



Limited 10 year Warranty

Dorner Mfg. Corp. limited warranty warrants to the original purchaser that the Dorner equipment will be free from defects in material and workmanship under normal use and service (and when properly maintained and cleaned by the purchaser.) The period of warranty is 10 years from the date of delivery.

Dorner does not warrant environmental effects to the equipment. Unauthorized modifications of the equipment or using non-Dorner supplied parts shall void the warranty. Dorner's obligation under this warranty is limited to one of the following at Dorner's option: repair at factory authorized service center, or replacement of any part. Normal wear is not warranted.

If the equipment is delivered at different times, the warranty for each piece of equipment shall commence at the date of its delivery. The removal by purchaser of parts returned to Dorner furnished by Dorner for repair or replacement and the installation by the purchaser of replacement or repaired parts furnished by Dorner shall be at purchaser's expense. No work will be done by Dorner or factory authorized service representative at the site of the installation unless in Dorner's opinion it is impractical for purchaser to remove the defective part and return it to Dorner. Defective parts shall be returned, after pre-authorization by Dorner, to Dorner's factory or to a factory authorized service center.

All costs for freight, duties or any other related costs for sending or receiving parts are the responsibility of the purchaser.

Equipment manufactured by others is covered by the original manufacturer's warranty and is subject to any limitation contained in those warranties. (Examples of equipment manufactured by others include, without limitation, motors, reducers, controllers and belts.)

EXCEPT AS EXPRESSLY STATED HEREIN, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF THE EQUIPMENT OR SERVICES FURNISHED BY DORNER OR A FACTORY AUTHORIZED SERVICE CENTER. DORNER SPECIFICALLY DISCLAIMS AND EXCLUDES ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. DORNER SHALL NOT BE LIABLE FOR, NOR DOES DORNER AUTHORIZE ANY PERSON TO ASSUME FOR DORNER, ANY OTHER LIABILITY IN CONNECTION WITH THE EQUIPMENT OR SERVICES FURNISHED BY DORNER, INCLUDING, WITHOUT LIMITING THE GENERALITY OF FOREGOING, LIABILITY FOR LOSS OF PRODUCTION, PRODUCT, EQUIPMENT OR PROFITS OR LIABILITY FOR DIRECT, INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OR ANY DAMAGES TO PERSONS OR PROPERTY. DORNER WILL MAKE NO ALLOWANCES FOR REPAIRS, ALTERATIONS OR OTHER WORK DONE UNLESS SPECIFICALLY AGREED TO IN WRITING. PURCHASER AGREES THAT PURCHASER'S SOLE REMEDY FOR LIABILITY OF ANY KIND, INCLUDING NEGLIGENCE WITH RESPECT TO THE EQUIPMENT AND SERVICES FURNISHED BY DORNER, SHALL BE LIMITED TO THE REMEDIES PROVIDED HEREIN.

3/1/2009 Rev. B

www.dorner.com

Dorner Mfg. Corp. reserves the right to change or discontinue products and specifications with or without notice.

All products and services are covered in accordance with our standard warranty.

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Proposed quote warranty statement

Dorner 10 year Warranty

- A 10 year limited warranty to the original purchaser against defects in material and workmanship under normal use, proper maintenance and cleaning.
- Dorner will repair or replace the defective parts. Normal wear is not warranted.
- Dorner is not responsible for labor, freight or duties associated with the replacement of defective parts.
- Unauthorized modifications to the equipment or using non-Dorner supplied replacement parts shall void the Warranty.
- Equipment manufactured by others is covered by the original manufacturer's warranty.
- **Dorner does not warranty for merchantability or fitness of a particular purpose. Dorner does not warranty loss or damage to equipment, product, production, income, or profits and is not liable for direct, incidental, indirect, special or consequential damages, or any damages to persons or property. See the full Dorner Limited Warranty for coverage, limitations and exclusions on line at Dorner.com and included in the product service manuals.**

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Dorner 10 year Limited Warranty Guideline

Internal use only

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- A 10 year warranty to the original purchaser, against defects in material and workmanship under normal use, proper maintenance and cleaning.
 1. The 10 years start when the equipment is initially delivered to the customer location, the end user customer, the integrator or OEM supplier.
 2. The original purchaser means the first user, normally the end use customer.
 3. The warranty does not cover parts worn by normal equipment usage. This includes: bearings, casters, wear strips, return rollers and nose bar parts. Other parts may fall into this category.
 4. Belts and plastic chains are covered under the manufacturer's warranty. Dorner will honor the belt warranty if it is determined that workmanship is creating a problem for 1 year. Examples are belt splice fingers raising a crooked belt, inconsistent coefficient of friction or a belt that will not track.
 5. The warranty does not pass on the re-sale of the equipment.
 6. The warranty does not cover customer damaged parts.
 7. **If it is a Dorner or a customer specified carrier, Dorner is not responsible for freight expenses or claims. Our terms are FOB shipping point. That means the customer takes possession of the freight when it leaves our dock.**
 8. **Dorner does not warrant environmental effects which may cause undue wear to the system. Examples: operating industrial conveyor lines in corrosive, abrasive,**

wet or moist environments voids Dorner Warranty (22/32/41/52/62). Industrial product lines are non-designed for 'normal' use in moist or wet environments. AquaPruf is designed to be in wet and corrosive environments. AquaGard is designed to be in wet environments but wipe down not wash down environments.

9. Unauthorized modifications to the equipment or using non-Dorner supplied parts voids the warranty.
10. The equipment must be maintained and cleaned. Damage caused by non-cleaning or customer damage is outside the warranty coverage.
11. There is no warranty for fitness of use or application.
12. Warranty does not cover loss of product, production or profits.
- Dorner does not warranty products produced by others even if purchased by Dorner.
 1. Normally the products produced by others would include: belts, motors, gear reducers, controls and purchased guiding. (The exceptions are not limited by this list, as ETO activities will purchase other items to complete projects.)
 2. The warranty of the manufacturing company will be passed on to the customer. Dorner will coordinate the warranty claims for the customer.
- The defective parts will be repaired or replaced by Dorner.
 1. The customer needs to obtain a Dorner RMA before returning the part. Dorner will make the decision on returning the part. At times we want the part back for examination and at other times it is not needed by engineering or service.
 2. Dorner will repair or replace the defective parts. Dorner makes the decision on the proper action. The replacement or repair will be completed at Dorner or a preauthorized service center, not at the customer, unless Dorner decides this is the best action.
 3. Dorner is not responsible for labor, import or export duties or freight to get the part back to Dorner.
 4. Dorner is not responsible for going to the customer location to examine the questionable part. At times the only reasonable way to make a determination on a warranty claim is to see the part in operation. Dorner will decide on whether a service visit is necessary.

Resolving Issues

1. The Director of Service and the Dorner Service Managers will make the official decision on whether to honor the customers' warranty claims.