



SERVICE/WARRANTY/PARTS PROCEDURES

350 SMC Drive
Somerset, WI 54025
Phone: (715) 247-3433
Fax: (715) 247-3438

We would like to take this opportunity to thank you for purchasing Schwing Bioset supplied equipment and services. Rest assured that your investment is backed by a support team of highly trained professionals that are here to help you with all of your after-market engineering, service and parts and warranty requirements. Schwing Bioset supplied equipment has a proven record of quality and reliability, providing a long life cycle with proper maintenance and operation. Schwing Bioset is here to support your team with all of their maintenance and operational needs. The following instructions will help you in contacting us for any of your service/parts or warranty requirements.

Service Request Procedures:

SBI's standard published labor rate applies to a regular 8 hour day, Monday through Friday. Service time required in excess of the regular 8 hour day and that time required on Saturdays shall be charged at the rate of 1 ½ times the standard rate. Sunday and Holiday work are billed at 2 times the standard rate. All expenses incurred, including travel, lodging, and per diem are billed at cost plus 15%. Please issue a purchase order with all service requests. Our Service Manager is available to assist you with all of your service requirements and can be reached at 715-247-3433.

Service Maintenance Agreements

Let our team of professionals take care of the monthly or quarterly maintenance requirements for your Schwing equipment. Schwing Bioset can prepare an offer for a custom maintenance agreement for your facility upon request. Please contact our Service Manager for your Service Maintenance Agreement proposal at 715-247-3433.

Parts Ordering Procedures

Our Parts Department is available to assist you with all of your parts needs. We currently stock over \$5 million worth of spare parts in our Somerset, WI facility to help us support our customers. Please call our Parts Manager at 715-247-3433, and he will be happy to assist with your order.

Once an account is set up, our standard parts terms are shipped FOB Somerset, WI, with freight prepaid and added to the invoice, N30. Special arrangements for overnight shipments can be

arranged – please just ask. Please call our Parts Manager and to help to set up your account.

All valid returns of new parts are accepted with a 25% restocking fee. Our Parts Department is opened Monday through Friday, 8:00 am – 5:00 pm Central time.

Warranty Parts/Service Procedures

Should Parts or Service be required under a warrantable event, Schwing Bioiset is here to help. Please call either our Service Manager or our Parts Manager at 715- 247-3433 and they can help you through the process. We will require a customer PO to be issued to SBI to order these warranty services and/or parts. Upon inspection of the damaged goods in question, and when warranty is determined to be valid, the PO will be credited the full amount of the order.

SBI does require that the goods in question either be returned to our facility or receive the disposition of “return waiver” from Schwing Bioiset. Our personnel can assist you with securing a return goods authorization (RGA) for all parts to be returned to Schwing Bioiset.

Please note that SBI cannot accept delivery of returned goods without an SBI issued RGA number. Following these procedures will help us to secure your part and process your warranty claim efficiently and in a timely manner. Please call our team and we will help you.

We are pleased that you have chosen to become a member of the Schwing Bioiset family of equipment owners. Your success is our mission. Please feel free to contact us with any questions.

Sincerely,

Schwing Bioiset, Inc.

Signature

Service Manager

Signature

Parts Manager

Standard Schwing Bioaset Product Warranty

Schwing Bioaset, Inc. warrants its new equipment against defects in material and workmanship under normal use and service and which shall not have been subject to misuse, negligence, or accident, for a period of One (1) year that shall commence upon startup or ninety (90) days from delivery, whichever occurs first.

Schwing Bioaset, Inc. will replace or repair free of charge, F.O.B. jobsite, such part or parts thereof as in its sole judgment shall be deemed defective.

Due to the specialized nature of Schwing Bioaset material handling equipment, Schwing Bioaset field service technicians shall not be restricted in adjusting or repairing Schwing Bioaset furnished equipment, regardless of collective bargaining agreements entered into by other parties.

This warranty shall not apply to any equipment manufactured by us which shall have been loaded or operated beyond its rated capacity as specified by Schwing Bioaset, Inc. Damage resulting from improper installations or alterations outside our plant will be considered as misuse and not as a defect. Certain parts of the equipment provided by Schwing Bioaset such as the pumping cylinders, valves, pumping rams, screw flights, sliding frame components, trough liners for screws etc. in contact with material are subject to normal wear. This normal wear is not covered under this warranty. Schwing Bioaset, Inc. shall not be liable for consequential damages or injuries of any kind or for expenses, losses, or delays incidental to any failure. Schwing Bioaset, Inc. reserves the right to make changes and improvements in its product without incurring any obligation to install any such changes or improvements in its products previously manufactured.

This warranty is in lieu of any other warranty expressed or implied or any other obligation or liability on the part of Schwing Bioaset, Inc. and no other person is authorized to make any representations or warranties beyond those herein expressed.

Without limiting the generalities of the foregoing, there is no implied warranty of marketability and no implied warranty of fitness for a particular purpose.

Sample Warranty Claim Form

SAMPLE COPY

SBIQC-027

Claim #

Warranty Claim Application



1 Company/Contractor applying for credit:
Address:
Contact person: Phone#:
Name of facility where equipment is located:

2 Model of Machine: Unit's Serial #:
Current Hour Meter Reading:

For Schwing Bioset, Inc. office use only
In Service Date:

3

	QTY	PART #	PART DESCRIPTION	Cost	RGA #	INVOICE#
a	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
f	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
g	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
h	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
i	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4 If authorized to be scrap on any of the above claimed parts, please designate which parts are to be scrapped by circling the letters below that correspond to those parts. You must provide the person's name and title who authorized the scrapping.

SCRAP AUTHORIZED BY: TITLE:

Explain in detail the damage or failure of all claimed parts

a
b
c
d
e
f
g
h
i

You have read, understand and agree with the terms and conditions implied on the backside of this application.

Signature: Date:



Sample Warranty Claim Form

SAMPLE COPY

SBIQC-027

Warranty Claim Application-KSP CONDITIONS AND TERMS OF THIS APPLICATION

4/24/09

In order for Schwing Bioset Inc. to process this claim, this application must be completely filled out and the following rules followed:

1. This application is for claiming warranty credit for failed or defective parts **only** (or) may be used to obtain service repair of a defective part.
2. Warranty claims will not be processed until **all** failed parts claimed on this application, have been received by the Service/Warranty Dept. at Schwing Bioset, Inc. (exception: parts scrapped on location by authorization of a Schwing Bioset, Inc. representative).
3. All parts submitted for warranty consideration must be shipped to Schwing Bioset, Inc. (**freight pre-paid**). Any parts shipped to Schwing Bioset, Inc. (**freight collect**) without prior authorization, will be refused and returned to sender.
4. Any parts returned of which warranty credit is **accepted**, will become the property of Schwing Bioset, Inc.
5. Any parts returned of which warranty credit is **denied**, will be held for a period of 15 days from the date of denial. If requested, parts will be returned to the customer (**freight collect**). If customer makes no request within this period, all parts will be scrapped.
6. Any parts shipped to Schwing Bioset, Inc. without this application, will also be scrapped after a 15 day holding period **and** any future warranty claims for those parts will be refused.
7. Any parts submitted for warranty credit consideration which have been disassembled or tampered with, are subject to credit denial. In addition, any **falsifications** upon this application will result in automatic refusal of the claim.
8. The **PINK (packing list copy)** must accompany any and all parts shipped to Schwing Bioset, Inc. for evaluation. Prior to packing any shipments to Schwing Bioset, Inc., all parts must be individually tagged with a Schwing Bioset, Inc. "Returned Goods" tag. (Warranty applications are available through the Schwing Bioset, Inc. Spare Parts Dept). **All parts** being shipped, must be crated, boxed or palletized in a manner which prevents possible shipping damage. Thus, hydraulic components, or any other parts vulnerable to environmental exposure damage or leakage, must be packaged in a manner which will prevent this occurrence. Failure to properly package or ship returned goods will void all warranty consideration for that part.

INSTRUCTIONS FOR COMPLETING SECTIONS 1-5 for KSP WARRANTY CLAIM

SECTION 1 Please fill in your company name, complete address, phone #, name of person we may contact and name/address of the facility where this machine is in operation or being installed.

SECTION 2 Please fill in the proper **Model #, Serial #, Volumetric Meter Reading, and Hour Meter Reading** of the unit which all claimed parts were removed from. **NOTE:** Enter only one serial #; you must always use a separate claim application for each unit.

SECTION 3 Please specify the quantity of defective parts that are the original equipment by entering "**O**" for **Original equipment** or "**R**" for **Replacement part**. In the event that you need to claim more than one of the same part and they are a combination of both Original parts and Replacement parts, enter the quantity of parts which are Original equipment on one line and then enter the part number again on a subsequent line giving that quantity and designating Replacement parts "R". You must also provide a **purchase invoice#** for every part purchased to replace the defective part being submitted for credit. Once again, if you need to claim quantities of the same part that are from separate invoices; first enter the quantity, part number and invoice number from only one invoice on a line. Then on a subsequent line, enter the same part number again from another single invoice and enter the invoice number and part quantity from that invoice, etc. **NOTE!** The space provided on this form for the purchase invoice number is not to be used for any other information except the invoice number. All notes or messages pertaining to your invoices should be entered into the spaces in Section 5. In most cases, it is premature to submit a warranty claim for parts that you have not received an invoice for. The shipping order or packing slip that accompanies your parts when they are shipped from Schwing Bioset, Inc. is not an invoice. Likewise, the shipping order number is not the invoice number; please do not substitute the shipping order number for the invoice number. If for any reason, the invoice number cannot be provided for every part being claimed, leave the invoice number space blank so Schwing Bioset, Inc. can enter that information later.

SECTION 4 This section is for listing any parts which you are shipping to Schwing Bioset, Inc. that are not listed on any invoice. **EXAMPLE:** you purchased a "modified hydraulic valve" to replace your existing original valve. The part numbers of these valves were not identical, so your invoice reflects a different part than the part you have removed from your machine and are shipping back to Schwing Bioset, Inc. To assure proper handling of this type of occurrence, you will claim the part# of the new valve (from your invoice) in SECTION 3, as always. Then in SECTION 4, you will enter the part# of the valve which was removed and is being shipped to Schwing Bioset, Inc. If this section is not needed for that purpose, you may blackout the header and use the spaces as a continuation of SECTION 3.

REMINDER! - If using SECTION 4 as a continuation of SECTION 3, please remember to include your purchase invoice numbers.

SECTION 5 Please give a brief, yet specific explanation of failure for all parts listed in SECTION 3 or 4. For example, if the part has developed a leak, designate the exact location or origin of the leak. If you suspect a non-apparent internal failure of the part, describe how it is malfunctioning. If part was somehow physically damaged, explain what caused the damage, etc.



COPY DISTRIBUTION: The **WHITE** copie should be mailed to Schwing Bioset, Inc. Service/Warranty Department. Only the **PINK** copy goes with the defective parts shipment. The **YELLOW** copy may be kept for the applicant's records.



Return Tag

Attach or enclose to all parts shipments being returned to Schwing BioSet.

SAMPLE COPY

		350 SMC Drive Somerset, WI 54025 PHONE (715) 247-3433 FAX (715) 247-3438
RETURN TO VENDOR		
TO: _____		

SBI CUSTOMER CLAIM # _____		
SCHWING PART # _____		
VENDOR PART # _____		
PART DESCRIPTION _____		

MODEL # _____		
SPEC # _____		
SERIAL # _____		
ATTENTION THIS PART TO:		
<input type="checkbox"/>	SERVICE DEPARTMENT	
	RGA # _____	
<input type="checkbox"/>	OTHER _____	
