

As we all are aware the stronger the service department is at the dealer level the more likely it can become a source of profit for the dealer and provide after sale service to the end user. Often, a high quality service department can provide a unique selling point for the sales staff of the dealership to sell Mastercraft® equipment and accessories at increased profit levels.

Providing high quality service affords Mastercraft® dealers to take full advantage of many profits opportunities and satisfies the obligation to provide complete warranty coverage and continuous service to all end users and owners of Mastercraft® equipment and accessories. Mastercraft® recognizes the paramount importance of such a high quality service and is pleased to offer our Mastercraft® Industries Warranty Reimbursement Program.

Governing Service Principles

- Provide prompt and complete warranty repair and maintenance to all end users and owners of new, used or pre-owned Mastercraft® equipment regardless if that equipment was purchased at the servicing dealer.
- Stock reasonable levels of spare parts and accessories in order to provide prompt technical service.
- Maintain a presentable service area with authorized Mastercraft® signage prominently displayed, a suitable service vehicle, and a knowledgeable and well trained staff.

Warranty Responsibilities/General Provisions

Mastercraft®'s Responsibility

The manufacturer bears sole and uncontested responsibility to replace any part, proved to be defective, during the warranty period. Mastercraft® will credit the servicing dealer/service center for the cost of parts and labor as set forth in the Flat Rate Schedule at \$55.00 per hour and \$.20 cents per mile up to 300 miles maximum when supported by a mileage estimate such as Mapquest.

Servicing Dealer/Service Center Responsibility

The servicing dealer/service center is responsible for providing high quality, fast, reliable, convenient and cost conscious service to the end user for all Mastercraft® equipment regardless of its condition, age or origin. The dealer is responsible for assisting the manufacturer in the determination of a warranty claim whether it is a result of manufacturers defect, incorrect or negligent equipment operation, normal wear and tear or inadequate preventative maintenance procedures. The servicing dealer/service center will prepare and submit all require documents and warranty claims to support timely reimbursement by the manufacturer.

All supporting documents and warranty claim forms must be sent within 30 days of the repair to:

Mastercraft® Industries, Inc.
Att: Warranty Administrator
777 South Street, Newburgh, NY 12550

All claims will be processed for approval promptly and credited to the servicing dealer/service center account within 30 days of receipt. Mastercraft® reserves the right to inspect all warranted parts prior to issuing a warranty credit either in the field or at Mastercraft®'s Newburgh facility. All freight charges are paid for by Mastercraft® providing the warranty claim and supporting documents are received and analysis confirms the part to be defective. Mastercraft® will not reimburse for overnight shipping unless specifically requested by Mastercraft®.

End User's Responsibility

All repairs and parts not covered under warranty are the responsibility of the end user and are between the end user and the servicing dealer/service center.

Warranty Administration

All servicing dealers/service centers must call and obtain a Warranty Claim Number before beginning any repairs and advise the Mastercraft® Warranty Administration of all warranty claims in progress and the status of such claims.

Warranty Administration Contact Information

Telephone: 800.835.7812 / 845.565.8850 • **Fax:** 845.784.1389 • **email:** warranty@mastercraftusa.com

Warranty Labor / Service / Procedure

Labor Rate

Mastercraft® will reimburse all approved warranty labor at the rate of \$55.00 per hour per the Flat Rate Schedule unless otherwise noted by the Warranty Administrator in writing.

Service Parts

Mastercraft® will reimburse the servicing dealer/service center for approved warranty service parts and accessory cost. All service parts must be purchased from Mastercraft® and will be reimbursed at the dealers cost. OEM parts cost will not be reimbursed without prior written approval.

Service Travel Time

Mastercraft® will reimburse the servicing dealer /service center for approved travel time not to exceed 300 miles round trip at the rate of \$.20 cents per mile when supported by mileage estimates such as Mapquest. Mastercraft® will not reimburse travel time for any single or dual motor upright vacuums.

It is the responsibility of the servicing dealer/service center to inform Mastercraft® of its published marketing/service area and its current shop labor rate for Mastercraft®s records to be used by Mastercraft® when referring that provider to end users.

Warranty Commencement

The warranty coverage begins the day the equipment is delivered to the end user. In the unlikely event the equipment is delivered from dealer stock that is older than six months the dealer will be responsible for the warranty period beyond that time.

Proper documentation will be satisfied by reconciling Mastercraft®s original shipping date and the dealers verified selling date. Strict records of dates and serial numbers is recommended.

Any equipment rented or leased must be documented with Warranty Administration at the time of initial rental or lease. In these scenarios the dealer is the end user.

Warranty Claim Procedure

All warranty claims must be submitted on the Mastercraft® supplied Warranty Claim Form. No warranty is approved without a completed form and all supporting documents unless otherwise noted in writing to the dealer by the Mastercraft® Warranty Administrator. All Warranty Claim Numbers MUST be received from the Warranty Administrator prior to doing any repair work.

- Fill out the warranty claim form completely, avoid unnecessary delays to insure prompt credit is issued to the servicing dealer/service center.
- Mail, fax or email to Mastercraft® Warranty Administrator, 777 South Street Newburgh, NY 12550 or warranty@mastercraftusa.com or 845-784-1389.
- All claims will be entered within 2 business days after receipt. If additional information is required Mastercraft® will contact the servicing dealer/service center.
- Mastercraft® does not accept claims from non-authorized service centers or other outside trade contractors. All additional warranty expenses must be submitted on the claim form that corresponds to that specific serial number accompanied by all other supporting documents.

ALL CLAIMS WILL BE PROCESSED AND CREDITED TO THE SERVICING DEALER/SERVICE CENTERS ACCOUNT WITHIN 30 DAYS OF RECEIVING THE CLAIM AND SUPPORTING DOCUMENTATION.

Warranty Provisions / Cards / Details

Items Not Covered Under Warranty

- Normal wear and service items such as brushes, filters, plugs, bulbs, switches, brooms, wheels/tires, casters, fuses, belts, hoses, fluids and lubricants unless rendered useless as a result of failure or defect of a part or parts which are covered under warranty.
- Any parts not purchased directly from Mastercraft® unless otherwise authorized in writing to do so by the Warranty Administrator.
- Cleaning and refinishing for cosmetic purposes.
- Unauthorized machine modifications.
- Phone or internet diagnostics.
- Routine inspection and adjustments. Improper PDI (pre-delivery inspection) resulting in malfunction or inoperable conditions.
- Machine downtime.
- Deliberate abuse with the intent to render the equipment inoperable. Product/warranty registration card must be completed and on file.

Product Warranty Registration Card

Mastercraft® requires that each machine is registered prior to processing any warranty claim for warranty reimbursement credit. Warranty registration for all dealers sold equipment must be completed within 30 days of delivery to the end user. Warranty registration can be completed and mailed through the USPS or faxed to us at 845.784.1389. This policy applies to all machines covered under our limited warranty. Product warranty registration for each dealer sold machine is mandatory and failure to do so may result in the loss of warranty claim credit and privileges for the specific machine warranty work performed.

Warranty Detail and Terms

Warranties do not cover components subject to normal wear, abuse or misuse nor have other limitations specified under Special Provisions. For any questions related to a products warranty call the Mastercraft® Warranty Administrator. Mastercraft's field sales people, direct employees or independent manufactures reps are not authorized to waive or alter the terms of this warranty or to increase Mastercraft's obligations.

- 5 years on all plastic tanks or rotationally molded bodies.
- 2 years parts on all Mastercraft® product ranges.
- 1 year labor on all Mastercraft® product ranges.
- 1 year prorated on all batteries, wet or gel cell. The warranty is provided by the battery manufacturer.
- All gasoline, propane or diesel engines are warranted by the respective engine manufacturer.

Special Service Requests for National or Corporate Accounts

- All warranty service calls must be generated from Mastercraft® Warranty Administrator. Mastercraft® will not acknowledge any invoice for service that has not originated from the Warranty Administrator.
- All authorized service centers will be contacted by the Warranty Administrator and dispatched from that office and directed to the equipment requiring service.
- The standard warranty claim form (attached) must be used with a special notation in the Administrator designator line.

Product Warranty Period*

Floor Care Equipment

Automatic Scrubbers -

20" & 28" Striker

Motor - 1 Year; Poly Tank - 5 Years;
Balance - 1 Year

Burnishers - 1000, 1500 & 2000 RPM

Motor - 2 Years; Housing - 5 Years;
Balance - 1 Year

Edger - MWB-90 - Motor - 1 Year; Balance - 1 Year

Floor Machines - 175 & 250 RPM Motor & Gear Box - 5 Years; Housing - 5 Years; Balance - 1 Year

Floor Machines - Dual & Variable Speed Motor & Gear Box - 2 Years; Housing - 5 Years; Balance - 1 Year

Floor Machines - QuarryMaster™ Motor & Gear Box - 1 Years; Balance - 1 Year

All Mastercraft Powered by Cleanfix® brand Equipment - 1 Year

Dry & Wet/Dry Vacuums - Blowers - Power Nozzles

Blowers: Motor - 1 Year; Balance of
Unit - 1 Year

5006 Power Nozzles: Motor - 1 Year;
Balance - 1 Year

Vacuum Cleaners - Backpack w/Poly Tanks
Motor - 2 Years; Tank Body - 5 Years;
Balance - 1 Year

Vacuum Cleaners - Backpack w/Stainless Steel Tanks
Motor - 2 Years; Vacuum Tank - 5
Years; Balance -- 1 Year

Vacuum Cleaners - Compressed Air-Operated
Venturi - 5 Years; Steel Tanks - 2 Years;
SS & Poly Tanks -5 Years; Balance - 1 Yr

Vacuum Cleaners - Dry & Wet/Dry (Except #15 & 35 Heads)
Motor - 2 Years; Steel Tanks - 2 Yrs;
SS & Poly Tanks -5 Years; Balance 1 Yr

Vacuum Cleaners - Dry & Wet/Dry (#15 & 35 Heads)
Motor - 5 Years; Steel Tanks - 2 Years;
SS & Poly Tanks - 5 Years; Balance - 1 Yr

Vacuum Cleaners - IT™ Wet/Dry
Motor - 1 Year; Balance - 1 Year

Vacuum Cleaners - 400 Cycle
Motor - 1 Year; Tank Body: Steel - 2
Years, Poly - 5 Years; Balance - 1 Year

Carpet Care Equipment / Litter Vacuums / Sweepers

Airmover - XA300 - Motor - 1 Year;
Balance - 1 Year

Extractors - X612; X405
Motor & Pump - 1 Year;
Poly Tank - 5 Years; Balance - 1 Year

Twinmaster™ Upright Vacuums: Motor
- 1 Year; Balance - 1 Year

The Upright QC-1415 Vacuums: Motor
- 1 Year; Balance - 1 Year

Wide Area Vacuums: Motor - 2 Years;
Fan - 2 Years; Balance - 1 Year

DebrisMaster™ Litter Vacuums: Motor
- 1 Year; Balance - 1 Year

DebrisMaster™ Sweepers: Motor - 1
Year; Balance - 1 Year

Propel™ Forklift Sweeper: Motor - 1
Year; Balance - 1 Year