

WARRANTY



RAD TECHNOLOGIES INC.

RAD TECHNOLOGIES INC. warrants to the original buyer that the equipment is free from defects in material and workmanship. RAD TECHNOLOGIES INC.'s obligation, under this warranty, will be limited to the repair or replacement of any non-wear part or component, which RAD TECHNOLOGIES INC. finds to be defective within **one (1) year** from the date of delivery to the original purchaser (unless otherwise-specified). The applicable warranty period for rental use shall be ninety (90) days from the date of purchase

In no event shall RAD TECHNOLOGIES INC. be liable for consequential, special, direct or indirect damages incurred by the buyer/user.

All components not manufactured by RAD TECHNOLOGIES INC. (such as motors, actuators, hydraulic components, tires, ...etc.) are covered by the original manufacturer's warranty in conjunction with RAD TECHNOLOGIES INC. who takes on the responsibility of submitting the claim to the original manufacturer or its distributor. The decision to accept or reject the claim is then communicated to the dealer.

RAD's obligation under this warranty shall be limited to repairing or replacing, free of charge to the original purchaser, any part that, in RAD's judgment, shall show evidence of such defect, provided the **dealer** returns the part prepaid within thirty (30) days from date of failure.

This warranty shall not be interpreted to render RAD TECHNOLOGIES INC. liable for injuries or damages of any kind or nature to person or property. This warranty does not extend to losses because of delays, or to any expenses or losses incurred for labor, substitute machinery, rental or for any other reason.

Except as set forth above, RAD TECHNOLOGIES INC. shall have no obligation or liability of any kind on account of any of its equipment and shall not be liable for special or consequential damages. RAD TECHNOLOGIES INC. makes no other warranty, expressed or implied, and specifically, RAD TECHNOLOGIES INC. disclaims any implied warranty or merchantability or fitness for a particular purpose. **Some states or provinces do not permit limitations or exclusions of implied warranties or incidental or consequential damages, so the limitations or exclusions in this warranty may not apply.**

This warranty is subject to any existing conditions of supply, which may directly affect our ability to obtain materials or manufacture replacement parts. RAD TECHNOLOGIES INC. reserves the right to make improvements in design or changes in specifications at any time, without incurring any obligation to owners of units previously sold.

No one is authorized to alter, modify or enlarge this warranty nor the exclusions, limitations and reservations.

WARRANTY

General Information

RAD Technologies warrants for a specified period, and on the conditions set forth in the applicable warranty on the previous page, that the product is free from defects in materials, workmanship, if used and maintained in accordance with the instructions contained in the Operator's Manual provided with each product. A copy of the applicable warranty is included in each Operator's Manual.

Only authorized dealers are allowed to perform warranty repairs unless otherwise approved, in writing, by RAD Technologies prior to the repairs being completed.

Unless otherwise specified, the use of genuine RAD parts is required for warranty repairs.

Original owner

The applicable warranty commences on the date of delivery to the original owner and shall be in effect for the period stated on the printed warranty supplied with the product **as long as the product is sold within two (2) years from date of delivery to the dealer.**

This warranty may not be assigned or transferred without the prior express written consent of RAD Technologies Inc.

Warranty Registration

Though the buyer is responsible to register the product, we recommend that the dealer fill out the warranty registration included in the Operator's Manual (sample on following page) at the time of delivery to the customer and return it to RAD Technologies within ten (10) days of sale.

Responsibility of Rad Technologies

RAD Technologies Inc. agrees to credit dealers the costs it deems reasonable for repairs and/or replacement of parts, which may become defective under normal and proper use. Specified maintenance service must have been performed for the period of the warranty agreement as outlined in the Operator's Manual for the warranty to be valid.

RAD Technologies further agrees to provide all the necessary warranty advice and assistance through its Customer Service Department or Technical Department.

Should RAD Technologies discover one of its products requires a technical modification, it will immediately issue a Service Bulletin to each dealer describing the modification required. The normal warranty procedures will apply unless otherwise instructed.

WARRANTY

Sample Registration Form

WARRANTY REGISTRATION / FORMULAIRE DE GARANTIE	
<ul style="list-style-type: none"> PLEASE COMPLETE AND MAIL THIS FORM. IT WILL HELP ENSURE THAT RAD TECHNOLOGIES HAS ACCURATELY REGISTERED YOUR PURCHASE FOR WARRANTY. MANUFACTURERS ARE REQUIRED TO MAINTAIN A COMPLETE UP-TO-DATE LIST OF ALL FIRST PURCHASERS OF PRODUCTS. THIS CARD MUST BE FILLED OUT COMPLETELY AND RETURNED TO RAD TECHNOLOGIES IN ORDER FOR WARRANTY TO BECOME EFFECTIVE. VEUILLEZ COMPLÉTER ET POSTER CE FORMULAIRE. CECI PERMETTRA À RAD TECHNOLOGIES DE VOUS ASSURER UN ENREGISTREMENT DE VOTRE ACHAT POUR SA GARANTIE. COMME MANUFACTURIER, NOUS DEVONS MAINTENIR UNE LISTE À JOUR COMPLÈTE DES PREMIERS ACHETEURS DE PRODUITS. CETTE CARTE DOIT ÊTRE PARFAITEMENT REMPLIE ET POSTÉE AFIN QUE LA GARANTIE DEVIENNE EN VIGUEUR. 	
OWNERS NAME / ACHETEUR	FOR OUR STATISTICS / POUR NOS STATISTIQUES
ADDRESS / ADRESSE	DEALERS NAME / NOM DU CONCESSIONNAIRE
CITY & STATE / VILLE & PROVINCE	ADDRESS / ADRESSE
PHONE NUMBER / TÉLÉPHONE () -	CITY & STATE / VILLE & PROVINCE
CONSUMER USE / USAGE PERSONNEL <input type="checkbox"/> OR / OU	PHONE NUMBER / TÉLÉPHONE () -
COMMERCIAL USE / USAGE COMMERCIAL <input type="checkbox"/>	PHONE NUMBER / TÉLÉPHONE : (418) 338-4499
PURCHASE DATE / DATE D'ACHAT	FAX / TÉLÉCOPIEUR : (418) 338-6090
MODEL / MODÈLE	Snowblower / Souffl. à neige <input type="checkbox"/> Debris blower / Souffl. à débris <input type="checkbox"/>
SERIAL NUMBER / NUMÉRO DE SÉRIE	Rotary broom / Balai rotatif <input type="checkbox"/> Blade / Gratte <input type="checkbox"/>
	Other / Autres <input type="checkbox"/>

Customer Satisfaction Survey

RAD Technologies may on occasion select customers and ask them to respond to a "Customer Satisfaction Survey" concerning our products and after sale service. This will allow RAD to make adjustments necessary to improve our products and services.

WARRANTY

Responsibility of Dealer

The dealer is required to submit warranty claims to RAD Technologies Inc. within thirty (30) days from the date of repair and to make sure the parts replaced are available for inspection if required.

In all cases, the most economical repair should be performed unless otherwise directed. Credit will not be allowed for assemblies, or groups, if it is practical to make the repair with individual parts. In some cases, the assembly, or group price may be less than the total of the parts and labor required to complete the repair. In those cases, an assembly, or group, may be used.

If a dealer cannot perform the warranty repairs, he must submit a written estimate for the cost of the repairs to RAD Technologies to obtain written authorization. The dealer must submit a detailed invoice with the warranty claim to substantiate the work done.

Service Bulletins

When RAD issues a Service Bulletin requiring that certain modifications be performed on one of its product, the dealer must do everything in its power to perform those modifications and within the deadline given. The normal warranty procedure applies in these cases unless otherwise specified in the Service Bulletin.

Processing the Claim

Warranty requests will be processed within thirty (30) days of receipt unless the claim does not contain all the necessary information or parts requested for evaluation are not returned promptly.

If a dealer does not respond after two (2) requests for additional information and/or requests for parts, the claim will be rejected.

Once the claim(s) has (have) been processed, RAD Technologies will send a statement to the dealer including a credit note for the claim(s) approved and/or reasons for rejecting a claim.

Claim Adjustment

Once the claim is approved, RAD Technologies will credit the dealer the following:

1. **Parts:** dealer's net cost + freight charges for defective parts returned to RAD

RAD Technologies will only credit the cost of the components that have failed. For example: if a hydraulic motor leaks, RAD will only credit the cost of the seal kit. RAD recommends that dealers keep these types of repair components on hand.

2. **Labor:** Straight time labor rate

Expenses not covered under warranty

Travel time and transportation of equipment is not covered by warranty except where required by law or unless otherwise specified in a Service Bulletin.

Generally, diagnostic time will not be paid under warranty except in extreme cases where RAD may consider some labor adjustment.

WARRANTY

Improper Use of Equipment

RAD Technologies will not pay for claims on equipment that is used for a purpose other than the one intended for. For example: a snowblower designed for personal use but used commercially would not be covered under warranty.

Equipment Assembly

Each piece of equipment sold by RAD Technologies requires some assembly. Dealers should check the Operator's Manual for assembly instructions. Though some dealers selling the product for several years may believe they are thoroughly familiar with the equipment, some technical changes may have been made which affect the way the product is to be assembled.

If a product is improperly assembled causing a failure during the warranty period, the claim will be rejected.

Genuine RAD Parts

Unless otherwise specified, the use of genuine RAD parts is required for warranty repairs. If a part required to perform warranty work is not available in a reasonable amount of time, RAD may authorize the use of substitute parts that are compatible. However, **you must obtain a written authorization** from the Director of Customer Services prior to performing the repair. A copy of this authorization must be included with the warranty claim.

Part Shortages on wholegoods

Though every effort is made to ensure orders are complete, occasional part shortages occur on wholegoods shipments. In those cases, file a warranty claim or contact our Customer Services department by fax at **(418) 338-6090** or by e-mail at **j.pare@radinter.com** and provide the following information:

1. Model and serial number.
2. Were the boxes damaged upon arrival?
3. Part numbers and quantities of shorted items.
4. How quickly the parts are needed. RAD Technologies will ship at no charge parts that are missing due to a packing error.