



WARRANTY ADJUSTMENT PROCEDURES *thru COACH OWNERS*
for HWH® RV Leveling Equipment
(This is not to be interpreted as a statement of warranty.)

OBJECTIVE:

Provide a Parts and Labor Limited Warranty against defects in material or workmanship on HWH CORPORATION ("HWH") leveling equipment.

The warranty period is to begin on the date of retail sale.

Warranty does not include work or material supplied by the installer from sources other than HWH nor does it include damage resulting from improper installation procedures.

All replacement parts must be supplied by HWH, including hydraulic hose and hose ends. Parts must be installed according to HWH specifications. Hose ends must be swaged with equipment supplied by HWH, not crimped. Warranty claims using other than HWH hose with swaged hose ends will be denied.

HWH reserves the right to disallow or reduce claims for parts which have been damaged due to misuse, abuse, accidents, or improper shipping; or parts which have been incorrectly or unnecessarily replaced.

PARTS REPLACEMENT:

HWH will replace or, at its sole discretion, repair defective components at the HWH factory. HWH will ship required parts to the customer with regular UPS or freight prepaid. Customer will be invoiced for part. Replaced part(s) must be returned to HWH within sixty (60) days to receive credit for part(s) and reimbursement for labor and other charges.

PARTS REPAIR:

When HWH has determined that a component will be returned to the factory for repair, the customer will ship the part pre-paid to the factory. The customer will be reimbursed for *regular* UPS freight charges, plus repair time as specified below.

SHIPPING:

HWH will ship all parts regular ground UPS unless other shipping is requested. HWH will invoice the customer for shipping. Shipping charges will be reimbursed when the warranty is completed. Only *regular* ground UPS charges will be reimbursed, unless authorized by HWH.

EQUIPMENT ACCESSIBILITY:

Reasonable access to HWH equipment should be allowed for by the vehicle manufacturer. HWH does not allow time to gain access to HWH equipment.

Although HWH factors in warranty costs when pricing leveling systems, slide-out systems, and replacement equipment, we do not factor accessibility issues when pricing equipment. These issues are the responsibility of the vehicle manufacturer.

HWH will route access issues from servicing dealers to the vehicle manufacturer for authorization of access time to replace equipment. HWH will continue to authorize diagnostic / handling time and part replacement time for warranty repairs.

INCIDENTAL OR CONSEQUENTIAL DAMAGE:

- The *HWH LIMITED WARRANTY is limited to covering defects in workmanship and material supplied by HWH.
- HWH does not warrant leveling system or room extension adjustments needed due to causes other than the direct warranty replacement of an HWH component.
- HWH's responsibility is limited to the adjustment of the component which was replaced.
- HWH does not warranty any materials or workmanship used in the installation of these systems NOT supplied by HWH.
- These warranties are the responsibility of the coach manufacturer or the installer of the HWH equipment.

EXAMPLES:

1. An HWH jack or room extension cylinder is leaking fluid from a seal. *HWH will replace the component within the guidelines of the *HWH LIMITED WARRANTY.*
2. An HWH sensing unit is not working properly. *HWH will replace the sensing unit within the guidelines of the *HWH LIMITED WARRANTY. Adjustments of the sensing unit after replacement is included with the warranty repair.*
3. A customer complains that the coach is not being leveled to his/her satisfaction. After adjusting the sensing unit, the customer is satisfied. *HWH will not cover this warranty claim. The claim must be referred to the installer of the leveling system.*
4. A room extension is binding on the carpet, causing the room to rack. The HWH mechanism has to be adjusted up to repair the problem. *HWH will not cover this warranty. This warranty must be referred back to the coach manufacturer.*

- HWH does not cover incidental or consequential damage to the coach components that are not supplied by HWH.
- Incidental or consequential damage claims must be referred to the coach manufacturer for warranty consideration.
- Claims deemed valid must be covered by the coach manufacturer.
- Claims deemed invalid and not covered by the coach manufacturer will *not* be covered by HWH.

EXAMPLE:

1. An HWH room extension cylinder is leaking from a seal. Carpeting in a compartment is stained with hydraulic oil from the room cylinder. *HWH will only warrant the replacement of the room cylinder. Any claim for cleaning or replacement of the compartment carpeting has to be referred to the coach manufacturer for approval. If the coach manufacturer denies the claim, HWH will not approve the claim.*

*** Please refer to the "HWH CORPORATION LIMITED WARRANTY" for specific product.**

FILING OF WARRANTY CLAIM:

Warranty repairs must be authorized by HWH personnel before repairs are performed. Warranty claims and returned warranty parts must be marked with the authorization number given for the warranty repair. The warranty claim must be accompanied by the defective part (if applicable) and all labor and shipping charges. All parts replaced under warranty must be returned to HWH to receive credit unless the "Warranty Return" column on the "HWH Price Listing" indicates that a return is not required.

NOTE: HWH may request any part be returned. If the CRGA form indicates a part must be returned, the part must be returned to receive credit.

THE WARRANTY CLAIM MUST INCLUDE THE FOLLOWING INFORMATION:

1. HWH Warranty Authorization Number
2. Description of Failure
3. Company Performing Warranty Work
4. Person Responsible for Warranty Work (Contact)
5. Coach Make, Model, Year, VIN and Mileage
6. Date of Retail Sale of HWH Leveling System or of Coach
7. Dealer from whom HWH Leveling System was Purchased
8. Coach Owner's Name, Address, and Phone Number

RETURN SHIPMENTS:

Return parts are to be packaged to prevent any oil seepage and to protect parts from damage. Shippers may be held responsible for damage caused to other packages by their shipments. Special attention should be given to protecting electrical components.

- All parts must be identified with the applicable HWH Warranty Claim Number. Warranty Claim must accompany shipment.
- Return parts are to be shipped back to HWH using the Return Service ("RS") shipping label provided by HWH.
- HWH will not accept COD shipments.
- Truck freight will be paid only for large shipments.