

# Jenny Warranty Repair Program

## **PURPOSE:**

The Jenny Warranty Repair Program is designed to achieve the following:

1. To protect the purchaser or end user from undue costs associated with failures of a product due to workmanship, design or the quality of materials.
2. To gather information concerning the quality of our products. This will result in the Jenny being able to produce higher quality and more cost effective products.
3. Jenny has designed the Jenny Warranty Repairs Program as a major tool to be used towards the ultimate goal of providing unmatched quality in the Cleaning Equipment Industry.

All these purposes are extremely important to the **Purchaser**. It assures the buyer that protection is and will be provided giving a greater value for the investment made.

All these purposes are extremely important to the **Distributor** and the **Manufacturer** in providing customer satisfaction and the peace of mind associated with supplying only products of the highest quality.

Proper execution of this program allows Jenny the opportunity to examine and analyze each and every component which is replaced under the warranty program.

Results of the warranty program enable quick identification of unsatisfactory components and, consequently, lead to timely improvements aimed at eliminating the unsatisfactory conditions.

A thorough understanding of the entire warranty program, along with careful attention to the warranty claim procedure, will assist in claims processing in a minimum amount of time.

## **JENNY LIMITED WARRANTY**

LIMITED WARRANTY AND LIMITATION OF LIABILITY: The sole and exclusive warranty which Seller makes with respect to JENNY EQUIPMENT AND REPLACEMENT PARTS (including all products purchased by us from other manufacturers), and any other products sold by us is a warranty against defects in workmanship and material for varying time periods (see below for exact time periods and details) after installation, providing that with respect to JENNY STEAM CLEANERS, PRESSURE WASHERS, CABINET WASHERS, FANS, and ACCESSORIES, normal care, maintenance, and operating instructions as given in the Instruction Manual are followed, and providing further that only JENNY CLEANING COMPOUNDS or equivalent are used in the JENNY STEAM CLEANERS, PRESSURE WASHERS, and CABINET WASHERS.

**THERE ARE NO EXPRESSED OR WARRANTIES OTHER THAN THOSE SPECIFIED HEREIN. THERE IS NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NO OTHER WARRANTY EXPRESSED OR IMPLIED.**

Claims for defective products must be filed with **Jenny Products, Incorporated** at Somerset, Pennsylvania within the warranty time periods (see below for exact details) from the date of installation of JENNY STEAM CLEANERS, PRESSURE WASHERS, CABINET WASHERS, and FANS and within ninety (90) days after the receipt of other products. Credit will be granted on products which are found to be defective by our Inspection Department. (See procedure for returning defective material). In-warranty service will be performed by the Authorized Jenny Distributor selling the product or by a Jenny designated warranty repair center.

Jenny will repair the products/or replace, at Jenny's option, any defective or non-conforming part(s) without charge so long as it is within the warranty period. Jenny's liability under this warranty is limited to repair of the product, and /or replacement of parts and is given to purchaser in lieu of all other remedies, including incidental, consequential and special damages.

**THE SELLER SHALL NOT BE LIABLE FOR ANY LOSSES, DAMAGES OR EXPENSES, WHETHER DIRECT, INCIDENTAL OR CONSEQUENTIAL, CAUSED BY OR RESULTING FROM THE USE OF DEFECTIVE OR NON-CONFORMING GOODS OR FROM DELAY IN DELIVERING GOODS OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. SELLER'S TOTAL LIABILITY, WHETHER ARISING FROM OR BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, TORT, INCLUDING SELLER'S NEGLIGENCE, STRICT LIABILITY, INDEMNITY OF ANY OTHER CAUSE OR BASIS WHATSOEVER, IS EXPRESSLY LIMITED TO THE PRICE OF THE GOODS INVOLVED.**

All parts and assemblies manufactured by Jenny are warranted against defects in material and workmanship for five (5) years and covered by one (1) year labor. These assemblies include chassis, fuel and solution tank assemblies, float tanks, burner heads, exhaust heads, wheel kits, hose wraps and wheel and axle assemblies. The coils are warranted against defects in material and workmanship for a period of one (1) year and covered by labor for that period. The aforementioned Warranties do not include: rust, damage resulting from abuse, and corrosion caused by a hostile environment such as salt air and chemical reaction in certain manufacturing environments.

The coils are not warranted against freezing, degradation due to use of acids, or scale build up caused by water conditions or chemical residue.

CAT PUMPS standard Warranty is applied.

INTERPUMPS/GENERAL PUMPS standard Warranty is applied.

GIANT PUMPS standard Warranty is applied.

AR PUMPS standard Warranty is applied.

Electric motor manufacturer's standard Warranty is applied.

Gasoline engine manufacturer's standard Warranty is applied. Please see the engine owners manual supplied with the unit for more information.

Components, parts and accessories purchased from other manufacturers to be used on Jenny equipment are subject to the terms and conditions of the manufacturer's warranty.

Parts not included in the five (5) year Warranty are covered for six (6) months with (6) months labor.

Unloaders	Internal Hoses
Transformers	Fuel Pumps
Chemical Injectors	Chemical Valves
GFCI and Cords	Electrical Switches
Float Valves	Thermostat
Limit Switches	Low Voltage Inhibitors
Solenoid Valves	Blower Fan
Electrodes	Gages
Burner Coupling	

Items considered wear items not covered under Warranty are:

Nozzle Tips	Belts
Quick Connectors	Fuel Nozzles
Fasteners	Electrical Cable
Rubber Parts	Discharge Hoses
Motor Brushes	Quick Couplers
Ball Valves	Pump Packing (v-packing)
Nozzles	Pressure Wands
Trigger Guns	

Parts subjected to corrosive or destructive environments and/or contamination by chemicals are not covered under Warranty.

This warranty is designed to give you a five (5) year warranty on the major components of your Jenny Pressure Washer.

This warranty is extended only to the original purchaser and covers original components used to manufacture the machine.

Repair parts are warranted for ninety (90) days, except coils which are six (6) months with no labor allowance.

Cat Pump, Interpump/General Pump, Giant Pump, and AR Pump warranties are applied with no labor allowance in accordance with their standard warranty policy.

**THIS WARRANTY WILL NOT APPLY TO ANY PRODUCT WHICH HAS BEEN THE SUBJECT OF MISUSE, NEGLIGENCE, ALTERATION OR ACCIDENT.**

For Protection of your Warranty, **DO NOT FAIL** to send in your **Warranty Registration Form** as soon as possible. With proper care and maintenance, your Jenny products will be the most economical equipment available to handle your cleaning needs.

If a difficulty develops with the product, within the warranty period, you should:

Contact your Jenny representative or the Jenny Warranty Department, 850 N. Pleasant Avenue, Somerset, PA 15501, for the nearest authorized Jenny repair location. Only these locations are authorized to make repairs to the product under this Warranty.

Return the product to the nearest Jenny repair location. Transportation charges to and from the repair location must be prepaid by the purchaser.

This warranty is in effect on all machines manufactured on/or after January 1, 1998.

## **RECOMMENDATIONS**

Jenny urges each sales representative and each service technician to thoroughly understand the Jenny warranty program. This extremely important program should be explained to the end user when each new machine is purchased to minimize misunderstandings at a later date.

Please read each warranty carefully and contact a Jenny representative, or one of the following Jenny Authorized Parts/Service Depots if there are any questions.

## **REIMBURSEMENT**

Jenny's policy is to provide fair and equitable reimbursement on warranty matters. Administration of any warranty policy calls for mutual understanding between manufacturer and distributor. The distributor, as a partner in this relationship, cannot expect to profit on warranty repairs. However, the distributor must realize this service is always a part of any sale.

Reimbursement rates are established to provide the distributor a means of cost recovery for warranty repairs. They are fair compensation to recover costs and may be adjusted periodically to compensate for inflation.

Warranty repairs performed for distributor accounts will be reimbursed at the rate of:

\$30.00 per hour for labor

\$25.00 per hour for travel with a maximum of one (1) hour travel

The rate will be applied to the time required to perform warranty repairs as prescribed in the Jenny Parts Replacement Guide.

## **WARRANTY CLAIMS**

A supply of warranty claim forms are supplied to Authorized Service Centers upon request. Each claim form is a multiple copy with detailed instructions on the cover sheet. Please note that all requested information is extremely useful toward providing the highest possible quality. Each claim is reviewed and becomes a permanent record in the program. Claims cannot be processed without machine models, serial numbers, account numbers, correct part numbers, dates-of-sales and failures and correct math. Claims which cannot be processed will be returned with a written explanation.

As indicated previously, warranty claims are a major source of information for Jenny's engineering and quality programs. Prompt filing of a claim is very important. Outdated information is useless to these programs, so it is a requirement that claims be filed within 30 days of the date the warranty repair was performed. Claims which are over 30 days old will not be honored for reimbursement.

## **WARRANTY CLAIM & PARTS PROCEDURE**

Determine if the failure is a legitimate warranty situation. Jenny does not warranty failures which result from lack of required maintenance, abuse, or negligence and does not warranty normal wear items.

NOTE: Jenny reserves the right to either reimburse for the cost of the parts or replace the part at no charge.

PLEASE NOTE: Freight damage is the responsibility of the freight company and is not a warrantable item. A damage claim must be filed with the freight company.

The freight company is responsible for reimbursement to the distributor for all freight damage.

Carefully remove the failed part or parts from the machine and tag each part. Parts damaged by careless handling cannot be properly analyzed for reason of failure and will not be reimbursed.

Complete with warranty claim form as instructed on the claim form cover sheet. Be sure to complete each part of the form to prevent delay in processing.

PLEASE NOTE: It is extremely important to supply the information (such as correct serial numbers) to enable Jenny to properly evaluate the products.

Carefully package the failed part/parts to prevent damage during shipment. Be sure each part is properly tagged with the correct Jenny number. Parts damaged during shipment due to careless packaging cannot be analyzed for reason of failure and will not be reimbursed by Jenny.

NOTE: Please do not mark the part with magic marker-type markers. Please tag the parts with the part numbers.

Determine the actual UPS or postage costs and add the costs to the warranty claim in the area marked "Freight."

NOTE: Ship all shipments via regular UPS or parcel post. Do not ship via motor freight and do not ship via red label or blue label unless specifically requested to do so.

Include the completed warranty claim with the failed parts and ship prepaid to the following address:

Attn: Warranty Department  
Jenny Products, Inc.  
850 N. Pleasant Avenue  
Somerset, PA 15501

NOTE: The cartons must be marked for the "Warranty Department" and must be prepaid. Collect shipments will not be accepted.

When more than one claim is shipped in the same carton, each part must be tagged with the related warranty claim number.

**PARTS COVERED BY WARRANTY BUT NOT REQUIRED TO BE PHYSICALLY RETURNED TO JENNY FOR REIMBURSEMENT.**

Several types of parts are not required to be returned. These are:

Fasteners (nuts, bolts, screws, washers, pins, etc.)  
Coils, Tank Assemblies

However, Jenny reserves the right to request that these items be returned on an individual basis. Therefore, these items must be held at the distributor's location for 60 days from the date the claim was filed. If Jenny has not given a disposition of these items at the end of the 60 day period, the items may be destroyed.

When a claim is filed for a part/parts which are not required to be returned, mail the claim directly to:

Attn: Warranty Clerk  
Jenny Products, Inc.  
850 N. Pleasant Avenue  
Somerset, PA 15501

If the determination is made that the failure is not a legitimate warranty situation, the claim will not be honored and the distributor will be notified by the Warranty Clerk.

**PROCEDURE FOR RETURNING DEFECTIVE MATERIALS:** After replacing defective material from your stock, request return material authorization (RMA) form, and return material prepaid for inspection and possible credit. Give details of reason for return. If, after our inspection, the material is found to be defective, we will credit your account for the cost of the material.

**CLAIMS:** Title and all risk of loss or damage to the goods shall pass to Buyer upon delivery to carrier. Carriers (not the Seller) are responsible for products lost or damaged in transit and the Buyer should immediately give written notice of any such loss or damage to the carrier.

**RETURNS** (Other than defective material): Returns may be made only with our permission (request RMA form) and must be prepaid. If permitted, credit will be issued subject to receipt of merchandise in salable condition, and subject to a 20% handling charge. The maximum amount of returns for consideration allowable is no more than 1% of previous year's sales. The minimum return for restock is \$100.00. Include approximate date of purchase, or prices of approximately five (5) years ago will be used as basis for credit. All permitted returns should be made, transportation charges prepaid, to **Jenny Products, Incorporated**, 850 North Pleasant Avenue, Somerset, Pennsylvania 15501.

# RETURN MATERIALS AND FREIGHT CLAIMS PROCEDURE

## PROCEDURE FOR RETURNING DEFECTIVE MATERIALS:

- 1.) Request a **Return Material Authorization (RMA)** Form.
- 2.) Fill out the RMA form. The form must contain all pertinent information about the defective part.  
Information that **is** required is:
  - A.) Name and Address of where the Material is being Shipped From.
  - B.) Customer Name and Address if Different from A.
  - C.) The Jenny Part Number and the Part Description.
  - D.) Nature of the Defect or the Reason for the Return (Reasons like "Broken", "Doesn't Work", "Defective", "Bad", "No Good" are not sufficient reasons for returns. Please **explain what the problem is and how it occurred**. Please **be specific** in your explanation.).
  - E.) Serial Number if off of a machine or fan.
  - F.) The date it was placed into service and the failure date.
- 3.) The RMA form must accompany the returned parts or materials.
- 4.) If after our inspection, the parts are found to be defective, we will then issue credit to your account for the cost of those parts.

Note: If any materials are sent to Jenny without the pertinent information or the RMA form, the materials will not be considered for credit.

## FREIGHT CLAIMS

Title and all risk of loss or damage to the goods shall pass to Buyer upon delivery to carrier. Carriers (not the Seller) are responsible for products lost or damaged in transit and the Buyer should immediately give written notice of any such loss or damage to the carrier.

## RETURNS (Other than defective materials)

Returns may be made only with our permission (request RMA form) and must be prepaid. If permitted, credit will be issued subject to receipt of merchandise in salable condition, and subject to a 20% handling charge. The maximum amount of returns for consideration allowable is no more than 1% of previous year's sales. The minimum return for restock is \$100.00. Include approximate date of purchase, or prices of approximately five (5) years ago will be used as basis for credit. All permitted returns should be made, transportation charges prepaid, to **Jenny Products, Incorporated**, 850 North Pleasant Avenue, Somerset, Pennsylvania 15501.

# AIR COMPRESSOR

## LIMITED WARRANTY:

All compressors manufactured by Jenny are warranted to be free from defects in material and workmanship under normal use for a period of 12 months from the date of purchase by the original purchaser (initial user).

Liability is limited to repair or replacement of material found defective, free of charge F.O.B. plant. Motors and engines are warranted to the extent of original manufacturers service facilities. Unauthorized repairs or replacements will not be subject to factory warranty.

Three phase motors must be installed with thermal motor protection (magnetic starters) for the warranty to apply.

**Jenny**<sup>®</sup>