



# 2016 JACTO DISTRIBUTOR WARRANTY GUIDELINES

## Shortages and Errors

### ***Motor Carrier***

Customers are responsible for examining goods immediately upon receipt for overall condition and agreement with Bill of Lading. All shortages, overages, or damage must be noted on Bill of Lading at the time of delivery to the customer by the carrier. Any claims for damages or shortages are to be submitted by the customer directly to the carrier.

### ***Packaging, Quantity, and Invoice Errors***

Customers will notify Jacto within 10 days of receipt of shipment or invoice, of any claims for packaging, quantity, and/or invoice errors.

## Product Warranty

### ***Limited Warranty Statement***

Jacto manufactures its products to superior quality standards that afford customers the highest level of satisfaction. In keeping with this goal, all Jacto products are warranted to the original purchaser as follows:

### ***Warranty Coverage***

Jacto Inc. warrants to the original purchaser of any Jacto product, that the product will be free from defects in material and workmanship, under normal use and maintenance, subject to the periods, limitations, and exclusions listed below.

Jacto Inc. will correct any defect in material or workmanship without charge for parts or labor at any authorized Jacto servicing outlet during the covered warranty period.

### ***Warranty Period***

Warranty coverage will be **one (1) year** from original date of retail purchase on all Jacto products, irrespective of when the unit is placed in service, except for backpack models PJH (P/N 12108000), CD400 (P/N 1210801) and PJ16 (P/N 1210799) that the Warranty coverage will be **three (3) years**.

### ***Parts and Attachments***

A 90 day warranty applies to over-the-counter replacement parts. Parts replaced under warranty are covered for the remainder of the original warranty period or 90 days, whichever is longer. Attachments such as, but not limited to, belts, filters, PTO shafts, hoses, nozzles, lubricants, hydraulic oil, batteries, and tires are subject to normal wear and tear and are not warranted unless failure was due to a defect in materials or workmanship within 90 days of the original product purchase date.

### ***Warranty Exclusions and Limitations***

Jacto assumes no responsibility for damages, loss or injury resulting from: normal wear and tear; misuse; action of gases or chemicals; modifications to or removal of original component parts; neglect or improper

maintenance, cleaning, or adjustments; filters or any other parts not conforming to manufacturer's specifications; or service by other than authorized Jacto servicing outlets.

This warranty is limited to the terms stated herein. Jacto Inc. disclaims all liability for incidental or consequential damages. Some states and provinces do not allow the exclusion of incidental or consequential damages, so these limitations may not apply. This warranty gives specific legal rights and other rights may be available as part of state legal requirements.

Jacto reserves the right to change the design or specifications of any product without obligation to modify previously produced units.

### ***Owner's Responsibilities***

The owner shall demonstrate reasonable care in the use, maintenance, cleaning, and storage of the Jacto product. Should a warranted failure occur, the owner shall deliver the product to an authorized Jacto servicing outlet for repair.

Proof of purchase must be presented to the repairing authorized Jacto service outlet to obtain warranty service. This must include date of purchase, model and serial number, and the name and address of the selling dealer.

### ***Warrantor:***

Jacto Inc.  
19217 SW 119<sup>th</sup> Avenue  
Tualatin, OR 97062

## Warranty Procedure

1. Determine if warranty time remains on the unit. Users are responsible for providing proof of purchase to the authorized Jacto servicing dealer.
2. Inspect the unit to determine if the requested repair qualifies as a warranted repair. Failure must be due to a defect in materials or workmanship. Consult the Jacto Service Manager if questionable conditions exist.
  - a. Refer to the Limited Warranty Statement for exclusions and limitations.
  - b. Check for damage due to use of unapproved chemicals, lack of or poor maintenance (including, but not limited to inadequate or improper cleaning); operation in excess of recommended RPM (on tractor-mounted and engine-powered sprayers); and/or abuse. Such damage is not covered under warranty.
  - c. Check for damage due to use of parts not conforming to manufacturers specifications. Any such damage is not covered under warranty.
  - d. Items such as, but not limited to, belts, filters, PTO shafts, hoses, nozzles, lubricants, hydraulic oil, batteries, and tires are considered normal wear items and are warranted only if defective due to workmanship or material within the first 90 days.
3. Repair the unit. Replace failed individual parts only; do not replace entire assemblies unless pre-authorization is received from Jacto Service Manager.
4. Initiate a Jacto Warranty Claim Form. All areas must be completed. Incomplete forms will be returned, thus delaying processing.
5. Defective parts must be retained for 90 days from receipt of claim by Jacto. Do not return parts to Jacto, Inc. unless requested to do so. If Jacto requests return of parts, the Jacto Service Department will issue a UPS call tag and will pay for the return of the parts. A copy of the original *Warranty Claim Form* must accompany any returned parts.
6. Claims must be filed within 30 days of the warranty repair. Complete all entries on the Jacto *Warranty Claim Form*, retain a copy, and send the original claim to Jacto for processing and reimbursement. Incomplete forms will be returned for correction, delaying the processing of the claim.

### New Units

If a part is missing from a new product, notify Jacto promptly and initiate a warranty claim. Identify the part number, quantity, and mark “**Missing Part**” in the description field of the *Warranty Claim Form*.

### Shipping or Hidden Damage

If a new unit appears to have been damaged in shipment, promptly determine if there is external damage to the shipping carton. Shipping damage must be submitted to the shipping carrier, not to Jacto. To file a claim for hidden damage, notify Jacto promptly. Document the damage with photographs of the original shipping container and the unit. Fax, mail, or electronically transmit the photographs and claim form to Jacto for inspection. Claims for hidden damage, submitted without documentation, will not be honored by Jacto Inc. Mark warranty claim “**Hidden Damage**”.