

Warranty Policy

ExpressKey, GinSan, IVS, & Trusco Group of Companies (Company) provides a limited one year warranty on components and piece of equipment produced by the Company to be free from defects in material and workmanship. Electrical assemblies see Appendix A, have a limited two year warranty on the controller to be free from defects in material and workmanship. This limited warranty does not cover equipment that has been damaged due to misuse, misapplication, modification, altered, neglected, attempted theft, vandalism, connection to improper voltage supply, modification, or such parts that are commonly recognized to be subject to wear in normal usage. Normal use products are, but not limited to, those listed on Appendix B; which are warranted for 90 days. Every component and piece of equipment is packaged to assist in safe handling of the product.

Claims must be submitted in writing within the appropriate coverage period as covered by this warranty, from date of shipment, to the Company's warranty/repair department. If the return is approved an RMA and labeling instructions will be issued and the product can be returned. Returned product without the [appropriate RMA](#) and label will be issued to scrap and all warranties/replacements will be considered null and void. If the product receiving the RMA is not returned within 20 days from date of issuing the RMA then any credit toward the product will be reduced by 25%. If the product is not returned within 30 days of issuing the RMA then any credit will be reduced by 50%. A testing fee of \$20.00 will be applied, if the product passes all tests related to the written claim, then the fee will be applied and paid prior to return of the product. If the product fails the test then the fee will not be applied. The Company may charge a 20% restocking fee for returned product and/or an order, which is canceled and/or material has already been ordered and/or received to fill such order.

The Company's warranty/repair department will inspect all components, submitted under warranty. Warranty replacement will be based solely on the analysis and confirmation that the product defect was caused by material and/or workmanship. The company reserves the right to change the design of the product without assuming any obligation to modify any product previously manufactured or to replace warranted product other than with redesigned product.

In some cases it is easier for the customer to send a Company purchased product direct to the manufacturer for replacement. In those cases the customer will be notified that their product falls under that process and should work with that manufacturer directly. Appendix C shows the purchased parts that falls under this case.

This warranty covers the product replacement only; charges for damages, freight and/or labor will not be accepted. There are no warranties expressed or implied which extend beyond this Limited Warranty. The loss of use of the product, loss of time, inconvenience, commercial loss, incidental or consequential damages is not covered. The Company shall not be liable for incidental, special, or consequential damages including without limitation damages resulting from personal, bodily injury or death or damages to or loss of use of property.

APPENDIX A

2-Year Warranty Controllers

Sensortron	Multitron	Touchtron	Timer
Liberator			

APPENDIX B

90-Day Warranty Components

Pressure Hoses	Swivels	Nozzles	Safety Shut-off Guns
Seals	O-Rings	Shop Vac	

APPENDIX C

Purchased Products that are Handled Direct with the Manufacturer

Shop Vac	IDX Big Timer	Bill Acceptors	Compressors
Pump Motors			