

REED

**MODEL XT 36 TRUCK MOUNTED
CONCRETE BOOM PUMP
SERVICE BULLETIN**

SRVBT

PAGE 01

AS WE MAKE IMPROVEMENTS TO THE **REED**
TRUCK MOUNTED CONCRETE BOOM PUMP MODEL **XT 36**,
WE LIKE TO SUPPLY YOU, THE CUSTOMER, WITH
UPDATED INFORMATION WHICH APPLIES TO YOUR PUMP.

THIS SECTION IS PROVIDED AS A PLACE TO STORE
SERVICE BULLETINS AS YOU RECEIVE THEM
FROM **REED** MANUFACTURING.

BULLETIN NO: SB001
DATE: FEBRUARY 5, 1998
TO: ALL **REED** DEALERS
SUBJECT: **REED** WARRANTY PROGRAM

Each **REED** Concrete Placing Trailer Pump, Truck Mounted Boom Pump and Dry-mix Spraying Gun, undergoes before delivery a thorough Quality Assurance inspection, a performance check and final testing. However, even with these precautions the possibility exists that after delivery, for some reason, a component may fail.

This is the reason for warranty. If this should happen to one of your machines during the first 12 months or 1000 pumping hours after delivery, there is a good chance the failed component could be replaced under warranty.

REED has updated and formalized its **WARRANTY PROGRAM** and this bulletin is issued to make all dealers aware of the program.

Enclosed is a supply of our new **WARRANTY CLAIM** forms. From this point on, all warranty claims must be submitted on these forms. Also, please find a description of the program, coverage and how to make a claim and its submission. We suggest you give this some careful attention. Briefly some noteworthy items are:

- Do not return any failed part unless requested by **REED**
- Purchase the replacement part through normal channels from **REED**. Submit your claim noting the invoice number of the replacement part. Upon approval of the claim, a credit will be issued.
- Every effort will be made to process claim within 2 weeks from receipt except for those occasions where the part is to be returned.

Should questions arise during your review, please do not hesitate to contact us.

We appreciate the opportunity to be of service.

Sincerely,



Mike Wickstrom
Service Manager

WARRANTY PROGRAM POLICY

REED Concrete Placing Equipment is designed and engineered to perform as stated on published specifications. Only quality materials and workmanship are used in the manufacture of these products. As a back up for the product manufactured by **REED**, a guarantee against defects in design and workmanship of components is provided for each machine.

The **REED** guarantee/warranty states, in general, that **REED** will replace free of charge any components found to be defective within the time frame of the warranty period. There are exceptions to some components which are not the responsibility of **REED**. These are noted elsewhere.

A formal printed policy is available and depicts in more detail the warranty and description. However, for your ready reference the following is offered:

A. WARRANTY PERIOD

- ALL CONCRETE PLACING MACHINES

The warranty period is for twelve (12) months from date of delivery to initial user or 1000 pumping hours whichever comes first.

- NEW PARTS WARRANTY

For parts sold through the **REED** Parts Department the warranty is ninety (90) days from invoice ship date.

- REPLACEMENT WARRANTY PARTS

Replacement parts provided under the terms of the machine warranty are for the warranty period applicable to the unit in which they were installed as if such parts were original components of the machine.

B. WARRANTY COVERAGE

- DEFECTIVE PARTS

Unless otherwise authorized the replacement part **MUST** be **PURCHASED** from **REED**. Once warranty claim is received and approved, **REED** will provide credit to the dealer/user for their cost of the replacement part as invoiced by **REED**.

- **LABOR**

No labor time and related compensation will be provided by **REED** to dealers/users or others to perform work under this warranty policy.

- **TRAVEL TIME**

No travel time, mileage or other expenses will be compensated by **REED** to dealers/users or others to perform work under this warranty policy.

- **FREIGHT, IMPORT DOCUMENTATION, CUSTOM DUTY**

Any expense incurred for freight, import duty and documentation will not be reimbursed by **REED** in association with this warranty policy.

C. EXCLUSIONS

- **CHASSIS AND RELATED COMPONENTS (TRUCK MOUNTED UNITS)**

The warranty for the chassis is handled by the chassis manufacturer and their dealer network. Prior to putting the truck in service it is suggested you contact the nearest manufacturer dealership.

- **ENGINE - TRAILER UNITS**

The engine warranty is handled by the engine manufacturer and their dealer network. The terms and conditions of their warranty will apply. Contact the local engine dealer for specifics on warranty of the engine.

- **NORMAL WEAR**

This pertains to items that have failed as a result of normal wear and tear to the product including but not limited to material cylinder and hydraulic cylinder piston components, delivery systems, pins, chains, bushings, seals, concrete pump wear parts, brakes, filter elements, fluids and tires.

- **DAMAGES**

Caused by transport of equipment or parts, improper set-up or installation, operator error, improper operation or storage, environmental conditions, accidents, improper mechanical techniques employed by anyone or any other cause other than a structural defect in materials or workmanship.

- MAINTENANCE

Caused by failure to perform any scheduled maintenance or routine maintenance as specified in technical manual on any structural or mechanical component.

- MODIFICATIONS

Any non-authorized changes or modifications of any kind to the product. Any modification must be authorized and approved in writing by **REED** Engineering Department.

- ABUSE

Any accidental or intentional abuse of product including but not limited to neglect, loading beyond capacity or any operation of the equipment beyond the limits set forth by **REED** documentation and as depicted in the appropriate technical manual.

D. SUBMISSION OF CLAIM BY DEALER/USER

Should a component failure be encountered during the warranty period and should it fall within the guidelines of the **REED WARRANTY POLICY** the following procedure is to be followed to claim warranty:

1. REPLACEMENT PART

- Obtain the replacement part by ordering it from the **REED PARTS DEPT.** through normal channels. You will be **INVOICED** for the part.
- If the part has been previously ordered from **REED** and is in your replacement stock inventory you may choose to use that part.

2. COMPLETE THE CLAIM FORM

REED has supplied you with a pre-numbered Warranty Claim Form which consists of four (4) parts. This and only this form is **ACCEPTABLE**. **DUPLICATE** copies of the form are **NOT ACCEPTABLE**. If you do not have the proper form, contact the **REED** Service Department. They will send you a supply.

REED

SERVICE BULLERTIN WARRANTY PROGRAM

SERVC

SB 001
PAGE 05**REED**
CONCRETE PLACING
EQUIPMENT**WARRANTY CLAIM**13822 OAKS AVENUE
CHINO, CA. 91710 909-364-2100

NO.

Date:

①

Distributor Account Number: _____

Distributor: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Phone: () _____

End User Account Number: _____

End User: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Phone: () _____

③

MACHINE PUMP DATA

Model _____

Serial No. _____

In Service Date _____

Hours of Operation _____

Failure Date _____

Repair Date _____

NOTE - Hold deficient part(s) until requested by **REED** or until claim is approved. All parts requested to be returned must have a return authorization number provided by **REED**, shipped freight prepaid. Parts must ship within 30 days from **REED** request.

RETURN AUTHORIZATION NO. _____

SHIP DATE _____

⑩

⑪

PART NUMBER	DESCRIPTION	QTY.	NET PRICE	TOTAL PRICE	REED REPLACEMENT PART INVOICE NO.
	⑫				⑬

Describe Failure and How it Occurred _____

⑭

REED comments _____

Claim Approved for

\$ _____

REED Use - Claim Approved Denied

Dealer Signature _____

⑮

Signed _____

Date _____

Date _____

The following instructions are offered for completing the **WARRANTY CLAIM FORM**. Refer to sample of form. Circled numbers on form correspond to items below. **FILL IN:**

1. Date your claim is written
2. Distributor name and address
3. End user name and address
4. Model number of unit affected
5. Serial number of unit affected
6. Date unit was first placed in service
7. Hours (from hourmeter) of operation at time of failure
8. Date when failure occurred
9. Date when unit was repaired
10. Return Authorization number as received from **REED** Service Department. This will only apply when failed component is requested to be returned by **REED**.
11. Date when failed part is shipped back to **REED**
12. List **REED** part number, description of part, quantity and price of part.
13. List **REED** invoice number sent you when replacement part was purchased
14. Briefly describe failure and how it occurred
15. Dealers signature and date

The claim form **MUST BE COMPLETELY FILLED OUT**. Claims lacking specific, accurate information will be returned **UNPROCESSED**. If additional room is needed to describe the failure or to list the parts used, attach a separate sheet and identify those sheets with the **SAME WARRANTY CLAIM NUMBER**.

3. SUBMITTING TO REED

When all appropriate data has been entered on the claim and signed, proceed as follows:

- Remove copies of form marked "**DEALER**" (yellow) and "**RETURN AUTHORIZATION**" (green). The Dealer copy is for your records and the Return Authorization copy is to be retained in the event **REED** requests the return of the part.
- Mail the "**REED**" copy (white) and "**ACCOUNTING**" copy (pink) along with any back-up data such as a copy of the replacement part **INVOICE** to **REED**. **DO NOT FAX COMPLETED FORM** and send only **FORM ORIGINALS**.

E. RETURN OF FAILED COMPONENT

Depending on the type of part and circumstance surrounding the component failure, the possibility exists that **REED** may request that the failed part be returned to them for investigation and evaluation purposes or to apply for warranty from the manufacturer of the part.

- Upon receipt of your warranty claim and before claim is approved, **REED** will inform you in writing if the part is to be returned. On this correspondence a **RETURN AUTHORIZATION** number will be given to you.
- This number is to be written in the appropriate area on the **RETURN AUTHORIZATION** copy (green) of the warranty form. Include this copy as part of your packing slip. Also write the number on a tag and attach to the part.
- Parts requested to be returned must be shipped back to **REED** within 30 days from issuing of the **RA** number. Failure to do so will cause warranty claim to be **DENIED**.
- Returned parts are to be properly packaged and shipped freight **PREPAID**.
- Any parts received by **REED** without the **PROPER RA** number will be shipped back at **DEALER/USER EXPENSE**.
- If claim is approved and no request to return parts from **REED** has been made, then parts can be discarded.

F. APPROVAL/DENIAL OF CLAIM

Every effort will be made to process the warranty claim within 2 weeks from receipt.

- APPROVAL

Once your claim has been approved by **REED**, the pink copy will be forwarded to our Accounting Dept. They in turn will issue a credit against the invoice for the replacement purchased part.

In the meantime a fax or notification will be sent you indicating the claim and the amount approved.

- DENIAL

If your warranty claim is denied for any reason, a fax or notification will be sent to you indicating reasons for denial. Should you have any dispute with the decision, you have the right to have the decision reconsidered. You must present your arguments in **WRITING** within 15 days of your receipt of the claim denial.

REED CONCRETE PLACING EQUIPMENT		WARRANTY CLAIM 13822 OAKS AVENUE CHINO, CA. 91710 909-364-2100		NO. _____ Date: _____ (1)	
Distributor Account Number: _____ (2)		End User Account Number: _____ (3)			
Distributor: _____		End User: _____			
Address: _____		Address: _____			
City: _____		City: _____			
State: _____ Zip Code: _____		State: _____ Zip Code: _____			
Phone: () _____		Phone: () _____			
MACHINE PUMP DATA					
Model: _____ (4)		Serial No.: _____ (5)		In Service Date: _____ (6)	
Hours of Operation: _____ (7)		Failure Date: _____ (8)		Repair Date: _____ (9)	
NOTE - Hold deficient part(s) until requested by REED or until claim is approved. All parts requested to be returned must have a return authorization number provided by REED, shipped freight prepaid. Parts must ship within 30 days from REED request.					
RETURN AUTHORIZATION NO. _____ (10)		SHIP DATE _____ (11)			
PART NUMBER	DESCRIPTION	QTY.	NET PRICE	TOTAL PRICE	REED REPLACEMENT PART INVOICE NO.
	(12)				(13)
Describe Failure and How it Occurred _____ (14)					
REED comments _____				Claim Approved for \$ _____	
REED Use - Claim Approved <input type="checkbox"/> Denied <input type="checkbox"/>				Dealer Signature _____ (15)	
Signed _____ Date _____				Date _____	

REED

BOOM DELIVERY LINE

XT36

GROUP 90

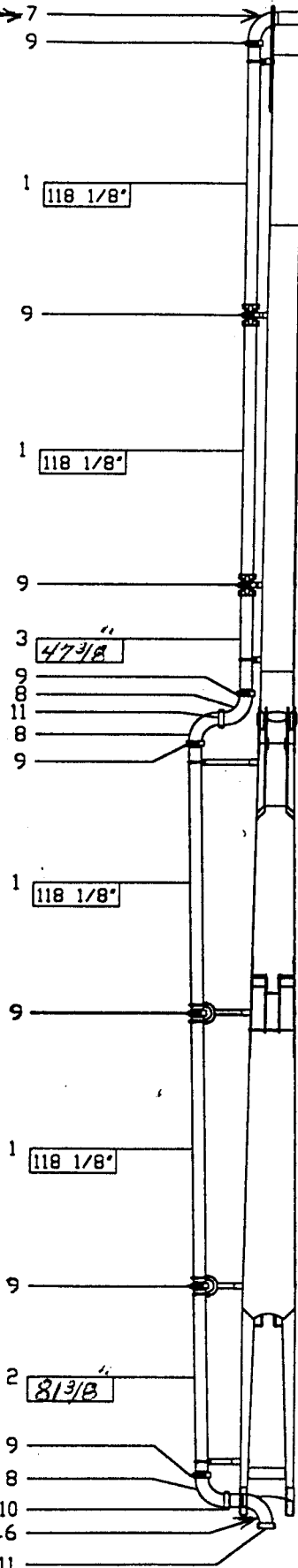
Fig 10 Page 1

802430

7/14/01

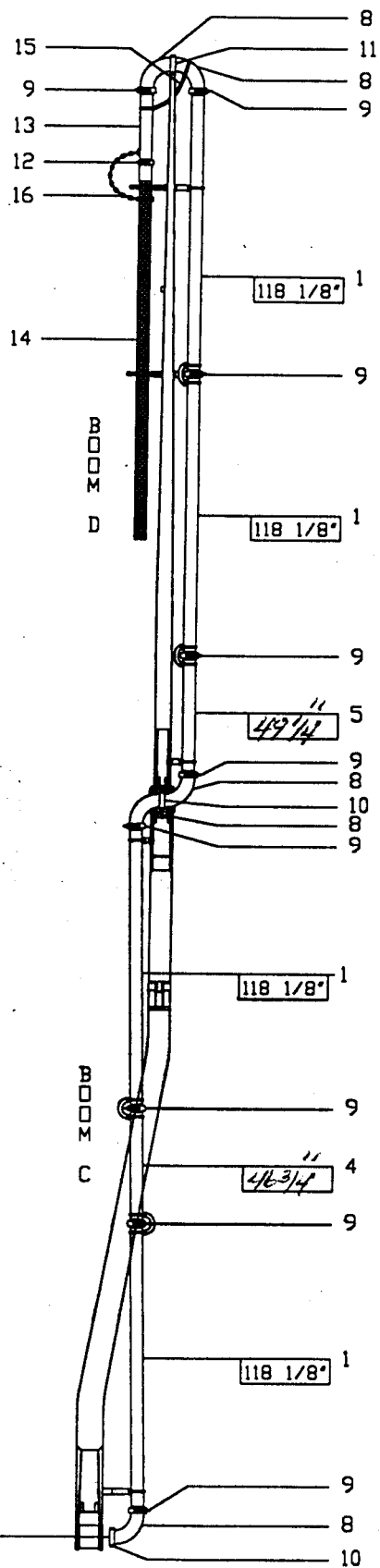
VL-8163

301104



BOOM B

BOOM A

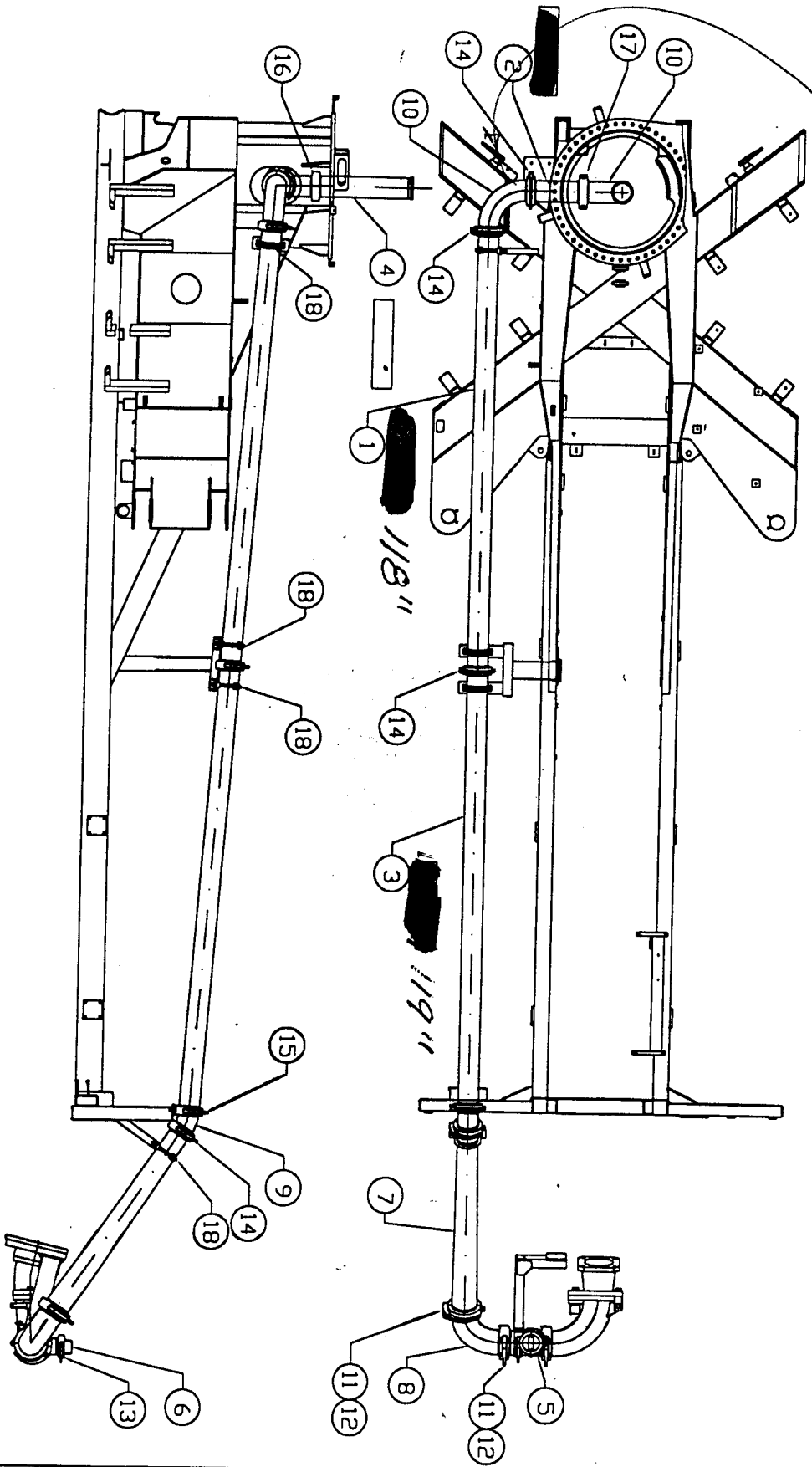


BOOM D

BOOM C

801102

(DECK ELBOW INTO PEDESTAL) P/N 802293 (REMOVE FINS)



802293 A 7/17/01

REED

DECK DELIVERY LINE

VL-8163

GROUP 90

XT36

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THOMPSON INDUSTRIAL SUPPLY
 5171 EDISON AVENUE • SUITE B
 CHINO, CALIFORNIA 91710
 909-591-4740 • FAX 909-591-8970

HEADQUARTERS FOR ALL OF YOUR BEARING AND POWER TRANSMISSION NEEDS.
 24 HOUR SERVICE

SARKIS

✓ DONE 8/20/04

WE NEED MEAS. STICKER FOR CAB-

XT36 — S/N 04-226
 VIN - 1M2K189C54M024077
 VL-8163
 RADIO S/N 9995525590
 CABLE REMOTE S/N 9909989091

North Texas Concrete Pumping

SCHEDULED FOR SHIPMENT
 TUESDAY 8-24

VERY LINE	XT36
23	GROUP 90
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