

# Repair Procedure for Hardware

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## OTC Products

### HYDRAULIC AND EQUIPMENT REPAIR AND WARRANTY PROCEDURE

If unit is non-functional and does not qualify for a "No Hassle" exchange, unit is to be delivered to the closest OTC authorized Hydraulic Service Center for service and repair, or returned to OTC, freight prepaid.

- A. If determined to be under warranty, unit will be repaired or replaced, no charge.
- B. If determined not under warranty, unit will be repaired for a nominal fee.

### REPAIR AND WARRANTY PROCEDURE FOR ALL OTHER OTC PRODUCTS

Product requiring service and/or repair should be taken to the Distributor or Jobber where the product was purchased, or returned to OTC, freight prepaid.

- A. If determined to be under warranty, unit will be repaired or replaced, no charge.
- B. If determined not under warranty, unit will be repaired for a nominal fee.

### AUTHORIZED SERVICE CENTERS

Service parts, regular repair and service for OTC products (except electronic) are available through a nationwide network of authorized Hydraulic Service Centers. Your distributor, jobber, or the Technical Services Group at the factory can inform you of the nearest location.

**Call OTC Technical Support for the nearest Service Center.  
1-800-533-6127 (select option 3)**

## TIF Products TIF WARRANTY

All TIF products are warranted for 1 year from date of purchase by the end user, with the following exceptions:

- a. 30 Day Warranty - All replacement parts
- b. 2 Year Warranty - TIF9010A, TIF8500A , TIF XL-1A, TIF RX-1A
- c. 3 Year Warranty – TIF XP-1A
- d. 25 Year Warranty – TIF ZX-1

### TIF REPAIR POLICY

All TIF products have a fixed repair price policy, meaning that the repair price applies regardless of the defect condition. For the fixed repair price, TIF will either repair or replace the product at its discretion, with a new or refurbished unit. Call 1-800-327-5060 for repair pricing information. It is recommended that tool distributors review repair pricing with their customers before deciding to return the product for repair.

### SHIPMENTS TO THE FACTORY FOR REPAIR

For items authorized to be returned to the SPX factory;  
Send the item to:

#### \*SPX Service Solutions

**Attn: Repair Department RGA# \_\_\_\_\_  
6387 Technology Avenue, Suite B  
Kalamazoo, MI 49009**

\* Items returned for repair require an RGA. Shipments received without an RGA will be refused.