



# WARRANTY REGISTRATION CARD

Complete and return this card within **30 days from the date of purchase for end user.**

Please print **clearly**.

TODAYS DATE	
CONTACT NAME	
CONTACT PHONE #	
CONTACT ADDRESS	
CONTACT STATE & ZIP CODE	
DATE IN SERVICE:	
FMI SERIAL #	
FMI ASSEMBLY #	
OEM EQUIPMENT DEALER	
EQUIPMENT DEALER CONTACT NAME AND NUMBER	
OEM MACHINE MAKE	
MACHINE TYPE	
MACHINE MODEL	
MACHINE SERIAL #	

**PLEASE SUBMIT ALL WARRANTY CLAIMS OR REQUESTS TO:**

FairWinds Manufacturing Inc  
68 Limber Rd. Jackson Center, PA 16133 STE 1  
Phone Number: 724-662-5210  
[cindy.latchaw@fairwindsmfg.com](mailto:cindy.latchaw@fairwindsmfg.com)  
[mike.latchaw@fairwindsmfg.com](mailto:mike.latchaw@fairwindsmfg.com)





# LIMITED WARRANTY FOR QUICK COUPLERS

PHONE NUMBER: 724-662-5210    68 LIMBER RD. STE 1, JACKSON CENTER, PA 16133

## Important Notes

FairWinds Manufacturing (Hendrix) takes pride in building hydraulic quick couplers to OEM attachment specifications. These couplers are specifically designed to operate seamlessly with attachments that adhere to OEM attachment dimensions. The critical dimensions, include Pin Center-to-Pin Center, stick width, and pin diameters, are vital for proper functioning.

FairWinds Manufacturing warrants all quick couplers against defect in material and workmanship for a period of 6 months or 1000 hours, whichever comes first, after delivery to the end user. This warranty is valid only with the original purchaser, and proof of the delivery date to the original purchaser is required. Registration form must be filled out within 30 days from the date of purchase for end user.

## Warranty Claims Process

- Warranty claims must be made to FairWinds Manufacturing in advance of any repairs.
- Claims can be submitted via fax, through the website, or by email.
- Products requested for return must be sent with prepaid freight charges.
- Purchasers must report failures within 30 days of occurrence and file a warranty claim within a maximum of 30 days thereafter.
- Warranty claims outside this period will forfeit warranty coverage.

## Warranty Claim Information

Warranty claims must contain:

- Covered product serial number.
- Proof of purchase and purchase date.
- Model and description of the product.
- Machine serial number and description.
- Date the warranty claim is prepared.
- Date of failure and hours of use on the covered product.
- An accurate account of failure or non-performance.
- Pictures of the damage.

## Approval Required

FairWinds Manufacturing must approve any resolutions before action is taken.

### **Repair or Replacement**

- FairWinds Manufacturing will provide a new or repaired part for any part found defective in material or workmanship during the six-month period.
- Repairs or replacements will be made without charge to the purchaser.
- Coverage of hydraulics will be on a case by case bases.
- The company will accept maximum warranty costs not exceeding the original sale value of the defective part.
- The warranty does not apply to components not supplied by the company, warranted directly by their respective manufacturers.

### **Outside Repairs**

- Repairs performed by an outside source will be subject to warranty one time only.
- Repairs or replacements will be made without charge to the purchaser provided the warranty cost does not exceed the original sale value of the defective part.
- The warranty does not apply to components not supplied by the company, warranted directly by their respective manufacturers.

### **Freight Reimbursement**

Freight charges for regular ground shipment will be reimbursed by FairWinds Manufacturing at surface delivery rates on approved Warranty Claims. Any other freight charges, including freight charges for the next day or other special freight service, will not be reimbursed by FairWinds Manufacturing and are not covered by this Warranty.

### **Customer Responsibilities**

- Before attempting to operate the coupler, it is crucial for customers to ensure that their attachments are built to these OEM specifications. This includes verifying Pin Center-to-Pin Center dimensions, stick width, and pin diameters.
- It is the responsibility of the customer to follow normal maintenance and operating procedures, including but not limited to daily inspection for routine hairline cracks.
- Any cracks should be repaired before further propagation occurs.
- Following or performing the required or recommended preventive maintenance and following the safety procedures and guidelines with respect to the use and maintenance of the covered product as described in the operators' manual, including lubricating the machine as specified in the operator's manual is vital.
- Keeping all bolts torqued to specifications, and inspecting all bolts, fittings, and hoses daily.
- Keeping all safety equipment installed and in working condition.
- Keeping all filters clean.
- Repairing all minor hydraulic leaks such as loose hoses and fittings.
- Replacing any decals that may be damaged or illegible.
- Using only qualified operators who have read and thoroughly understand the operator's manual.
- Returning covered products to FairWinds Manufacturing for warranty work unless agreed upon for outside repairs.

## **Exclusions**

Not everything is covered due to the nature of heavy construction. Certain things are expected to wear or be replaced. Claims won't be considered for:

- Failures due to neglect or misuse.
- Electrical components.
- Hoses and fittings.
- Paint or finish.
- Altered products.
- Personal injury or damage to machine or property.
- Wear items and consumables.
- Shop supplies.
- Environmental changes.
- Travel.
- Downtime.
- Loss of productivity.
- Loss of profit.
- Exposure to elements due to improper storage.
- Items not supplied by FairWinds Manufacturing.

## **Manufacturer Disclaimer**

FairWinds Manufacturing assumes no responsibility or liability for attachments that deviate from OEM specifications and/or exhibit structural interference problems. The company emphasizes that any costs incurred to modify attachments that do not conform to OEM specifications and/or have structural interference are solely the responsibility of the end user.

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**FairWinds**  
Manufacturing, Inc.

# WARRANTY CLAIM FORM

Purchasers must report failures within 30 days of occurrence and file a warranty claim within a maximum of 30 days thereafter.

<b>DISTRIBUTOR</b>	<b>DATE</b>	<b>TRACKING #</b>
<b>ADDRESS</b>		
<b>CITY, PROVINCE/STATE</b>	<b>ZIP/POSTAL CODE</b>	<b>DISTRIBUTOR CLAIM #</b>
<b>PHONE #</b>	<b>FMI ASSEMBLY #</b>	<b>SERIAL #</b>
<b>MACHINE MODEL #</b>	<b>COMPLETED BY</b>	<b>DISTRIBUTOR W/O #</b>
<b>CUSTOMER</b>	<b>ADDRESS</b>	
<b>CITY, PROVINCE/STATE</b>	<b>ZIP/POSTAL CODE</b>	<b>PURCHASE DATE</b>
<b>DATE DELIVERED TO FIRST USER</b>	<b>DATE OF FAILURE</b>	<b>HOURS USED</b>

<b>DESCRIPTION OF YOUR CLAIM</b>
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PLEASE ATTACH PROOF OF PURCHASE, CONFIRMATION OF PRODUCT REGISTRATION AND IMAGES OF THE DAMAGED/DEFECTIVE PRODUCT.

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