

# Hannay Reels Sales Policies

## Hannay Reels 3-Year Limited Warranty

Products manufactured by Hannay Reels, Inc. ("Hannay") are warranted for 3 years from date of shipment when properly installed, maintained, and operated in accordance with Hannay instructions. In no event will Hannay have a warranty obligation for normal wear and tear, or for products that have, at Hannay's determination, been subjected to accident, abuse, misapplication, improper installation or improper maintenance. Common examples of normal wear and tear would include paint finish, swivel joint seal wear, and switch or motor brush wear.

Hannay makes no warranties, express or implied, other than those included in this warranty statement, and we disclaim any implied warrant of merchantability or fitness for any particular purpose. Hannay will not be liable for any consequential, incidental, or indirect damages from any cause whatsoever.

Failure to use a flexible inlet connection on any live hose reel will void the swivel joint warranty. Failure to use a properly sized circuit breaker with any electric rewind motor will void the electric motor warranty. Failure to use a filter and lubricator on any air rewind motor will void the air motor warranty. Failure to follow all procedures outlined in the Safety Guidelines document will void the warranty.

Components not manufactured by Hannay will be subject to the original manufacturers' warranties. Examples of such components include: hose and cable, motors, speed controls, and switches, swivel joints and seals, slip ring and brush assemblies.

Equipment which proves to be defective upon our inspection will be replaced free of charge, including freight to the customer. Our responsibility ceases upon delivery to any common carrier and we do not, unless previously instructed, insure shipments beyond point of delivery to such carrier. **No material will be accepted for return without a return goods authorization (RGA).** This warranty extends to the replacement or repair of the reel or part (no labor).

Hannay reserves the right to modify or alter materials, dimensions, design, and construction when necessary to improve the performance of the reel and/or accessories, or to meet delivery requirements.

## Notice on Reel Finish

Standard finish on Hannay reels is a high performance modified acrylic enamel paint. Standard color is metallic graphite. Other colors available, please consult factory.

Most of the major components on standard reels are e-coated prior to receiving final topcoat paint finish. This combination of e-coat and enamel topcoat will meet the finish requirements of most customer applications and environments.

In cases where requirements cannot be met with the standard finish, Hannay Reels can coat any model reel with an automotive primer, allowing application of final coating at your facility.

Alternatively, Hannay Reels can provide a quote for matching a customer-provided paint specification. For further information, please contact your Hannay Reels sales engineer and a special paint request form will be sent to you.

For environments where no paint finish is suitable, we offer both aluminum and stainless steel (304 grade) construction on most reel models.

## Return Goods Policy

All Hannay reels are built to order. These orders are typically placed into production within 1 business day of receipt. Once production begins, it may not be possible to cancel the order.

To prevent returns because the wrong reels or parts were ordered, please use the Hannay Reels Spec Worksheet (either online or from our Order Accessory Guide) when specifying reels. Be sure to include any size, weight, pressure and/or material compatibility limitations for the application.

**In the event that an item does need to be returned for credit, repair or replacement, prior approval must be obtained from Hannay Reels.** Upon your request, we will send a Return Goods

Authorization (RGA) form. A signed copy of this form must accompany the material when returned to us, with the RGA number clearly showing on the outside of the box—a label is provided to you that you can print and attach. No product will be accepted for return or credit without an authorized RGA number.

All material must be returned prepaid, unless otherwise noted on our RGA. No return will be accepted that has been damaged due to improper return packaging, tampered with or altered from its original condition. Our restocking and handling fee is a minimum of 25% for standard catalog reels and parts. Custom reels specially built to customer specifications cannot be returned for any reason.