

# Bennett Pump Company

*For USA Distributors & Service Representatives*

## Warranty Policy & Procedures Manual

Effective August 1st , 2017

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## WARRANTY PERIOD

Please see Warranty Statement on page 12 of this manual (*Bennett Limited Warranty for Products Installed in the United States*) for individual products, as warranty period varies for different products.

For quick reference to product warranty periods, see Addendum #1 on page 9.

## FREIGHT DAMAGE

All transit damage is the responsibility of the freight company and must be claimed in accordance to the freight company's policies and procedures. Warranty claims for freight damage will not be accepted. Please see FREIGHT (SHIPPING) POLICY in the Distributor Policy Manual.

## WARRANTY POLICIES

Warranty Claim Processing. Bennett will review, process and apply approved warranty claims after receiving the properly completed Warranty Claim Report and the subject parts. Each warranty credit issued will be specific in detailing warranty claim number and the amount of credit issued for that warranty.

### Payment for Warranty Claims.

Payment will be credited to your Bennett Pump Company account.

Labor, travel and mileage will be credited at the following approved rates:

Number of Trips allowed	<b>One</b>
Maximum travel time allowed	Four (4) hours.
Maximum mileage allowed	100 miles each way 200 miles round trip

NOTE: Changes to rates must be approved by the Technical Services Manager. Bennett will review any requests to change rates based on comparison to other rates in your area, rates of inflation, and other economic factors that Bennett deems relevant. Claims will be paid at the current rate listed in Bennett's computer system.

In no instance will Bennett pay warranty labor or mileage rates in excess of the lowest rate that distributor offers to other customers.

**Rebuilt parts must be used on warranty repairs.** Rebuilt parts and prices must be used whenever the part has a rebuilt equivalent. These parts are identified in the Global Service Parts Master Price List. New parts that have a rebuilt equivalent will have an "RB" included as the prefix to the part number.

Credit will not be issued at the new parts price for parts that have a rebuilt equivalent (unless a rebuilt equivalent is not available at the time of shipment). If a "new" part is used rather than a rebuilt part, the Bennett invoice, for the part used, must accompany the Warranty Claim Form.

### Warranty Parts Reimbursement Pricing.

Service parts for warranty service are NOT shipped specific to any warranty claim work to be done, for example, Bennett will NOT ship no charge service parts for warranty service. Service parts used in warranty service must come from the distributor/service representative's parts stock. The purchase of service parts for warranty service and the Warranty Claim process are separate processes. Service Parts are purchased through normal channels and you charge Bennett for the parts used as part of the Warranty Claim process.

Rebuilt parts will be credited at the "List Price Without Core" price as listed in the current Global Service Parts Master Price List, less 30%, plus a 5% handling charge (calculated from net amount). There is a maximum of \$40.00 per claim handling charge.

New parts that do not have a rebuilt equivalent will be credited at list price, less 30%, plus 5% handling charge (calculated from net amount). There is a maximum of \$40.00 per claim handling charge.

#### Service Parts Discounts and Terms

See Distributor Policy Manual for details.

#### Important Notes.

All parts used in warranty repairs must be from the Distributor or Service Representative's stock. Bennett will not initially send parts without charge. All parts will be invoiced at the time of shipment.

Payment for parts used in warranty repairs will be from Bennett's published list prices in effect on the date of the service call.

All parts with a list price of \$15.00 or more, must be returned with a Warranty Claim. Claims will not be paid without the part returned.

All parts with a list price of \$15.00 or less do not need to be returned with Warranty Claims unless specifically required by Bennett. These parts must be scrapped. Any attempt to re-use these parts will be grounds for immediate termination of the Bennett Distributor or Service Representative Agreement.

NOTE: The exception to the \$15.00 limit is Veeder-Root parts, which must be returned (including electric reset switches).

#### Miscellaneous Policies.

All replacement parts are warranted for the remainder of the original equipment warranty period only.

All parts returns should be prepaid by the most economical method and include return freight charges on the Warranty Claim.

All warranty items will be checked for actual shipping charges on the package and adjustments will be made to the claim. Please note that when several claims are shipped together in one package, only one return shipping amount will be allowed.

Maximum travel mileage allowed is 100 miles each way, or 200 miles round trip.

Maximum travel time allowed is four (4) hours.

This warranty excludes nozzles, hoses and fittings, hose retractors, filters, belt adjustments, paper jams or light bulbs. Minor adjustments such as meter calibration, pulse adjustments, handle switch adjustments, customer specified items manufactured by other, and customer requested reprogramming of equipment are not covered by warranty.

NOTE: Warranty for nozzles or hoses should be referred to the nozzle or hose manufacturer

Bennett Technical Support (800-423-6638) must be contacted prior to performing a RAM Clear. A reference number must be obtained from Technical Support to authorize a Ram Clear for warranty work.

Reseating wire connections is not covered under warranty.

The use of two (2) service persons is not allowed without written prior approval from Bennett.

Overtime charges for warranty labor is not allowed.

Bennett will pay claims for travel time and mileage based only upon the closest authorized service.

Labor and travel cost for investigative services (such as checking equipment then having to return with the proper spare parts, tools or test equipment, necessitating a second trip) **will not** be recognized as an allowable cost under the warranty.

#### Parts Warranty.

The warranty on parts, including factory rebuilt parts, is limited to 90 days from the date of invoice to the end-user, or one (1) year from the date of invoice from Bennett Pump Company, whichever comes first.

To validate warranty for parts, the following must be sent with the defective part (regardless of the part's cost.):

A copy of the original invoice to the end-user indicating when the defective part was originally installed.

The Bennett parts invoice for the part involved.

NOTE: Parts warranty is limited to the replacement part only and does not include labor, travel or mileage.

### **WARRANTY CLAIM PROCESS AND PROCEDURES**

Completing the Warranty Claim Report. (See examples in Addendums at end)

#### General information for completing a Warranty Claim Form.

Bennett must receive the warranty claim no later than 30 days after the date of service performed. Failure to submit within the time frame may result in rejection of claim.

Warranty claims must be submitted on the Warranty Claim Report Form 192K or newer. Please do not use older forms. Warranty Claim Reports on older forms will be rejected.

Use only one Warranty Claim Report Form for one unit (pump, console or software). List a maximum of only two (2) parts for one unit on one Warranty Claim Report. If there are more than two (2) parts involved, use additional Warranty Claim Report Forms.

**Failure** to properly and accurately complete the Warranty Claim Report Form will **cause delays in payment and/or rejection** of the Warranty Claim.

Complete all information on the Warranty Claim Report:

- \*Installation date. ~ \*Purchase date. ~ \*Serial Number.
- \*Date of service call. ~ \*Location of equipment. ~ \*Description of equipment.
- \*Call Log Number if you contacted Technical Services.
- \*Description of problems and work performed.
- \*Parts description. ~ \*Cost section.
- \*Bennett Authorized Service Representative section (lower left).

When calling Bennett Technical Services Department for assistance, please be sure to have the site and equipment information at hand, i.e., site name, site address, equipment model numbers and serial numbers. **Ask for a call log number to put on the Warranty Claim Report.**

### **Instructions for completing Warranty Claim Report (192K).**

Date of service call must be filled in. Failure to do so may result in rejection of claim

On the Warranty Claim Report, fill in "Description of Equipment", listing the Model Number, Hose Number, Fueling Position and Serial Number of the equipment.

NOTE: Be sure to use only one Warranty Claim Report for one unit. Enter only two (2) parts maximum on each Warranty Claim Report. Use additional Warranty Claim Reports for claiming more parts.

Fill in, "Location of Equipment." Be sure to fill in all blanks listing the site of the equipment, phone number, address, owner of equipment, purchase and installation dates.

If the Bennett Technical Services Department was called for technical assistance, enter the Call Log Number that you received from Bennett Technical Services.

Authorization to zero memory can only be given by a Bennett Technical Services Technician. Be sure to fill in the Call Log Number. Failure to obtain authorization to zero memory at the time of the service call may result in Warranty Claim Report rejection.

In the "Problem Description" section, describe the problem in great detail. Under "Work Performed," describe the work performed to correct the problem. Be specific and identify part by number. Failure to properly describe the problem and work performed may cause delays in payment and/or rejection of the Warranty Claim.

List the quantity, part number, part description, defective parts serial number and/or date code, replacement part serial number or date code for problem #1 and problem #2. If there are more than two (2) parts/problems for a unit, list the other on additional Warranty Claim Reports. List the price of each and total the List Price for each part number in the repair.

**NOTE:** Remember, rebuilt parts and prices must be used whenever the part has a rebuilt equivalent.

For electronic parts and other parts with serial number or date codes, include the serial numbers or date codes for both defective and replacement parts.

Bennett authorized Service Representative information is contained in the Customer section. Be sure to enter the name of the authorized Bennett service organization performing the work, their Bennett Customer Number, their address, the signature of the repair location's owner/operator, the signature of the service person, and the technician's certification number if applicable to the product being serviced. **Technicians performing warranty service MUST be certified.**

NOTE: The station owner/operator must sign and date the form and the time of service in order to validate work performed.

In completing the "Cost" portion of the Warranty Claim Report, be sure to fill in all of the boxes as instructed below.

Enter total List Price for all parts used. For all parts that have a rebuilt equivalent, use the "List Price Without Core" list prices in the Rebuilt Parts Price List.

Enter the total net price, which is the List Price less 30% (or 70% of list price) into Box 3. (Box 3 = Box 1 x 70%).

Calculate the 5% handling charge by multiplying the net amount in Box 2 x 5%. Enter the 5% handling charge into Box 3.

NOTE: Handling charge is 5%, or a maximum dollar amount of \$40.00 per claim.

Add **ACTUAL** return shipping costs into Box 4. Freight must be prepaid and the items returned to Bennett in Spring Lake, Michigan, but the most economical way (normal UPS Ground and ups insurance charges).

NOTE: All parts must be carefully packaged for return shipment, particularly electronic boards and components. Do not cannibalize defective parts for other components. Cannibalized parts will not be accepted. All electronic boards and components should be placed in protective static bags and then in individual protective containers. Please use the containers in which Bennett shipped the replacement part to you. **Do not use "popcorn" styrofoam packing material as it causes static build-up.**

Enter the total number of labor hours in the blank, then multiply that total by the hourly labor rate. Enter the total dollar amount in Box 5. See Addendum 4 on page 13 for allowable labor hours.

Enter the total number of travel hours in the blank, then multiply that total by the Bennett approved hourly travel rate. Enter the total dollar amount in Box 6.

NOTE: Maximum travel time is four (4) hours.

Enter the total number of miles traveled in the blank, then multiply that total by the Bennett approved rate. Enter the total dollar amount into Box 7.

NOTE: Maximum mileage allowed is 100 miles each way, or 200 miles round trip.

Add Boxes 3 through 7 (items c. through g.) to obtain the "Total Labor." (Handling + Shipping + Labor + Travel + Mileage).

To total the "Warranty Claim" amount, add Box 2 and Box 8 (the total list price less discount, plus the total labor).

Do not write below the "For Bennett Use Only" line.

NOTE: Warranty claims and defective parts must be received at Bennett Pump Company within 30 days after the date of the service call. Send parts along with the claims directly to Bennett Pump Company.

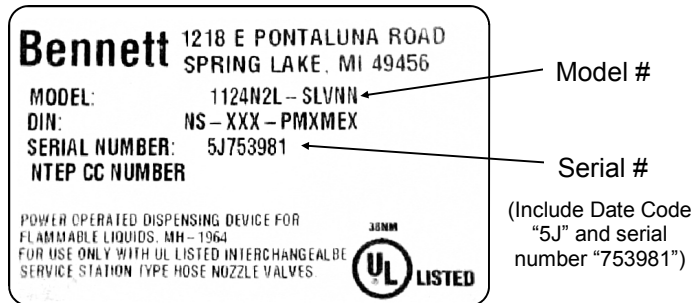
#### Exceptions to Warranty Policies.

Exceptions to the warranty policies can be given only by the Technical Service Manager. Any questions or extenuating circumstances must be answered and/or resolved by the Technical Services Manager.

Time Limit for Receipt of Warranty Claims and Parts.

Warranty Claims and defective parts must be received at Bennett Pump Company within 30 days after the date of the service call. Send the parts along with the claims to Bennett Pump Company in Spring Lake, Michigan. DO NOT SEND PARTS OR CLAIMS TO REGIONAL MANAGERS.

**Serial Tag Example**



Serial Tag

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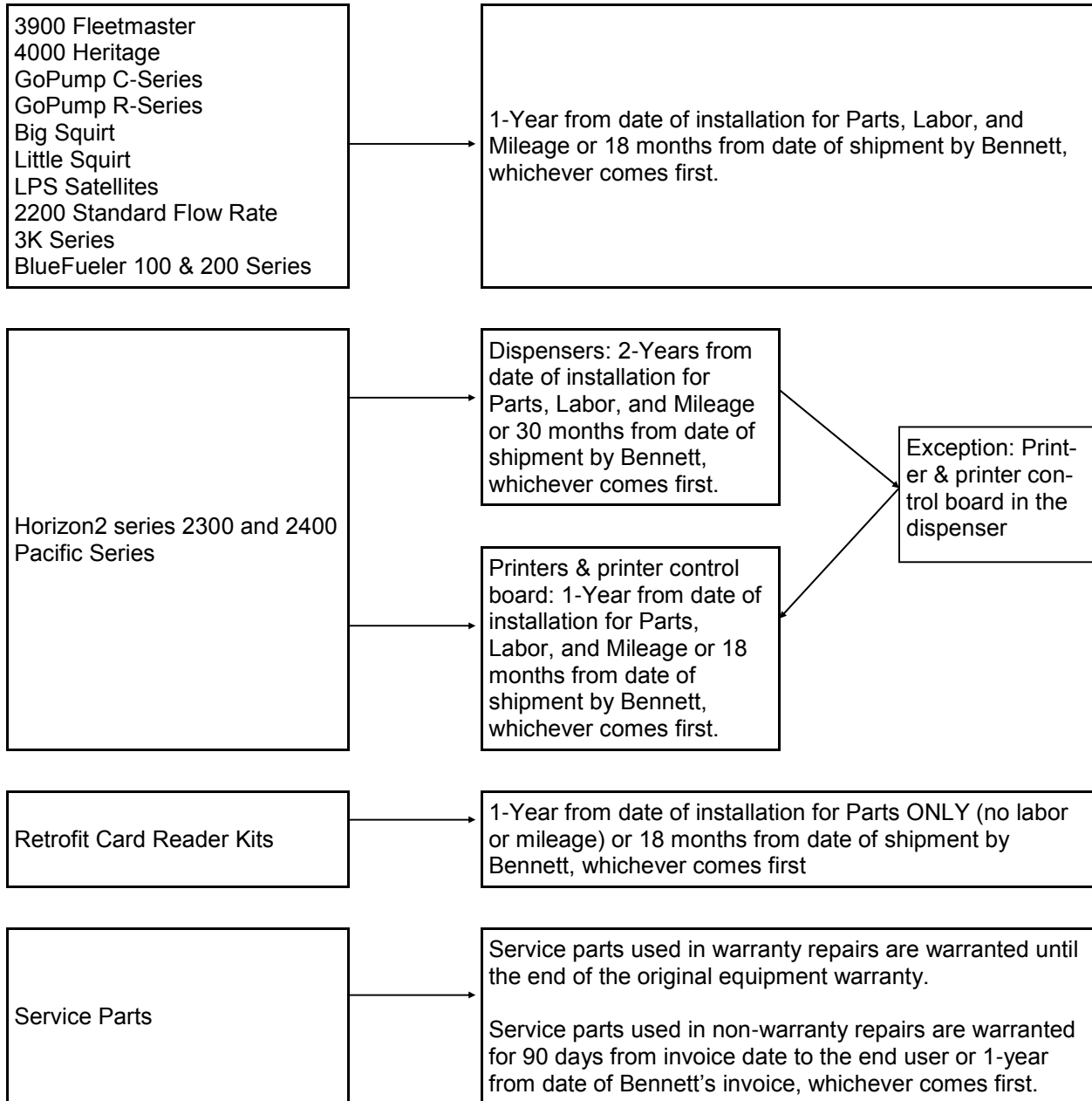
Do NOT mail warranty claim forms! The claim must be in the carton of the defective parts being returned.



# ADDENDUM #1

## Quick Reference, Warranty Coverage by Product

This chart is intended as a "Quick Reference" only. For details and complete warranty information, refer to the Bennett Limited Warranty for Product Installed in the United States document at the back of this manual.



# ADDENDUM #2



Bennett Pump Company  
1218 E. Pontaluna Road  
Spring Lake, MI 49456

**WARRANTY CLAIM REPORT**  
Report Must Be Submitted With Defective Parts to  
**BENNETT PUMP COMPANY**  
Within 30 Days of Service Work Performed

W.C.R. NO. 52048

Date of Service Call  
03/24/2004

DESCRIPTION OF EQUIPMENT				LOCATION OF EQUIPMENT			
MODEL NUMBER <u>2432FS-2HXR</u>	FUELING POSITION (HOSE NO.) <u>2</u>	SERIAL NUMBER (MINIMUM OF 9 DIGITS) <u>5 J 7 5 3 9 8 1</u>		SITE PHONE NUMBER <u>555.333.1111</u>			
<b>ONLY ONE UNIT PER CLAIM</b> USE ADDITIONAL FORMS FOR OTHER UNITS AT SITE				SITE NAME <u>Petro Mart</u>			
WAS BENNETT SPRING LAKE SERVICE DEPARTMENT CONTACTED REGARDING THIS REPAIR(S)? Call Log #: <u>J-031404-10</u> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				COMPLETE ADDRESS <u>123 Oak Street</u>			
WHO? <u>John Doe</u> WHEN? <u>06/05/2004</u>				CITY <u>Anytown</u> STATE <u>MI</u> ZIP <u>49456</u>			
Provide ALL requested information to validate claim				OWNED BY <u>John Doe</u>			
				PURCHASE DATE <u>01/20/2004</u> INSTALLATION DATE <u>02/15/2004</u>			

**PROBLEM:** Pulser Error #13  
IF NOT COVERED BY A FAILURE CODE NUMBER BE SPECIFIC AND IDENTIFY PART NUMBER

**WORK PERFORMED:** Replaced 2 #106274 Pulser & Mount Assembly  
BE SPECIFIC AND IDENTIFY PART BY NUMBER

# Sample Claim

Distributor Claim (30% Discount)

Mark if you want Bennett to **PAY** for the part, not replace it

IF ADDITIONAL SPACE IS NEEDED CONTINUE ON SECOND PAGE

PROB. NO. 1	QTY	PART NUMBER	DESCRIPTION	REPLACE MY INVENTORY	REPLACEMENT PART S.N. OR DATE CODE	LIST PRICE EACH	TOTAL EACH
	2	106274	Pulser & Mount Assembly	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		\$50.50	\$50.50

BENNETT CUSTOMER CODE NUMBER 9999

BENNETT AUTHORIZED SERVICE REPRESENTATIVE  
Petro & Petro Equipment & Installation

ADDRESS  
2525 Oak Street

CITY  
Anytown

STATE TX    ZIP 75205

SIGNATURE  
OWNER/OPERATOR John Doe    DATE 3-5-04

SERVICEMAN'S SIGNATURE  
John Smith    122.1234.USA

YOUR SERVICE INVOICE NUMBER  
1234

MY BENNETT REGIONAL MANAGER IS Bob Bennett

TOTAL PARTS PRICE LIST		\$101.00	B O X 1
COMMERCIAL DISTRIBUTOR OR RETAIL SERVICE REPRESENTATIVE ONLY		-----	B O X 2
★ RETAIL DISTRIBUTOR ONLY		\$70.70	B O X 3
PROBLEM #1 HOURS LABOR	<u>1/2 Hour</u>	5% HANDLING CHARGE - BOX 2X5% \$40 PER CLAIM MAXIMUM	\$3.54
PROBLEM #2 HOURS LABOR		RETURN SHIPPING	\$5.00
TOTAL HOURS LABOR	<u>1/2 Hour</u>	X \$50.00 PER HOUR =	\$25.00
HOURS TRAVEL	<u>2</u>	X \$50.00 PER HOUR =	\$100.00
MILES TRAVEL	<u>100</u>	X \$0.50 PER MILE =	\$50.00
NUMBER OF TRIPS <u>1</u>		TOTAL LABOR = HANDLING + RETURN SHIPPING + LABOR + TRAVEL + MILEAGE (BOXES 3 THRU 7) =	\$183.54
		TOTAL WARRANTY CLAIM (BOXES 2 + 8) =	\$254.24

PLEASE RETAIN A COPY OF WARRANTY CLAIM REPORT FOR YOUR RECORDS.  
**MAKE SURE TO SEND ORIGINAL WITH DEFECTIVE PARTS TO:**  
**BENNETT PUMP CO.**  
1218 E. PONTALUNA ROAD  
SPRING LAKE, MI 49456

**INCOMPLETE INFORMATION WILL CERTAINLY CAUSE DELAYS IN PROCESSING YOUR CLAIM!**

**DO NOT WRITE BELOW THIS LINE**    **BENNETT USE ONLY**

U S E I N O N E L Y	RECEIVE DATE & INSPECTED BY	DISPOSITION CODE
	<u>Tested Defective 3-28-04. BPC.</u>	<u>Approved</u>
		DATE <u>3/28/2004</u>
		APPROVED BY <u>SK</u>

# ADDENDUM #3



Bennett Pump Company  
1218 E. Pontaluna Road  
Spring Lake, MI 49456

**WARRANTY CLAIM REPORT**  
Report Must Be Submitted With Defective Parts to  
**BENNETT PUMP COMPANY**  
Within 30 Days of Service Work Performed

W.C.R. NO. 52048

Date of Service Call  
03/24/2004

DESCRIPTION OF EQUIPMENT			LOCATION OF EQUIPMENT		
MODEL NUMBER	FUELING POSITION (HOSE NO.)	SERIAL NUMBER (MINIMUM OF 9 DIGITS)	SITE PHONE NUMBER _____		
<b>ONLY ONE UNIT PER CLAIM</b> USE ADDITIONAL FORMS FOR OTHER UNITS AT SITE			SITE NAME _____		
WAS BENNETT SPRING LAKE SERVICE DEPARTMENT CONTACTED REGARDING THIS REPAIR(S)? Call Log #: <u>J-031404-10</u> [X] YES [ ] NO			COMPLETE ADDRESS _____		
WHO? <u>John Doe</u> WHEN? <u>06/05/2004</u>			CITY _____ STATE _____ ZIP _____		
Provide ALL requested information to validate claim			OWNED BY _____		
			PURCHASE DATE _____ INSTALLATION DATE _____		

**PROBLEM:** Pulser Error #13 **PARTS ONLY WARRANTY**

IF NOT COVERED BY A FAILURE CODE NUMBER BE SPECIFIC AND IDENTIFY PART NUMBER

# Sample Claim

**WORK PERFORMED:** Replaced 2 #106274 Pulser & Mount Assembly  
(This pulser was installed on a 2432 on 2-1-04  
and failed today on 3-14-04)

Distributor Claim (30% Discount)

Mark if you want Bennett to **PAY** for the part, not replace it

IF ADDITIONAL SPACE IS NEEDED CONTINUE ON SECOND PAGE

PROB. NO. 1	QTY	PART NUMBER	DESCRIPTION	REPLACE MY INVENTORY	REPLACEMENT PART S.N. OR DATE CODE	LIST PRICE EACH	TOTAL EACH
	1	106274	Pulser & Mount Assembly	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		\$50.50	\$50.50

**BENNETT CUSTOMER**  
CODE NUMBER 9999

**BENNETT AUTHORIZED SERVICE REPRESENTATIVE**  
Petro & Petro Equipment & Installation

ADDRESS  
DO NOT USE P.O. BOXES 2525 Oak Street

CITY Anytown

STATE TX ZIP 75205

SIGNATURE  
OWNER/OPERATOR John Doe DATE 3-5-04

SERVICEMAN'S SIGNATURE  
John Smith 122-1234-USA

YOUR SERVICE INVOICE NUMBER  
1234

MY BENNETT REGIONAL MANAGER IS Bob Bennett

TOTAL PARTS PRICE LIST		\$50.50
COMMERCIAL DISTRIBUTOR OR RETAIL SERVICE REPRESENTATIVE ONLY	TOTAL LIST PRICE LESS 20% (BOX 1 x 80%)	-----
★ RETAIL DISTRIBUTOR ONLY	TOTAL LIST PRICE LESS 30% (BOX 1 x 70%)	\$35.35
PROBLEM #1 HOURS LABOR	5% HANDLING CHARGE - BOX 2X5% \$40 PER CLAIM MAXIMUM	\$1.77
PROBLEM #2 HOURS LABOR	RETURN SHIPPING	\$5.00
TOTAL HOURS LABOR	PER HOUR =	
HOURS TRAVEL	PER HOUR =	
MILES TRAVEL	PER MILE =	
NUMBER OF TRIPS		
TOTAL LABOR = HANDLING + RETURN SHIPPING + LABOR + TRAVEL + MILEAGE (BOXES 3 THRU 7) =		\$6.77
TOTAL WARRANTY CLAIM (BOXES 2 + 8) =		\$42.12

PLEASE RETAIN A COPY OF WARRANTY CLAIM REPORT FOR YOUR RECORDS.  
**MAKE SURE TO SEND ORIGINAL WITH DEFECTIVE PARTS TO:**  
**BENNETT PUMP CO.**  
**1218 E. PONTALUNA ROAD**  
**SPRING LAKE, MI 49456**

**INCOMPLETE INFORMATION WILL CERTAINLY CAUSE DELAYS IN PROCESSING YOUR CLAIM!**

**DO NOT WRITE BELOW THIS LINE** **BENNETT USE ONLY**

RECEIVED DATE & INSPECTED BY	<p style="color: green; font-style: italic;">Tested Defective 3-28-04. Order 89999999 for replacement. BPC.</p>	DISPOSITION CODE <u>Approved</u> DATE <u>3/28/2004</u> APPROVED BY <u>SK</u>
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# Bennett Limited Warranty for Products Installed in the United States

**Bennett Pump Company guarantees new Service Station Equipment manufactured by Bennett against defects in material or workmanship during the warranty period in accordance with the provisions stated below:**

- The Site Audit Report issued with all equipment must be completed and returned at time of installation to Bennett Pump Company, Spring Lake, MI to initiate warranty.
- Warranty service must be performed by the nearest Bennett Authorized Service Representative qualified to perform service on the defective equipment. Only Authorized and Certified Service Representatives are allowed to perform warranty service. Use of service personnel other than qualified Bennett Service Representatives without prior approval by Bennett Pump Company will void payment of any warranty claims.
- Labor and travel costs incurred while servicing Bennett equipment will be paid at previously contracted rates subject to published standard repair time allowances to qualified Bennett Service Representatives with travel cost limited to 200 miles. Travel cost shall be limited to 4 hours round trip.
- Bennett equipment has been installed according to the manufacturer's instructions and diagrams.
- During the warranty period, Bennett Pump Company will, at its option, repair or replace defective parts returned to its factory, transportation charges prepaid.
- The manufacturer reserves the right to make changes in the design or to make additions or improvements with respect to its products without incurring any obligation to modify or install same on previously manufactured products.

## **Pumps and Dispensers - Pacific & Horizon2 Series Dispensers**

Warranty on parts, labor, and travel is 24 months from date of installation or 30 months from date of Bennett's original invoice, whichever comes first. An exception is any printer or printer driver board used in a pump or dispenser. For printers and driver boards: parts, labor, and mileage warranty coverage is for 12 months from the date of installation not to exceed 18 months from date of Bennett's original invoice.

This warranty excludes nozzles, hoses and fittings, hose retractor, filters, belt adjustments, paper jams, light bulbs, or any leaks after the installation start-up and audit. Minor adjustments such as meter calibration, pulser adjustments, and handle switch adjustments, customer specified items manufactured by others, and customer requested reprogramming of equipment are not covered by warranty.

## **Pumps and Dispensers - All Other Models**

Warranty on parts, labor, and travel is 12 months from date of installation or 18 months from date of Bennett's original invoice, whichever comes first.

This warranty excludes nozzles, hoses and fitting, hose retractor, filters, belt adjustments, paper jams or light bulbs. Minor adjustments such as meter calibration, pulser adjustments, and handle switch adjustments, customer specified items manufactured by others, and customer requested reprogramming of equipment are not covered by warranty.

## **Field Retrofitted Card Acceptor or Cash Acceptor**

The field retrofit assembly is warranted for parts only for 12 months from date of installation or 18 months from date of original invoice, whichever comes first, except the receipt printer and driver board which is warranted for parts for ninety (90) days from the date of installation or 180 days from original invoice, whichever comes first.

**Consumable Items** such as receipt paper are not warranted. The use of receipt paper not specified by Bennett will void the printer assembly warranty.

## **Model 515 Pump Controller, 621 Module, Fan Out Boxes**

Warranty on parts, labor and travel is 12 months from the date of installation or 18 months from the date of original invoice, whichever comes first.

## **Software**

Bennett Pump Company warrants Bennett products and software packages, whose operation is controlled by Bennett designed and developed software, shall be free of material defects and conform to current Bennett specifications for a period of ninety (90) days from the date of original invoice. Bennett shall use its best effort to correct such defects and to supply to purchaser at Bennett's expense, a corrected version within a reasonable time after purchaser notifies Bennett in writing of any defects and provides the programs and instructions required to reproduce the claimed defect.

This would not cover any modification to the program, the Bennett product, and/or connection to unapproved equipment made by any person or any defect caused by such modifications/connections.

## **Upgrade Kits**

Bennett offers kits which are installed at the purchaser's option to enhance operating features of an existing Bennett product. These upgrade kits are warranted for parts only for ninety (90) days from date of installation or 12 months from date of original invoice, whichever comes first. This warranty applies to kit components only. The warranty status of the remainder of the product is unchanged.

## **Spare Parts**

For equipment under warranty: The warranty period for all spare parts replaced is the remainder of the original warranty. Spare Parts are

warranted for the value of the parts only (no labor, mileage, or other charges).

For equipment not under warranty: The warranty period is 90 days from the date of invoice to the end user, or 12 months from the date of original invoice, whichever comes first. Spare Parts are warranted for the value of the parts only (no labor, mileage, or other charges).

## **General Exclusions**

1. Warranty does not apply to any product which has been altered, subjected to unusual physical or electrical stress, an Act of God, damaged by accident, tampered with, or subjected to misuse or abuse including substituting parts or accessories from other manufacturers without the written consent of Bennett Pump Company. The above warranties shall not exist if the original identification marks have been removed or altered.
2. Bennett is not liable for damage or necessary repairs caused by improper storage of DEF equipment in cold temperatures, or crystallization of product due to improper maintenance of DEF supply fluid.
3. Bennett makes no warranty with respect to the Bennett equipment or Bennett's performance of services under this agreement, express or implied, and Bennett hereby disclaims the implied warranties of merchantability and fitness for a particular purpose.
4. In no event shall Bennett be liable for any loss of profits, loss of use, interruption of business or indirect, special, incidental or consequential damages of any kind in connection with or arising out of the furnishing, performance, use or failure of the Bennett equipment, software or services acquired from Bennett, the distributor or the user, whether alleged as a breach of contract or tortious conduct, including negligence. Bennett's liability hereunder for damages shall not, in any event, exceed the amounts paid by the buyer to Bennett for equipment, software or services as to which the claim arose.
5. No action arising out of any claimed breach of the Warranty Agreement or transaction under this Warranty Agreement may be brought by either party more than two (2) years after the cause of action has accrued.
6. Use of non-Bennett replacement parts, unless specified by Bennett, will void the equipment warranty.
7. This warranty only applies to Bennett equipment installed in the United States of America and Canada.
8. Failure to pay the Bennett invoice within stated invoice terms, covering the respective Bennett equipment purchased under this limited warranty may, at Bennett's discretion, void this limited product warranty.

## **BENNETT PUMP COMPANY**

1218 E. Pontaluna Road  
Spring Lake, MI 49456  
Tel: 231-798-1310 Fax: 231-799-6202



## ADDENDUM #5

**Bennett Warranty, Allowable Labor Hours  
Effective July 2017 (Replaces March 2014 )**

Hours	Description
2.00	515 Pump Controller Main Board
0.50	Backlight Board
0.50	Ballast
0.50	Battery
0.25	Belt (motor)
0.50	Card Reader
0.75	Casting, Hose Outlet
2.00	Casting, Internal
1.00	Check Valve, Inlet or Filter Body
1.00	Check Valve, Mixer Block
0.00	Circuit Breaker
1.00	Collector (Meter)
1.00	Computer (Veeder-Root Mechanical)
1.00	CPU Board
1.00	Diaphragm , Meter
0.50	Display Board
0.50	Drive Coupling/Links
1.00	Electric Reset (Veeder-Root)
0.00	Filter, Fuel
0.75	Fitting Connector/Flange
0.75	Fitting Connector/Flare
0.00	Fuse
1.00	Gear
0.50	Hose Adaptor
0.00	Hose
1.00	I/O Board
1.00	Interface, Healy Module
1.00	Intrinsic Safety Barrier
1.00	Intrinsic Safety Board
0.25	Keypad, Manager's
1.00	Keypad, Product Selection
0.50	Lamp/Holder Socket
0.00	Lamp/Light bulb
1.00	Lip Seal
0.50	Lock Assembly
0.75	Master/Satellite Control Board
1.00	Meter, FPP (Authorization Needed)
1.50	Meter, Rebuild - SB100
1.00	Meter, Replace - SB100 (Authorization Needed)

Hours	Description
1.50	Meter, Pump (Authorization Needed)
1.00	Non-Computer (Veeder-Root Mechanical)
0.00	Nozzle
1.00	Nozzle Boot
1.00	Power Distribution Board
1.00	Power Supply
0.50	Local Preset
1.00	Printer, Receipt
0.00	Programming
0.50	Pulley
1.00	Pulse Output Board
1.00	Pulser (Horizon & 3K)
0.50	Pulser (Veeder-Root)
1.00	Pumping Unit, Blades/Rotor
2.00	Pumping Unit, Replace (Authorization Needed)
0.25	RAM Clear (Authorization Needed)
0.50	Relay
1.00	Reset Motor, Electric Reset (Veeder-Root)
1.00	Retractor/Reel (Authorization Needed)
0.50	Ribbon Cable/Cable
0.50	Software, Replace (Authorization Needed)
0.50	Speaker
1.00	Switch, Electric Reset
0.25	Switch, Key Operated
1.00	Switch, Nozzle or Mechanism
0.50	Totalizer Assembly
0.75	Transformer
2.00	Valve, Blend
1.00	Valve, Diaphragm
0.00	Valve, Impact/Safety
1.00	Valve, Pumping Unit
1.50	Valve, Solenoid
0.50	Wire Connector
1.00	Wiring Harness/Cable
0.50	Keypad Replacement

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