



Warranty Claim

904 Hwy 64 Alban, Ontario
Canada P0M 1A0
Phone: 705-857-2154 Fax: 705-857-3285
Email: service@rdhminingequipment.com
www.rdhminingequipment.com

All **RDH Mining Equipment (RDH)** manufactured equipment and components are covered under the RDH Warranty. A copy of the RDH Mining Equipment Ltd. Standard Terms and Conditions is provided in the manual for each machine.

Defects in material and workmanship must be brought to the attention of RDH Mining Equipment Ltd. within 10 days of discovery using the Warranty Claim form. A completed Warranty Claim form must be submitted or the claim will be denied.

If you think you have a situation with a RDH product that may be covered under warranty please follow the procedures below:

(Before calling RDH be sure to have the **Model, Serial # & Hour Meter Reading** of the machine.)

1. Call RDH (1-800-401-3588 or 705-857-2154) and ask for help with a warranty issue. In emergency situations please contact 24 hour service at (705)562-1180.
2. Describe the symptoms of the breakdown, failure, or malfunction. (Please contact the engine manufacturer for any engine related issues. If they do not address the issue in a timely manner please contact RDH.)
3. RDH will try to determine at first contact whether the problem is covered under warranty. If there is any doubt, you may be asked to return the related parts to the factory for inspection.
4. Supply RDH with a Purchase Order in the amount of \$0.00 for warranty consideration for the required parts. Upon receipt of the P.O. RDH will ship the required parts and provide you with a Warranty Claim form. Complete and return the form in a timely manner. The form is also available on our website at www.rdhminingequipment.com
5. Upon approval of the warranty claim you will not be billed or a credit will be issued to your account, depending on the circumstance. If the warranty claim is not approved, RDH will send an invoice for the applicable costs (parts, service, shipping costs, or restocking fee if applicable (20%)).

Exemptions - Not covered under warranty:

- * Labour for repairs.
- * Breakdowns covered by neglect, poor maintenance, or other abuse
- * Wear parts such as tires, sprockets, teeth, rollers, bearings, etc. unless it can be determined a defect has contributed to premature wear.
- * Lost income for downtime.
- * Travel time or mileage for pickup and delivery
- * Any applicable taxes, duties, or custom clearing charges.

Disclaimers:

You must contact RDH Mining Equipment during the warranty period in order for the issue to be considered for warranty.

Please complete the following Warranty Claim Form to initiate the warranty consideration process.

Send to: RDH Mining Equipment Ltd.
Tel: 1-800-401-3588 or (705)857-2154

Fax: (705)857-3285
service@rdhminingequipment.com



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CLAIM DATE: _____ / _____ / _____

FAILURE DATE: _____ / _____ / _____

CUSTOMER PO#: 

CUSTOMER INFORMATION:

COMPANY NAME

ADDRESS

CONTACT PERSON:

DEALER INFORMATION:

COMPANY NAME

ADDRESS

CONTACT PERSON:

EQUIPMENT INFORMATION:

SERIAL #: _____ MODEL: _____ HR. METER: _____


DETAILS OF PRODUCT FAILURE: *(PROVIDING PHOTOS & A DETAILED DESCRIPTION OF THE PROBLEM WILL HELP EXPEDITE YOUR REQUEST)*

MAJOR COMPONENTS: *(ENGINE, TRANSMISSION, AXLE, ETC.)*

MODEL: _____ SERIAL #: _____

ACTION TAKEN:

FOR INTERNAL USE ONLY:

CLAIM NO.: 

PRODUCT INSPECTED BY: _____ WARRANTY REPAIR YES/NO: _____

DESCRIPTION _____

REPAIR WORK DETAILS: _____

SIGNED: _____ DATED: _____ / _____ / _____

PRINT: _____ DEPARTMENT: _____

*DEFECTS IN MATERIAL AND WORKMANSHIP MUST BE BROUGHT TO THE ATTENTION OF RDH MINING EQUIPMENT LTD. WITHIN 10 DAYS OF DISCOVERY USING THE WARRANTY CLAIM FORM. A COMPLETED WARRANTY CLAIM FORM MUST BE SUBMITTED OR THE CLAIM WILL BE DENIED. IN THE EVENT THAT THE REPAIR IS NOT COVERED UNDER THE RDH STANDARD WARRANTY, CHARGES AND CALLOUT FEES MAY BE APPLICABLE. PROOF OF SHIPPING MUST BE PROVIDED TO RDH WITHIN 10 DAYS.