



## **Warranty Service Procedures**

### **Procedure**

1. Upon discovery of equipment malfunction, the Service Technician should attempt to isolate the problem and then consult with a member of Cardinal Tech-Support or Customer Service to determine if a warranty claim is in order or if the equipment has failed due to abuse or misappropriate use.
2. Refer to Statement of Limited Warranty to determine eligibility for claim.
3. If the determination of a possible warranty claim exists, it is IMPORTANT that the customer be advised of the following:  
“Preliminary inspection indicates possible malfunctions in equipment and without further inspection we cannot determine whether repair of said equipment will be covered by warranty or will be charged to the customer.” **NOTE:** *This is an important step in securing payment from customers should it not be covered by a warranty claim.*

### **Reporting/Invoicing**

After equipment has been repaired and placed back in service the following will apply:

1. Claims MUST be submitted within thirty (30) days from the date the work is completed.
2. Warranty form SV-118 MUST be **completely** filled out and submitted with the invoice to the Cardinal QA Manager for authorization of payment.
3. Defective parts must be returned for factory evaluation and the Return Authorization referenced on the SV-118.
4. Original equipment sales order MUST be listed and any corresponding replacement order numbers.

### **Payment**

The following rates for warranty repair will be extended to all Cardinal Authorized Dealers:

- Labor -- \$45 per hour--\*NO OVERTIME ALLOWED.
- Travel Time -- \$20 per hour

\*Maximum number of hours payable – Ten (10) -- Under NO conditions is warranty work to be performed beyond the ten (10) hour limit without prior authorization from Cardinal Scale Mfg. Co. The name of the authorizing person MUST be noted on the SV-118 form next to the hours claimed.

- Total mileage and equivalent travel time not to exceed 200 miles.
- Mileage per mile -- .50 pickup/van; \$1.50 test truck
- NO equipment allowance without prior authorization. The authorizing person must be listed on the bottom of a copy of the invoice of the equipment purchased or rented and submitted with SV118D.

**THIS SERVICE PROCEDURE ONLY APPLIES TO ITEMS COVERED BY  
CARDINAL SCALE MFG. CO.'s PUBLISHED STATEMENT of LIMITED WARRANTY.**

**SV-400C/2011**