



LIMITED WARRANTY

FIVE (5) YEAR: DUALOCK ALUMINUM DRAWER SETS – ALL PARTS/COMPONENTS

FIVE (5) YEAR: LABOR ON MAINTAINER WORKMANSHIP*

LIMITED WARRANTY COVERAGE: The DuaLock Aluminum Drawer Sets manufactured by Maintainer Corporation of Iowa, Inc. (hereinafter “Maintainer”), are warranted to be free from defects in material and workmanship under normal use, application and maintenance in accordance with Maintainer’s recommendations, instructions and specifications. The Warranty begins on date of in service as documented by return of the Warranty Registration card and continues for the time identified above. In lieu of warranty registration, invoice date will indicate warranty start date. Maintainer’s obligation under this warranty is limited to the repair or replacement (at its option) of warranted parts that are determined by Maintainer, after review and inspection, to be defective, which are returned to Maintainer or Maintainer Authorized Service Center freight prepaid within 30 days of receipt of shipping instructions. (Failure must be reported within thirty (30) days of failure occurrence to qualify).

CONSEQUENTIAL DAMAGES: In no event will Maintainer be liable for business interruptions, loss of sales and/or profits, cost of delays or for any other special, indirect, contingent, incidental or consequential losses, costs or damages or legal fees.

CHANGES IN DESIGN: Maintainer reserves the right to make changes in the design or to make improvements to its products without obligation upon itself to install the same upon products already manufactured.

IMPLIED WARRANTY EXCLUDED: **This is the only authorized DuaLock warranty and is in lieu of all other expressed or implied warranties or representations.**

LABOR CHARGE: Maintainer will warrant labor charges on warranty failures for a period of (5) years from date of in service as documented by return of the Warranty Registration card. *All warranty labor charges and hourly rates must be pre-authorized and are limited to \$200 in total charges.

WARRANTY CLAIMS: Warranty claims must be submitted and shall be processed in accordance with Maintainer’s warranty claims procedure, as established from time to time. Contact Maintainer for details.

FREIGHT: Maintainer will pay the regular freight charge on all warranty parts sent to the dealer or end user. The dealer/end user is responsible for payment of any additional special freight charges.

WARRANTY VOIDED: This warranty will be null and void if the product is not maintained in accordance with Maintainer’s recommended maintenance procedures. The warranty will be voided if the product is modified or altered in any way without the prior written approval of Maintainer or if abused, neglected, repaired, and not used for its intended purposes. Removing the permanent dividers voids the warranty.

NO ASSIGNMENT: This Limited Warranty is granted to the first owner/user of record and may not be assigned.

NO SET OFF: No deduction may be made for the value of a warranty claim from outstanding balances due and payable to Maintainer.



Maintainer Corporation of Iowa, Inc.
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Sheldon, IA 51201
Ph (712) 831-8588
Fx (712) 324-3526

Warranty Claim Procedures

The warranty procedures outlined here are detailed to provide the Dealer/Customer with the information necessary when filing a warranty claim. The correct and complete filing of a claim will assist Maintainer in processing of the claim in a timely manner.

All claims, policies and procedures are governed by the terms of the Maintainer Corporation of Iowa, Inc. (Maintainer) Limited Warranty. It is necessary to outline some of the more important provisions for handling claims.

Maintainer authorized Dealers will handle parts replacement and/or correction of defective workmanship.

The failure to file a detailed Warranty Claim Service Report for each occurrence of material or workmanship defect may cause the warranty claim to be rejected.

The defective material must be returned following the guidelines in the Return Parts Procedure. The failure to follow the procedure will result in forfeiture of the claim.

The Dealer/Customer is responsible for the write up of the warranty claim.

The Dealer/Customer shall be allowed no more than 30 days from the date of repair to file a Warranty Claim Service Report.

The Maintainer warranty does not cover diagnostic calls, travel or lodging.

Maintainer will deduct from allowable credits for excessive freight charges caused by sender failing to follow the Return Parts Procedure.

Dealers/Customers deducting the value of a warranty claim from outstanding balances due and payable to Maintainer without receiving prior written approval from Maintainer may be subject to forfeiture of the entire claim.

See next pages for additional warranty claim info.

Warranty Claims – General

The approval of a submitted claim depends on the following provisions:

1. Maintainer must issue a Warranty Claim Authorization Number.
2. The defective material must be returned following the Return Parts Procedure.
3. The material must be determined defective by authorized Maintainer representative.
4. The workmanship must be determined defective by authorized Maintainer representative.
5. The unit must be within the warranty period.
6. The unit has been operated within design conditions in an application for which it was intended to function.

Warranty Claims – Filing procedure

It is necessary to have the serial number of the unit when requesting Warranty and Technical Support.

1. Initiate the claim process through a Purchase Order for parts and/or Authorization Number for labor repair. A Warranty Claim Authorization Number will be issued for all warranty claims.
2. A Warranty Claim Service Report will be sent with the part or will be faxed for completion. The Warranty Claim Service Report must be filled out and returned with the defective part or faxed per address listed in item #7 below.
3. The defective part must be returned freight prepaid if requested by Maintainer Warranty Department within 30 days or claim will be forfeit.
4. The Service Claim Service Report must be returned for processing. The disposition will be completed within 30 days. A credit, check or a letter of explanation/denial will be issued.
5. Maintainer will consider each claim on its own merit and reserves the right to accept or reject the claim request.
6. There are cases where components are purchased and used by Maintainer. These components may be returned to the Vendor for evaluation. Maintainer will determine its disposition in a timely manner as the Vendor completes their evaluation.
7. Send the Warranty Claim Service Report to:
Maintainer Corporation of Iowa, Inc.
Attn: Warranty Department
P.O. Box 349
Sheldon, IA 51201
Fx (712) 324-3526

Warranty Claims – Preparation of Material Return

Maintainer may request the return of the defective material for evaluation. Credit will not be given until the material is evaluated and the warranty claim is approved. The material being returned to Maintainer for evaluation must be returned within 30 days freight prepaid.

The material returned to Maintainer must be properly packaged to prevent damage during shipment. Any damage to the material as a result of improper handling or packaging could be cause for claim denial.

The package must be marked with the Return Material Authorization.

Our warranty requires that all defective material must be returned to Maintainer freight prepaid. The credit will be delayed if packages are returned without a Return Material Authorization number.

Maintainer “Warranty Claim Service Report”

Company completing repair		
Owner of Maintainer unit		
Contact name		
Owner’s mailing address, city, state, zip code		
Owner’s shipping address city, state, zip code		
Owner’s phone number	Owner’s fax number	Owner’s Email address
Serial number or Work Order number of unit		
Date of repair		
Description of repair		
Repair authorization number		
All requested parts returned	YES	NO
Invoice attached	YES	NO
Claim submitted by (PRINT)		(SIGN)
Phone number		Fax number