claim form is filled out properly and the returned parts match the form.
13. If claim is approved, credit will be issued. Your account will be credited with the appropriate amount and a credit memo mailed.
14. If claim is denied, no credits will be issued. Servicing Dealer will be notified of denial, the reasons why and asked for the final disposition of returned parts.





Outline of Limited Warranty

AaLadin Cleaning Systems warrants each new machine manufactured by AaLadin Cleaning Systems to the original purchaser to be free from manufacturing defects in materials and workmanship for the periods specified below. Said warranty is in effect from date of original purchase and applies to the original components only.

Seven (7) Years Parts and Two (2) Years Labor

• **Belt Driven Pumps With the Following Part Numbers:**

08-131000	08-132200	08-223000	08-750110
08-132000	08-132290	08-750033	08-450040
08-136300	08-171700	08-750107	08-450060
08-173800	08-173900	08-750167	08-450043
08-221000	08-221300	08-450056	08-450050
08-131200	08-172000	08-750061	08-450067
08-131300	08-172700	08-750065	08-450070
08-131900	08-174100	08-750106	
08-132100	08-174400	08-750109	

Five (5) Years Parts and Two (2) Years Labor

• **13-Series, 14-Series, 41-Series, 14HE-Series**

- Belt Guards
- Fuel Tank
- Pump Manifold
- Coil Wrapper
- Handle
- Heating Coils (Portable, Stationary [Non Trailer Mounted])
- Float Tank
- Frame
- Belt Drive Pump Assembly

Three (3) Years Parts and One (1) Year Labor

• **42-Series, 16/17-Series, 3000-Series, 5000-Series, 6000-Series, 8000-Series, 70-Series** • **600-Series, 41HE-Series, 42HE-Series, 44HE-Series, 45HE-Series**

- Burner Fuel Pump
- Burner Solenoid
- Heating Coils (Self-contained)
- Burner Motor
- Diesel Engines

Two (2) Years Parts and One (1) Year Labor

- Gasoline Engines
- Pumps (All Pumps Not Listed Above)
- Plumbing
- Direct Drive Pump Assembly
- Direct Drive Pump Manifold

One (1) Year Parts and Labor

- Alternators/Generators
- Chemical Valves
- Electric Motors
- Ground Fault Circuit Interrupter
- Pulleys
- Safety Switches
- Clutch
- Tires
- HE Power Damper
- Burner Transformer
- Control Switches
- Float Valves
- Power Cord
- Gas Burner
- Thermostat
- Radiator (See Exchange System Policy)
- HE Core Assembly (See Exchange System Policy)
- HE Exhaust Inducer

Outline of Limited Warranty Cont.

Ninety (90) Days Parts and Labor

- Lights
- Trigger Gun
- Inlet Solenoid
- Regulating Valves
- Wand

This Warranty does not apply to quick couplers, wearable pump parts, hard-water damage, clogged coils, hoses, o-rings, failures due to contaminated oil or fuel, clogged filters, drive belts, nozzle wear, gauges or improper chemical use.

Our obligation under this warranty is expressly limited at our option, to the replacement or repair at a service facility designated by us, of such part or parts, as inspection shall disclose to have been defective. This warranty does not apply to defects caused by damage or unreasonable use including failure to provide reasonable and necessary maintenance. Any parts replaced under this warranty will assume the remainder of the original parts warranty.

Any implied or statutory warranties, including any warranty of merchantability or fitness for a particular purpose, are expressly limited to the duration of this written warranty. We make no other express warranty, nor is anyone authorized to make any on our behalf. We make no warranty with respect to trade accessories as they are subject to their independent manufacturers warranties.

Sample Claim Form



32584 477th Ave
Elk Point, SD 57025

(800) 356-3325
(605) 356-3325
(605) 356-2330 - Fax

RGR #:

Return Authorization Number

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Warranty Claim Form

Machine Serial #: 123456 Model #: 14-430 SC Delivery Date: 7/1/14 Claim Submitted Date: 9/4/14 By: Bob Repairman

Dealer Information

Pressure Washer Distributor, Inc.

12345 Street

Anyplace, US 55555

Customer #: 5456678

Customer Information

Joe's Place

1245 Highway 67

Greentcity, US 66666

Phone #: 555-555-1234

Warranty Repair Information

Repaired By: Bob R.

Date Repaired: 9/3/98

Transient Equipment: Yes ☐ No ☒

Repair Location (Circle One)

Customer Site ☒ Job Site ☐ Shop ☐

Description of Failure: Transformer failed causing chamber to be flooded with oil.

Qty	Aaladin Part No.	Description	Labor Code	Flat Rate Hours	Labor Rate	Tag #	Yes	No	Labor Credit	Parts Credit	Total
1	12-357895	Transformer	58962	.5	30.00						
1	12-567895	Insulation Kit	54524	.8	30.00						

Debit #	Vendor #	Vendor	Tag #	Serial #	Status	Diagnose/Document (1/2 hr.)
						Travel (Stationary Only 1 hr.)
						Total Credit Amount
						Credit Memo Number
						Date Issued
						Inspected By:
						Inspection Date:

Factory Comments:

AaLadin Warranty Repair - Flat Rate: PUMPS

Pumps

Labor Operation Number	Description of Repair	Type of Repair	Portable Hours	Self Contained Hours	Stationary Hours	Cold Water Hours
50100	Connecting Rods	Replace	1.5	1.5	1.5	1.5
50120	Crankcase Gasket	Replace	0.3	0.3	0.3	0.3
50140	Crankshaft	Replace	1.5	1.5	1.5	1.5
50160	Crankshaft Bearing	Replace	0.5	0.5	0.5	0.5
50180	Crankshaft Cover	Replace	0.3	0.3	0.3	0.3
50200	Crankshaft Gasket	Replace	0.3	0.3	0.3	0.3
50220	Crankshaft Oil Seals	Replace	0.5	0.5	0.5	0.5
50240	Hex Cap	Replace	0.2	0.2	0.2	0.2
50260	Manifold	Replace	0.5	0.5	0.5	0.5
50280	Oil Sight Glass	Replace	0.2	0.2	0.2	0.2
50300	Piston Guides	Replace	1.5	1.5	1.5	1.5
50320	Piston Bolt	Replace	0.5	0.5	0.5	0.5
50340	Plunger	Replace	0.5	0.5	0.5	0.5
50360	Pump	Replace	0.8	0.8	0.8	0.8
50380	Pump/clutch	Replace	1.4	1.4	1.4	1.4
50400	Clutch	Replace	0.8	0.8	0.8	0.8

AaLadin Warranty Repair - Flat Rate: FRAMES & GUARDS

Frames & Guards

Labor Operation Number	Description of Repair	Type of Repair	Portable Hours	Self Contained Hours	Stationary Hours	Cold Water Hours
55100	Axle	Replace	0.4	0.2	N/A	0.2
55120	Belt Guard	Replace	0.2	0.2	N/A	0.2
55140	Cover	Replace	N/A	N/A	1.0	0.5
55160	Engine / Pump Base	Replace	1.0	0.8	N/A	0.9
55180	Frame	Replace	1.5	1.5	2.0	0.5
55200	Heat Shield	Replace	0.2	0.2	N/A	N/A
55220	Motor / Pump Base	Replace	1.0	N/A	0.8	0.7
55240	Pump Riser	Replace	0.3	0.3	0.3	0.3
55260	Tires	Replace	0.2	0.2	N/A	0.1
55280	Tire Bearings	Replace	0.3	N/A	N/A	0.3

Burners (Oil, NG, LP)

Labor Operation Number	Description of Repair	Type of Repair	Portable Hours	Self Contained Hours	Stationary Hours	Cold Water Hours
Oil Burner						
51100	Oil Burner	Replace	0.7	0.7	0.7	N/A
51120	Burner Base	Replace	0.5	0.5	0.5	N/A
51140	Burner Head	Replace	0.8	0.8	0.8	N/A
51160	Burner Motor	Replace	0.7	0.7	0.7	N/A
51180	Electrodes	Replace	0.5	0.5	0.5	N/A
51200	Fuel Line	Replace	0.2	0.2	0.2	N/A
51220	Fuel Nozzle	Replace	0.5	0.5	0.5	N/A
51240	Fuel Pump	Replace	0.7	0.7	0.7	N/A
51280	Fuel Pump Coupler	Replace	0.5	0.5	0.5	N/A
51300	Fuel Solenoid	Replace	0.3	0.3	0.3	N/A
51320	Transformer	Replace	0.3	0.3	0.3	N/A
51340	Transformer/Cleanup	N/A	0.6	0.6	0.6	N/A
Gas Burner						
51500	Gas Burner	Replace	0.5	0.6	0.9	N/A
51520	Gas Valve	Replace	0.7	0.7	0.7	N/A
51540	Gas Valve Actuator	Replace	0.3	0.3	0.3	N/A
51560	Pilot Thermocoupler	Replace	0.5	0.5	0.5	N/A
51580	Pilot Solenoid	Replace	0.3	0.3	0.3	N/A

AaLadin Warranty Repair - Flat Rate: POWER TRAIN

Power Train

Labor Operation Number	Description of Repair	Type of Repair	Portable Hours	Self Contained Hours	Stationary Hours	Cold Water Hours
54140	Engine	Replace	1.5	1.5	N/A	1.5
54160	Gear Reduction	Replace	1.0	1.0	N/A	1.0
54180	Generator	Replace	N/A	1.0	N/A	N/A
54200	Motor	Replace	1.0	N/A	1.0	0.9
54220	Pulley	Replace	0.5	0.5	0.5	0.5
54240	Pulley Bushing	Replace	0.5	0.5	0.5	0.5
54260	Shaft Keyway	Replace	0.5	0.5	0.5	0.5



AaLadin Warranty Repair - Flat Rate: PLUMBING

Plumbing

Labor Operation Number	Description of Repair	Type of Repair	Portable Hours	Self Contained Hours	Stationary Hours	Cold Water Hours
53100	Accumulator	Replace	0.2	0.2	0.2	0.2
53120	Air Valves	Replace	0.1	0.1	0.1	0.1
53140	Chemical Valves	Replace	0.5	0.5	0.5	0.5
53160	Fittings	Replace	0.1	0.1	0.1	0.1
53180	Float Tank	Replace	0.4	0.2	0.3	0.2
53200	Float Valve	Replace	0.6	0.2	0.2	0.2
53220	Fuel Cap	Replace	0.1	0.1	0.1	0.1
53240	Fuel Tank	Replace	0.8	0.4	0.4	
53260	Manifold Blocks	Replace	0.5	0.5	0.5	0.5
53280	Pump Savers	Replace	0.2	0.2	0.2	0.2
53300	Regulating Valves	Replace	0.2	0.2	0.2	0.2
53320	Relief Valve	Replace	0.2	0.2	0.2	0.2
53340	Soap Line	Replace	0.2	0.2	0.2	0.2
53360	Soap Screen	Replace	0.1	0.1	0.1	0.1
53380	Trigger Guns	Replace	0.2	0.2	0.2	0.2
53400	Unloader Valve	Replace	0.5	0.5	0.5	0.5
53440	Wands	Replace	0.2	0.2	0.2	0.2
53460	Water Strainer	Replace	0.1	0.1	0.1	0.1
53480	Unloader Valve/Clutch	Replace	0.8	0.8	0.8	0.8
53500	Radiator	Replace	0.5	0.5	0.5	0.5

AaLadin Warranty Repair - Flat Rate: COIL

Coil Assembly

Labor Operation Number	Description of Repair	Type of Repair	Portable Hours	Self Contained Hours	Stationary Hours	Cold Water Hours
52100	Heating Coil (Helical)	Replace	0.7	0.7	1.0	N/A
52120	Coil (Cold Water Wrap)	Replace	1.5	1.5	1.5	N/A
52140	Insulation	Replace	0.9	1.0	1.4	N/A
52180	Stack Head	Replace	0.1	0.1	0.1	N/A
52200	Wrapper	Replace	1.0	1.0	1.0	N/A
52220	Insulation Kit w/bucket	Replace	1.1	1.1	N/A	N/A

Electrical

Labor Operation Number	Description of Repair	Type of Repair	Portable Hours	Self Contained Hours	Stationary Hours	Cold Water Hours
56100	Adjustable Temp. Control	Replace	0.3	0.3	0.3	N/A
56160	Circuit Breaker/Fuse Holder	Replace	0.2	N/A	0.2	0.2
56180	Control Box (Plastic)	Replace	0.5	0.5	0.5	N/A
56220	Electrical Box (Plastic)	Replace	0.1	N/A	0.1	0.1
56240	Electronic Ignition Box	Replace	0.6	N/A	0.6	N/A
56260	Flow Switch	Replace	0.5	0.5	0.5	0.5
56280	GFCI	Replace	0.5	N/A	0.5	0.5
56300	Heating Elements	Replace	N/A	N/A	1.5	N/A
56320	High Limit Shut Down	Replace	0.3	0.3	0.3	N/A
56340	Hour Meter	Replace	0.3	0.3	0.3	0.3
56360	Lights	Replace	0.1	0.1	0.1	0.1
56400	Contactor	Replace	0.7	N/A	0.7	0.7
56420	On/Off Toggle Switch	Replace	0.2	0.2	0.2	0.2
56430	Overload	Replace	0.5	N/A	0.5	N/A
56440	Pressure Switch	Replace	0.3	0.3	0.3	0.3
56460	Pump/Burner Rotary Sw.	Replace	0.8	N/A	0.8	N/A
56480	Relay	Replace	0.5	0.5	0.5	0.5
56500	Soap Solenoid	Replace	0.5	0.5	0.5	0.5
56520	Solid State Control Panel	Replace		N/A	0.8	N/A
56540	Solid State Remote Box	Replace	N/A	N/A	0.5	N/A
56560	Start/Stop Push Button	Replace	0.1	N/A	0.1	0.1
56580	Surge Protector	Replace	0.1	N/A	0.1	N/A
56600	Throttle Solenoid	Replace	N/A	0.3	N/A	N/A
56620	Timer Shutdown	Replace	0.5	N/A	0.5	0.5
56640	Transformer - Step Down	Replace	0.5	N/A	0.5	0.5
56660	Vacuum Switch	Replace	0.2	0.2	0.2	0.2
56680	Panel Mount Temp Ctrl.	Replace	0.6	0.6	0.6	0.6
56700	Genisys	Replace	0.5	0.5	0.5	N/A
56800	Current Sensor	Replace	0.5	0.5	N/A	N/A

Exchange System Policy & Procedures

Inlet Pressure

Maximum Inlet Pressure:

NOTICE: Maximum inlet pressure must not exceed **65 PSI**. Exceeding this pressure will result in damage to the equipment and voiding of the warranty. These machines are protected with a pressure relief valve and will not operate with inlet pressures exceeding **65 PSI**. If inlet pressures are determined or expected to exceed **65 PSI**, a pressure regulator (P/N: 04-101720) is required on the water inlet of the machine.

Card to be included with machine & replacement cores:



Exchange Terms Used

- **First Generation:** Refers to the original mild steel painted housing with four radiator system.
- **Second Generation:** Refers to the new stainless steel housing with two radiator system.
- **Core Assembly:** Refers to pre assembled radiators with quick change clamp system. Only available on second generation Exchange assemblies.

Exchange Core Warranty Policy & Procedures

We are committed to tracking radiator efficiency and performance.

- In order for us to be able to serve you better, we are instituting a policy to ensure accurate tracking of the performance of the Exchange radiators. Therefore:
 - In order to qualify for warranty consideration of core or radiator replacement, you must have filled out and submitted the - **RADIATOR/CORE WARRANTY INFORMATION CARD (shown next page)** This card will be supplied with all replacement radiators, Exchange systems and cores.
 - **Failure to submit this card with complete information will result in no warranty consideration without exception.**
- This policy applies to ALL radiator and core REPLACEMENTS including:
 - Second generation radiators being replaced on first generation Exchanges (retrofit of old system).
 - Second generation Exchange assemblies being replaced on current machines in the field (machines shipped prior to 10/14/15).
 - Replacement core assemblies being changed out on second generation Exchange assemblies (machines shipped after 10/14/15).

Warranty Information Card Example

RADIATOR/CORE WARRANTY INFORMATION

TO BE FILLED OUT AT FACTORY:

(If Radiator) Serial Number: _____

(If Core) Serial Number: _____

TO BE FILLED OUT BY DISTRIBUTOR:

Distributor Name: _____

Date Installed: _____

Customer Name: _____

Model: _____

Machine Serial Number: _____

Machine Part Number: _____

Machine Hours: _____

We will supply the card with the radiator or core serial number already filled in.

You must be sure to complete the remaining information on the card to qualify for warranty consideration.

We will then input all of this information into our tracking system for future use.

AaLadin Warranty Repair - Flat Rate: HIGH EFFICIENCY

High Efficiency

Labor Operation Number	Description of Repair	Type of Repair	Portable Hours	Self Contained Hours	Stationary Hours
56780	Power Damper	Replace	N/A	N/A	1
51590	Exhaust Fan	Replace	N/A	N/A	1
53500	Single Radiator	Replace	1	1	1
53520	Radiator Core Assembly	Replace	N/A	N/A	1.2
52240	Heating Coil (Helical)	Replace	1	1	1.5
52260	Coil (Cold Water Wrap)	Replace	1.8	1.8	2.3
56740	Inlet Solenoid	Replace	N/A	N/A	0.4

Team **AaLadin** ELITE DISTRIBUTOR AUTHORIZED

Every customer interaction is an opportunity!

While servicing their equipment, assess their accessory needs - and increase your profits!

ACCESSORIES

Our reputation for building top notch equipment isn't limited to pressure washers...complete your AaLadin system with one of our many accessories.

