

REEL POLICIES

Our Guarantee

Equipment manufactured by Hannay Reels, Inc. is guaranteed for two years from date of shipment when installed according to our instructions, given proper care, and used for the purpose for which it is designed.

Equipment which proves to be defective upon our inspection will be replaced free of charge, including freight to the customer. No material will be accepted for return without a return goods authorization. No allowance will be made for labor charges incurred in making exchanges, replacements or repairs.

Components (including hose and cable) which are manufactured by other vendors, will be subject to the warranty terms of their own manufacturers. Also excluded from the general guarantee are normal wear items (including seals, motor brushes, and paint finish).

We expressly disclaim any liability for damage or injuries resulting from the use, operation, service, maintenance or failure of equipment.

Service Policy

Equipment manufactured by Hannay Reels is warranted for a period of one year from date of shipment to the extent that we will repair or replace such equipment, F.O.B., Westerlo, N.Y., if it is defective, by reason of faulty material or workmanship, under normal use and service for the purpose for which it was designed. 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.

We reserve 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.

Failure to use circuit breakers with any electric rewind motor will void warranty on motor.

Failure to use flexible connector with any live hose reel will void warranty on swivel joint.

Paint Notice

To meet the requirements and performance of vehicle and OEM apparatus paints we recommend our reels be painted with the same or equal paint as used on the specific apparatus the reel is being mounted on.

Hannay Reels will supply any model or custom reel or part with an automotive primer or rust preventative oil finish upon request, allowing application of final coating at your facility. Or at additional cost Hannay can prime / pre-paint all material before final assembly.

In today's regulatory environment this would be the most cost-effective way to meet your finishing standards.

Optional finishes are available for various environmental conditions and should be discussed with the factory.

Standard finish is oven cured enamel. **High performance finishes for demanding and corrosive environments are available at an additional cost. Consult factory for specific requirements.**

Return Goods Policy

All Hannay Reels are built to order. The parts and components are ordered or placed into production as soon as the order is written.

In order to keep the number of returned goods at a minimum, we ask that you use the Hannay Reels Order Worksheet and/or Accessories Order Form when specifying reels with us. These forms can be found in our Ordering and Accessory Guide, H-0415-OA. **Be sure to include any size and/or weight limitations for your installation.**

In the event that an item does need to be returned for credit, repair or replacement, prior approval **must** be obtained from Hannay Reels, Inc. Upon your request, we will fax a Return Goods Authorization form. A signed copy of this form **must** accompany the material when returned to us.

All material must be returned prepaid, unless otherwise noted on our Return Goods Authorization. No return will be accepted that has been damaged due to improper return packaging, tampered with or altered from its original condition. **Equipment specially built to customer specifications and requirements is not subject to cancellation or returnable for credit under any conditions.**

Our restocking and handling fee is a **MINIMUM** of 25% for standard catalog reels and parts.

No material will be accepted for credit when returned without permission. No material will be accepted for credit after one year from date of purchase. Orders for equipment incorporating variations from catalog listed items are special and are not subject to return.

No allowance will be made for labor or mileage charges incurred in making exchanges, replacements, or repairs.