

January 01, 2016



lubecore™

Lubecore International Warranty Program Dealer/Distributor 2016



LCI Warranty Program Coverage

Lubecore™ International has expanded its product line to include a variety of lubrication systems to fill our customers' needs and requirements.

We have prepared this warranty quick reference chart to assist in understanding our product warranty.

Please add this document to your warranty files, folders and/or binder for reference in the future when dealing with Lubecore™ International product line. Thank you.

Warranty for Lubecore™ EP0 Pneumatic Pump – On-Road Equipment

Schedule	1 Year or less since installation	Lubecore International covers parts & labour. *
A	After 1st year and before the 6th year when using Evolution Steadylube Grease	Lubecore International will cover Lubecore International parts only. **
	6th year	Warranty is no longer provided.

Warranty for Lubecore™ EP2 Pneumatic Pump – On-Road Equipment

Schedule	1 Year or less since installation	Lubecore International covers parts & labour. *
A	After 1st year and before the 6th year when using Evolution Steadylube Grease	Lubecore International will cover Lubecore International parts only. **
	6th year	Warranty is no longer provided.

Warranty for Lubecore™ EP0 Electric Gear Pump – On-Road Equipment

Schedule	1 Year or less since installation	Lubecore International covers parts & labour. *
B	After 1st year and before the 3rd year when using Evolution Steadylube Grease	Lubecore International will cover Lubecore International parts only. **
	3rd year	Warranty is no longer provided.

Warranty for Lubecore™ Mk2 MLP & Modular Pumps – On-Road Equipment

Schedule	1 Year or less since installation	Lubecore International covers parts & labour. *
B	After 1st year and before the 3rd year when using Evolution Steadylube Grease	Lubecore International will cover Lubecore International parts only. **
	3rd year	Warranty is no longer provided.

Warranty for Lubecore™ EP2 Electric, Hydraulic, Mk2 MLP, Modular & EP0 Gear Pump – Off-Road & Specialty Equipment

Schedule	6 months or less since installation	Lubecore International covers parts & labour. *
C	After 6th month and before the 2nd year when using Evolution Steadylube Grease	Lubecore International will cover Lubecore International parts only. **
	2nd year	Warranty is no longer provided.

*According to SRT chart on page 5

**Dealer/ Distributor to provide proof of customer purchase of Steadylube Evolution™ grease (e.g. purchase invoice dated prior to claim date, equipment manufacture date) in order to apply for the extended terms of the Steadylube Evolution™ grease warranty. See "Steadylube Evolution™ Grease Extended Warranty", documentation for details on the extended warranty program.

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Schedule A

Parts & Labour Are Covered By Lubecore		Parts Only Are Covered By Lubecore				
0	1	2	3	4	5	6
Date of Installation. <i>E.g.</i> January 25th. 2016	1st. Year Anniversary January 25th. 2017	2nd. Year Anniversary January 25th. 2018	3rd. Year Anniversary January 25th. 2019	4th. Year Anniversary January 25th. 2020	5th. Year Anniversary January 25th. 2021	6th. Year Anniversary January 25th. 2022 All Warranty Coverage Ends

Schedule B

Parts & Labour Are Covered By Lubecore		Parts Only Are Covered By Lubecore	
0	1	2	3
Date of Installation. <i>E.g.</i> January 25th. 2016	1st. Year Anniversary January 25th. 2017	2nd. Year Anniversary January 25th. 2018	3rd. Year Anniversary January 25th. 2019 All Warranty Coverage Ends

Schedule C

Parts & Labour Are Covered By Lubecore		Parts Only Are Covered By Lubecore	
0	6	1	2
Date of Installation. <i>E.g.</i> January 25th. 2016	6th. Month Anniversary June 25th. 2016	1st. Year Anniversary January 25th. 2017	2nd. Year Anniversary June 25th. 2018 All Warranty Coverage Ends

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LCI Warranty Program

1. Dealer/Distributor will contact Lubecore International's warranty administrator and notify them that they have a warranty request. In turn the dealer/distributor will inform LCI that they have provided their customer with a new part from their inventory and are therefore requesting a warranty claim assessment.
2. The warranty administrator will provide a Warranty Request Tracking Number (WRTN). Do not ship any item(s) without receiving a WRTN.
3. Dealer/Distributor confirms the original date of purchase and install of the ALS, to determine what is able to be warranted, as per the attached SRT chart. This can be had by taking a screen shot of the timer memory or providing the original bill of sale for the system.

Warranty Claim Procedure & Requirements

4. Dealer/Distributor prepares a warranty request form (pgs 6 & 7) provided by LCI and tag(s) the item(s) with a copy of the warranty request form. An electronic copy of the warranty request form (.pdf or .jpeg) is then emailed to support@lubecore.com requesting a credit assessment for the item(s).
 - a. Item(s) are to be delivered with a completed WRF by Dealer/Distributor to LCI within 14 business days of the repair. **Warranty request forms that are returned incomplete will not be processed.**
 - b. A detailed WRF should include the following information:
 - i. Serial number of pump & timer**
 - ii. Manufacture, Model, Equipment VIN, unit number, equipment manufacture date and kilometers/hours
 - iii. System type (EP0 Pneumatic, EP0 Electric, EP2 Pneumatic, EP2 Electric, SLD Electric, SLD Hydraulic, MLP)
 - iv. Original date of installation & date of repair
 - v. Detailed description of observed product failure
 - vi. Detailed description of troubleshooting and repair work conducted
 - c. Proof of Steadylube Evolution™ grease usage (sales invoice attached to the documentation, if applicable)
 - d. All items being returned are to be individually packaged and protected from damage with a warranty request tracking number clearly written on the packaging's side and top panels. **One warranty request tracking number per item.**
 - e. Dealer/Distributor is responsible for all shipping costs. Shipping cost will be refunded if it is determined by LCI's warranty administrator that the request is valid.

** All timers and electronic controls using software to monitor the functionality of the automated lubrication system must be returned with a documented record, such as screen shots, photos etc. prior to system reconfiguration as well as after system configuration.

5. The amount of the Credit is based on:
 - LCI determines the eligibility of warranty for parts and labour, referencing the attached SRT chart.
 - LCI does not cover labour of repair cost(s) under the Steadylube Evolution™ Extended Warranty Program
 - Dealer/Distributor's published labour rate will be used to determine cost of warranty repair(s) based on calculations using the attached SRT
 - Labour applicable to Lubecore product, according to attached SRT Chart (Standard Repair Time) Kms and/or travel time are not eligible for warranty credit unless authorized by the warranty administrator.
 - Diagnosis of an ALS cannot exceed 0.50/30minutes total SRT time combined. Diagnostic labour only applies to diagnosis of failed component(s).(See example shown below)

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Example:

Warranty of a Lubecore Mark II Timer (#12.016) – verified to be less than one year since installation by attaining a screen shot of the Timer’s parameter setting screen & report settings screen or providing the original bill of sale. Dealer/Distributor prepares a warranty claim request form along with pertinent documentation such as, e.g. (screen shots of the timers’ memory). LCI proceeds as follows:

\$ 150.00 (Part cost Oct 11th 2016)

\$ 12.45 (Diagnosis labour of 0.25 hours “No Timer Operation” x \$50.00/hour)

\$ 9.96 (Repair labour rate of 0.2 hours “Timer Replace” x \$50.00/hour)

\$ 172.41 + tax ***

*** Sample for illustration purposes only

6. A credit, cheque or replacement part order will then be issued to Dealer/Distributor referencing the Warranty request tracking number(s).

When to Repair a Pump or Exchange a Pump

1. Pump repairs to be performed by Dealer/Distributor:
 - a. Internal air leak due to air piston seal failure.
 - b. Internal grease leak due to grease piston seal failure.
 - c. Leaking reservoir due to “O” ring failure.
 - d. Clogging of air pressure relief valve.
 - e. Failure of the Non-Return Valve, or the Return Valve
2. Pump replacement by LCI if applicable:
 - a. Damage due to corrosion which makes the pump inoperable, such as separation of pump from mounting, or corrosion holes resulting in leaks.
 - b. Combinations of three or more issues that are found to be present from the list titled, “*Pump Repair*” and after contacting LCI warranty administrator or LCI technical support.
 - c.

What is not Included in Warranty

1. Lubecore will not pay for travel fees or other incidental costs associated with warranty, unless otherwise arranged and authorized by the warranty administrator.
2. **Lubecore™** or authorized representative’s liability for any claim for loss or damages arising out of the sale, resale or use of any **Lubecore™** equipment shall in no event exceed the component purchase price.
3. Lubecore International is not responsible for any failure of any and all components, products or systems that have been improperly installed.
4. Both the regular and any extended warranty programs are void in the event of:
 - a. Inappropriate use or installation of Lubecore International’s product component(s) or user damage;
 - b. Damage from grease contamination or using alternate grease that is not consistent with LCI product specifications
 - c. Service or removal / replacement of components by an unauthorized dealer, technician, customer service assistant without prior knowledge of LCI warranty administrator or LCI technical support
 - d. Cut wires or missing parts, damage caused by negligence, theft or accident;
 - e. Tubing, Piping, Hoses, Lining, Clamps and Fittings
 - f. Water above the follower plate from pressure washing
 - g. Damage to timer and other electronic or electrical components due to environmental conditions such as liquids in cab; leaking cabs; improper sealing of compartments, cases and/or enclosures.
 - h. Damage to pump through improper mounting location. – E.g. Pump installed behind the wheel which gets sprayed with gravel, which in turn removes the protective coating on the pump.

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Warranty Conditions

This warranty is non-transferable and applies to the original retail purchaser only. This warranty does not apply to product damaged from accident, overload, abuse, misuse, negligence, faulty installation or abrasive or corrosive material, components that have been altered, or components repaired by anyone not authorized to do so by LCI's **Warranty Administrator or LCI's Technical Support Staff**.

This warranty applies only to components installed, operated and maintained in strict accordance with the written specifications and recommendations provided by Lubecore™.

This warranty is exclusive and replaces any other warranties, express or implied, including, but not limited to, the warranty of merchantability or warranty of fitness for a particular purpose.

In no event shall Lubecore™ or authorized representative be liable for incidental or consequential damages.

Sample - Lubecore Standard Repair Time Chart (SRT)****

Diagnostic time for all automated lubrication systems cannot exceed 0.50/30minutes of total combined SRT

<i>Item</i>	<i>Task Description</i>	<i>Time (Hours)</i>	<i>Minutes</i>
Replace	EP0 Pneumatic Pump (4kg or 6kg)	0.75	45
"	EP2 Pneumatic Pump (4kg or 6kg)	0.75	45
"	Multi-line Spyder Pump	1.00	60
"	EP0 Electric Gear Pump	0.30	18
"	EP2 Electric Piston	0.30	18
"	HB40 Electric Piston Pail Pump	0.50	30
"	SLD Pump	1.00	60
"	Solenoid	0.20	12
"	Truck Timer – Mark I Timer	0.20	12
"	Truck Timer – Mark I to Mark II Rewire	0.50	30
"	Truck Timer – Mark II Timer	0.20	12
"	Truck Timer Plug	0.30	18
"	In-Cab operator Communication Light / Test Switch	0.25	15
"	Trailer Timer Replace	0.30	18
"	Injector	0.30	18
"	EP0 Manifold	0.80	48
"	EP0 Pump Exhaust Vent	0.20	12
"	Progressive Pin Counter	0.20	12
"	Over pressure relief valve (EP2 Pump)	0.20	12
"	SLD Injector Manifold 3 Port	0.50	30
"	SLD Injector Manifold 4 Port	0.60	36
"	SLD Injector Manifold End Cap	0.20	12
"	Progressive Block - 6 Port	0.30	18
"	Progressive Block – 8 Port	0.35	21
"	Progressive Block – 10 Port	0.40	24
"	Progressive Block – 12 Port	0.45	27
"	Progressive Block – 6 Port with Pin Sensor	0.50	30
"	Progressive Block – 8 Port with Pin Sensor	0.50	30
"	Progressive Block – 10 Port with Pin Sensor	0.55	33
"	Progressive Block – 12 Port with Pin Sensor	0.55	33
"	Pressure Switch	0.30	18
"	Low Level Switch	0.30	18
"	Bottom Plate (EP0/2 Pneumatic)	0.30	18
"	Reservoir Lid (Exchange/Repair)	0.20	12
"	Reservoir (Install & Clean)	0.90	54
"	Follower Plate (Install & Clean)	0.90	54
"	Flapper Valve (Install & Clean)	0.90	54
"	Pump Sleeve (Install & Clean)	0.80	48
"	Piston (Complete – Air/Grease)(Clean, Install & Purge)	0.75	45

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Sample WRTN

The warranty request form provided is a fill-able form and can be sent directly to support@lubecore.com. All form fields must be filled and returned to Lubecore's Warranty Administrator prior to the warranty process beginning.

The product tracking number will be give to you when your warranty request has been authorized. A copy of this warranty request form must accompany the product being returned, and the warranty claim number must be written on the individually packaged item(s).

This is the name of the CSR that has authorized the warranty process to begin.

lubecore™		NEXT GENERATION PROTECTION SOLUTIONS		WARRANTY REQUEST FORM			
NOTICE: RETURN COMPLETED WARRANTY RQUEST FORM TO LUBECORE INTERNATIONAL'S WARRANTY ADMINISTRATION DEPARTMENT. INCOMPLETE WARRANTY REQUEST FORMS WILL NOT BE PROCESSED							
Office Use		Valid		Travel		Labour	
Product Tracking #		LCIW2012-001		Initiated by		Peter Zeleniak	
Warranty Request Date:		07/15/2012		Product Return Authorization Date:		07/18/2012	
Product Arrival Date:		08/02/2012		Product Evaluation Date:		08/04/2012	
Warranty Requested By:		AALT Alaska					
Customer Details							
Company/End User		True North Transport		Contact:		Frank McKnight	
Address		1420 North Ave.					
City		Nome		Province/State		AL Postal 97995	
Phone #		1-745-789-9000		e-mail		fmcknight@tnt.com	
Vehicle Information		Tri-Axle + 2 steering lifts					
Make		King		Complete VIN#		KL789GH325BVNT78932	
Manufacture Date		08/2012		Model		Waste Dump Unit# 47-1004	
Kms / Miles		4500m		Hrs		On Road <input checked="" type="checkbox"/> Off Road <input type="checkbox"/>	
ALS Manufacture		LCI 6kg+LL+PS+ABS					
Type of ALS		<input checked="" type="checkbox"/> EPO Pneumatic		<input type="checkbox"/> EPO Electric		<input type="checkbox"/> EP2 Pneumatic <input type="checkbox"/> EP2 Electric <input type="checkbox"/> SLD Hydraulic <input type="checkbox"/> SLD Electric <input type="checkbox"/> MLP	
Old Pump Serial #		HP 3110 000 C750-119		New Pump Serial #		HP 3210 000 C1143-106	
Old Timer Serial #		CM824-012		New Timer serial #		CM1124-087	
Warranty Service Details							
Defects found during inspection (If more room is needed, please write on the back of this work order)							
-Water ingress into Mk1 trailer timer causing corrosion to electronics (non-field repairable) -Pump housing. Corrosion protection coating is chipping off (non-field repairable) -Grease found coming out of the chk/vent valve (field repairable)							
Property of Lubecore International Inc. 7065 Twiss Road Campbellville, ON L0P 1B0				Tel: 905-864-3110 Fax: 905-878-6935			

This is the date you contacted Lubecore's warranty department.

Automated Lubrication System manufacture must be listed as Lubecore. Lubecore International has an extended warranty program based on its 'Steadylube Grease' Proof of purchase must accompany the warranty request form in order to receive the extended warranty coverage.

Equipment information is gathered and used to assist Lubecore International in developing new product and solving product issue(s), as well as tracking product performance and customer satisfaction.

A pertinent, concise and point form description of observations and diagnosis of the automated lubrication system issue(s) must be written in this area.



lubecore™

NEXT GENERATION
AUTOMATED LUBRICATION

Warranty Assumption Program

Lubecore has specially designed Steadylube Evolution™ Grease to provide optimal performance in the Lubecore Automated Lubrication System (ALS). Lubecore Steadylube Evolution™ Grease ensures trouble-free operation of the Lubecore ALS even in extreme climate applications. If you are an existing CPL/Groeneveld customer, with the use of our Steadylube Evolution™ Grease, you are eligible for the Lubecore Warranty Assumption Program.

What it means to YOU:

If you are an existing CPL/Groeneveld customer, with the use of Steadylube Evolution™ Grease, we will honor your existing extended warranty. This means:

- **Lubecore will extend your current Groeneveld grease warranty from 5 years to the Lubecore 6 years**
- **Lubecore will honor the replacement of parts under Groeneveld warranty from the original date of purchase.** (Proof of purchase required)

When Steadylube Evolution Grease is used exclusively in your existing Groeneveld or Lubecore ALS, the regular warranty will be extended and is:

- **6 years on the pump, blocks, injectors and electronics for Pneumatic & Electric EP-0 Transport Systems.**
- **3 years on the pump, blocks, injectors and electronics for Pneumatic & Electric EP-2 Transport Systems.**
- **1 years on the pump, blocks, injectors and electronics for Electric & Hydraulic EP-2 Off Road Systems.**

Both the Regular and the Extended Warranty are void in case of the following:

- **Damage from Grease contamination or using alternate grease.**
- **Service from an unauthorized dealer**
- **Cut wires or missing parts, damage caused by negligence, theft, or accident.**
- **Water above the follower plate from pressure washing**
- **Damage to timer from liquids**

January 01, 2016

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Disclaimer:

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