



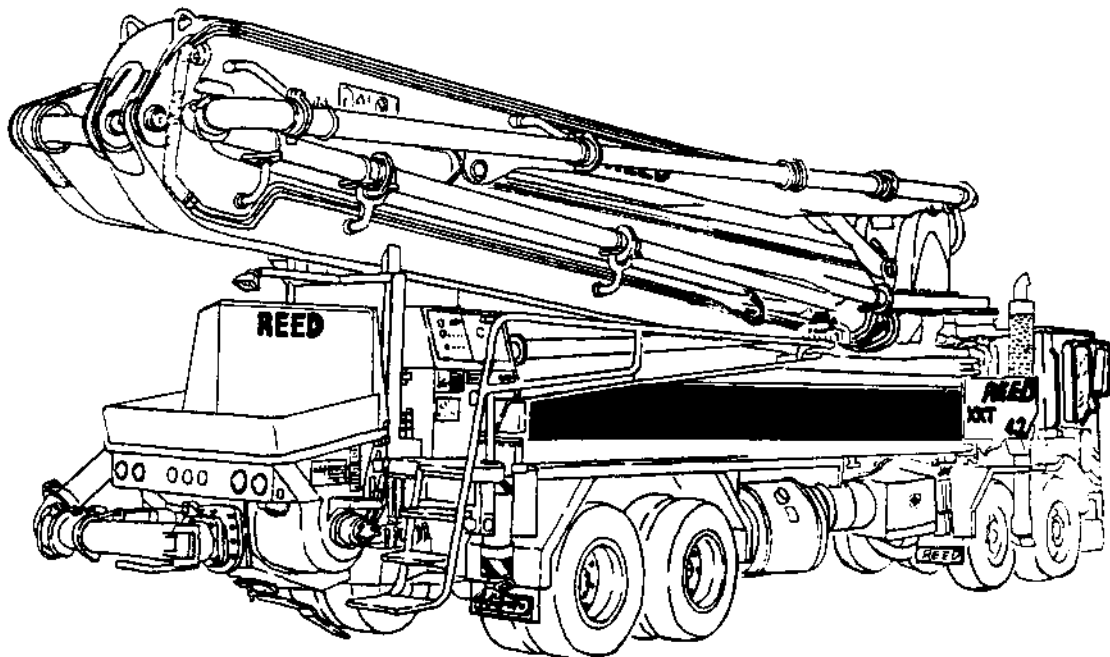
**MODEL XXT42 TRUCK MOUNTED
CONCRETE BOOM PUMP
VENDOR SECTION**

**XXT42
VENDR**

**FIGURE 00
PAGE 01**

REED TRUCK MOUNTED CONCRETE BOOM PUMP MODEL XXT42 VENDOR SECTION CONTAINS THE FOLLOWING FIGURES:

- FIGURE 00** TABLE OF CONTENTS
- FIGURE 01** MACK TRUCK
- FIGURE 02** BOSTROM AIR SUSPENSION SEAT-TALLADEGA
- FIGURE 03** REXROTH A2F HYDRAULIC PUMP MOTOR
- FIGURE 04** NBB NANO RADIO REMOTE CONTROL
- FIGURE 05** REXROTH A4VG 71-180 HYDRAULIC PUMP SERIES 32
- FIGURE 06** STIEBEL POWER TAKE-OFF GEAR
- FIGURE 07** CRK WASH WATER PUMP
- FIGURE 08** PNN SYSTEM CABLE REMOTE CONTROL



REED

**MODEL XXT42 TRUCK MOUNTED
CONCRETE BOOM PUMP
VENDOR SECTION**

**XXT42
VENDR**

**FIGURE 00
PAGE 02**

THIS PAGE INTENTIONALLY LEFT BLANK.

REED

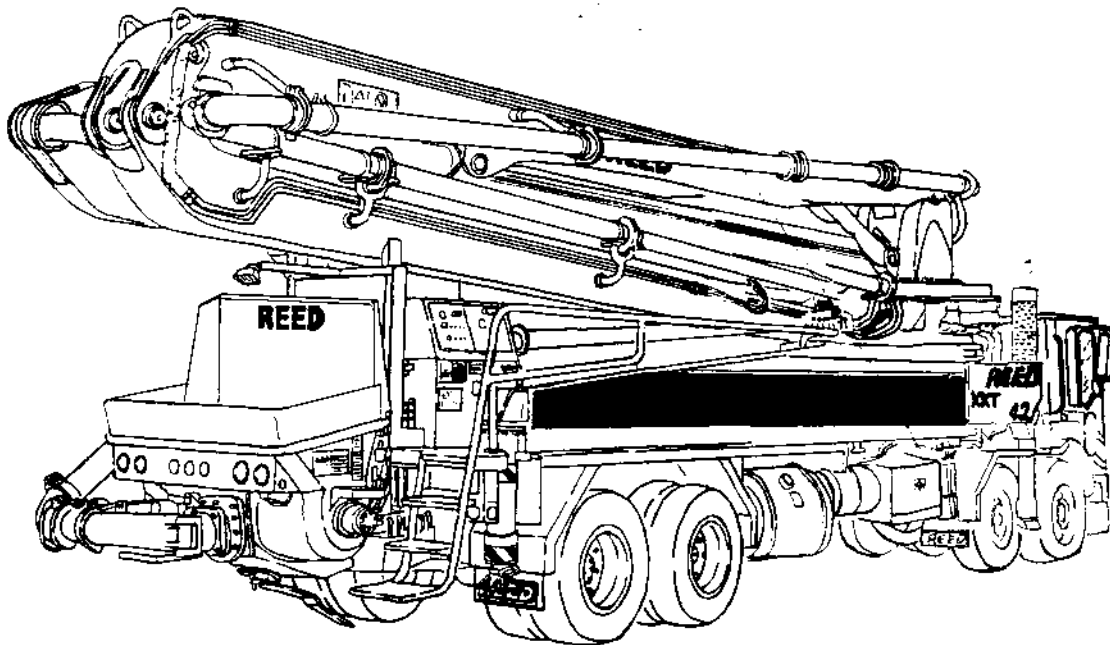
MODEL XXT42 TRUCK MOUNTED CONCRETE BOOM PUMP VENDOR SECTION

XXT42
VENDR

FIGURE 00
PAGE 01

REED TRUCK MOUNTED CONCRETE BOOM PUMP MODEL **XXT42** VENDOR SECTION CONTAINS THE FOLLOWING FIGURES:

- FIGURE 00 TABLE OF CONTENTS
- FIGURE 01 MACK TRUCK MR
- FIGURE 02 BOSTROM AIR SUSPENSION SEAT TALLADEGA SERIES
- FIGURE 03 REXROTH A2F HYDRAULIC PUMP MOTOR
- FIGURE 04 PNN SYSTEM RADIO REMOTE CONTROL
- FIGURE 05 REXROTH A4VG 71-180 HYDRAULIC PUMP SERIES 32
- FIGURE 06 STIEBEL POWER TAKE-OFF GEAR
- FIGURE 07 CRK WASH WATER PUMP
- FIGURE 08 PNN SYSTEM CABLE REMOTE CONTROL



REED

**MACK MR SERIES TRUCK
OPERATOR'S HANDBOOK**

**XXT42
VENDR**

**FIGURE 01
PAGE 00**

FOR THE PURPOSES OF THIS VENDOR SECTION **FIGURE 01** OF
THE **REED** TRUCK MOUNTED CONCRETE PUMP MODEL **XXT42**,
WE HAVE INCLUDED THE TABLE OF CONTENTS AND CUSTOMER
SERVICE SECTION ABOUT THE MACK MR SERIES OPERATOR'S
HANDBOOK. IF YOU NEED FURTHER INFORMATION
NOT COVERED IN THIS MANUAL.
PLEASE REFER TO THE ACTUAL MACK
MR SERIES OPERATOR'S HANDBOOK TS50898
OR CONTACT MACK DIRECTLY
WITH THE PHONE NUMBERS LISTED IN THE CUSTOMER
ASSISTANCE INFORMATION CHAPTER
WHICH WE HAVE INCLUDED.



MACK MR SERIES TRUCK
OPERATOR'S HANDBOOK

XXT42
VENDR

FIGURE 01
PAGE 01



TS50898

MR SERIES
OPERATOR'S HANDBOOK
TS50898

THE INFORMATION CONTAINED IN THIS HANDBOOK IS CURRENT
AT TIME OF PUBLICATION.

Mack Trucks, Inc. reserves the right to make changes without
prior notification.

© Mack Trucks, Inc. 1997



TABLE OF CONTENTS

INTRODUCTION	1
SAFETY INFORMATION	19
INSTRUMENTS AND CONTROLS.....	47
OPERATION	69
MAINTENANCE AND LUBRICATION	163
METRIC CONVERSIONS.....	187
INDEX	189



INTRODUCTION

The Handbook

This handbook is referred to as the MR Series Operator's Handbook. It covers all MR models. Its identification number is TS50898. Keep this handbook with the vehicle at all times to ensure that each owner and/or operator will have access to all pertinent information relating to the operation and handling of this vehicle.

This handbook was prepared to help the driver in the daily operation of the truck. Please read it before you put the truck into service. Pay particular attention to the advisory labels throughout this handbook. They have been included to draw attention to important issues of operator safety and the overall performance of the vehicle.

Information and illustrations in this handbook are based on latest production usage at time of printing and are subject to change without prior notice.

The service manager of your local MACK distributor will be happy to answer any questions you may have and help you locate serial numbers on major components in order to fill in the blanks in Unit Identification found later in this section.

NOTE

Maintenance and lubrication procedures are covered in the MAINTENANCE AND LUBRICATION manual, TS494. Other important information can be found in the EMISSION CONTROL SYSTEMS booklet, TS505.



INTRODUCTION

TO THE OWNER

In Appreciation

Thank you for buying a MACK truck. With proper care and maintenance, your new MR will help you gain a competitive edge with its fuel-efficient drivetrain combinations, low maintenance, extended service intervals and, eventually, good resale value.

Your MR is available for a wide range of applications. Because of this versatility, drivetrains and components vary and operating instructions may differ from one mode to another. While every effort has been made to cover all current arrangements, do not hesitate to consult your MACK distributor if a question arises. Honest, personal service is standard with every MACK sale.

NOTE

Mack Trucks, Inc. would like to emphasize the importance the driver will play in the life of the truck. Only trained and informed drivers should operate this vehicle.

We, at Mack Trucks, Inc., hope that you will be happy with your new MR, and that you see many years of trouble-free driving.

Your new vehicle is built to conform to all federal standards and regulations applicable at the time of manufacture.



INTRODUCTION

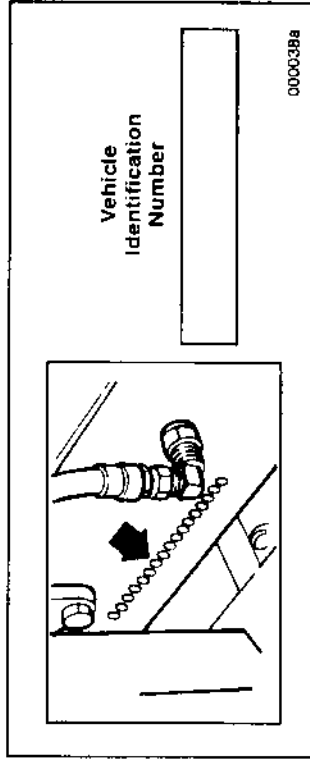
UNIT IDENTIFICATION

Locate the following serial numbers and write them in the boxes provided next to each illustration.

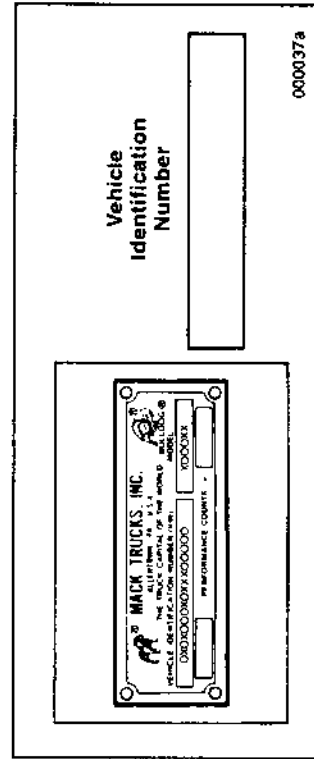
VIN Locations

The Vehicle Identification Number (VIN) in the two locations shown here must be the same.

The **VIN frame stamping** is located on the right front frame rail.



The **VIN plate** is located on the driver side, mounted on the seat riser.



INTRODUCTION

THE VEHICLE

Basic Configuration

The MR has a low-entry, cab-forward-style operator's compartment. The low profile and excellent visibility are features that make this model popular throughout the refuse-hauling, construction and fire-fighting industries.

Vehicle Management and Control System (V-MAC)

The Vehicle Management and Control System, referred to as V-MAC, is an electronic engine control system with the ability to control and manage certain functions of the vehicle as well as monitor and store information.

Your vehicle may or may not be equipped with V-MAC. Vehicles equipped with V-MAC may have switches or controls located in slightly different locations than vehicles without V-MAC.

A complete description of the system components, their locations on the vehicle and component functions is contained in the V-MAC Operator's Guide, which is provided with your vehicle.

WARNING

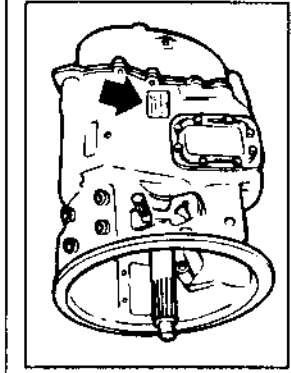
Never cut into the V-MAC system harness to power additional equipment.

INTRODUCTION



Transmissions

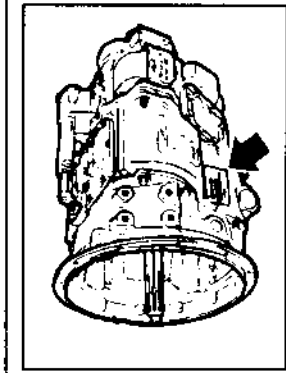
The **MACK T200 Series transmission** identification plate is located on the rear, left side of the main case.



Mack T200
Transmission
Serial Number

300130a

The **MACK T107 Series transmission** identification plate is located on the front left side of the main case.



Mack T107
Transmission
Serial Number

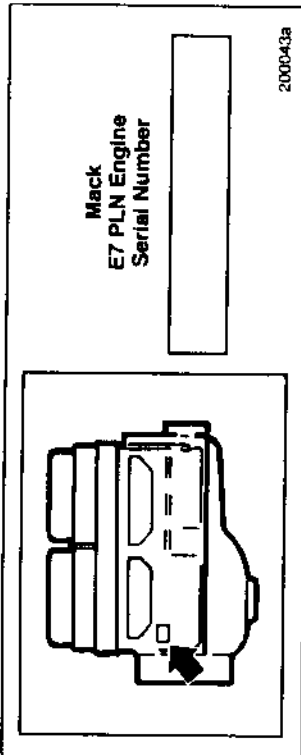
300131a

INTRODUCTION



Engines

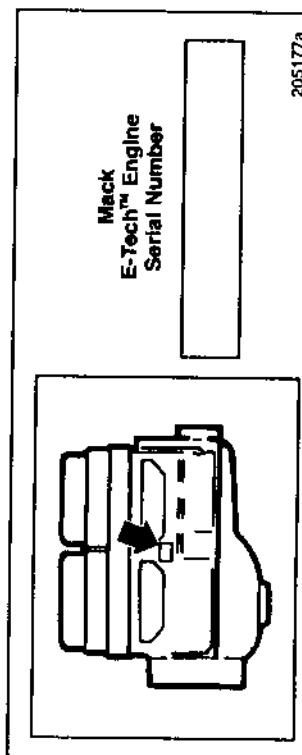
All **E7 PLN** engine stampings are located on the rear, right side of the engine.



Mack
E7 PLN Engine
Serial Number

200043a

All **MACK E-Tech™ (E7 EUP)** engine stampings are located on the right side center of the engine block, below the turbocharger oil drain tube.



Mack
E-Tech™ Engine
Serial Number

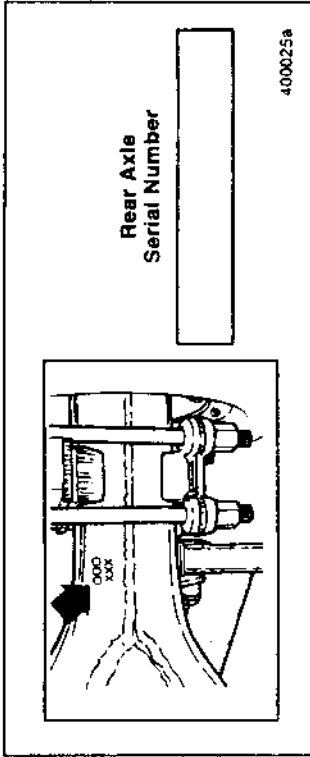
205177a

INTRODUCTION

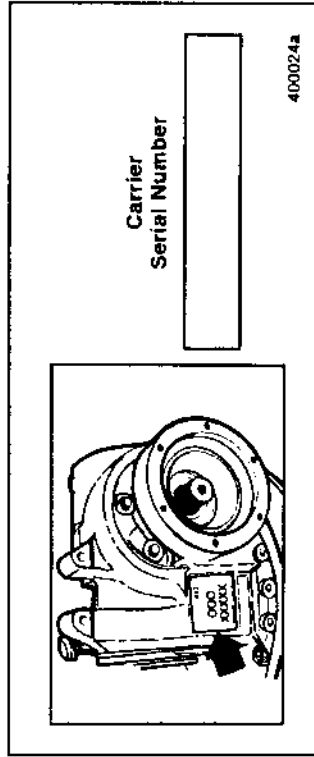


Axles

The rear axle arrangement number is located on the right side of the rear axle housing.



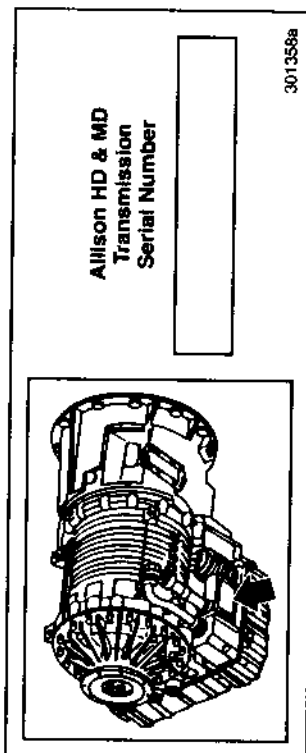
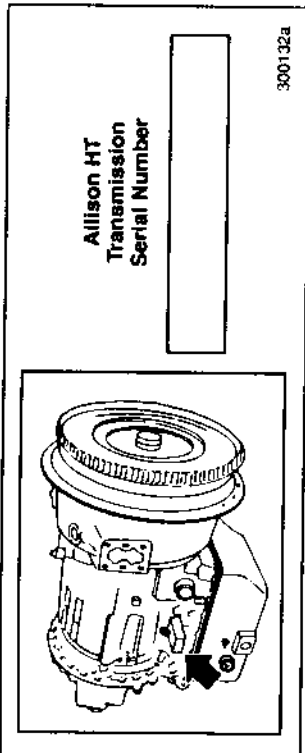
The carrier assembly number is located on the right front side of the housing.



INTRODUCTION



The Allison HT, MD and HD transmission identification plates are both located on the rear, right side of the main case, near the lower end.





INTRODUCTION

WARRANTY

Injection Pump and Governor Settings

CAUTION

Any unauthorized adjustments of the injection pump and governor settings, other than as specified, can cause serious damage to the engine.

Please be aware of the hazards of attempting to increase the power of the diesel engine in your chassis by adjusting injection pump and governor settings. Standard specifications for injection pump and governor settings permit the maximum allowable engine output. Adjustments of the injection pump and governor settings, other than as specified, can cause serious damage to the engine. In some engines, improper adjustments generally produce visual evidence of overfueling, excessive fuel consumption and smoke. The turbocharged diesel engine usually does not produce visual evidence. The possibility of damage from improper adjustments is greater in the turbocharged diesel engine because the usual warning signs may not be present.

In the event that damage results from such unauthorized adjustments, as evidenced by improper settings in the injection pump and governor assembly or broken fastener seals of the same, the cost of repairing such damage will NOT be covered under the MACK Standard Vehicle Warranty.

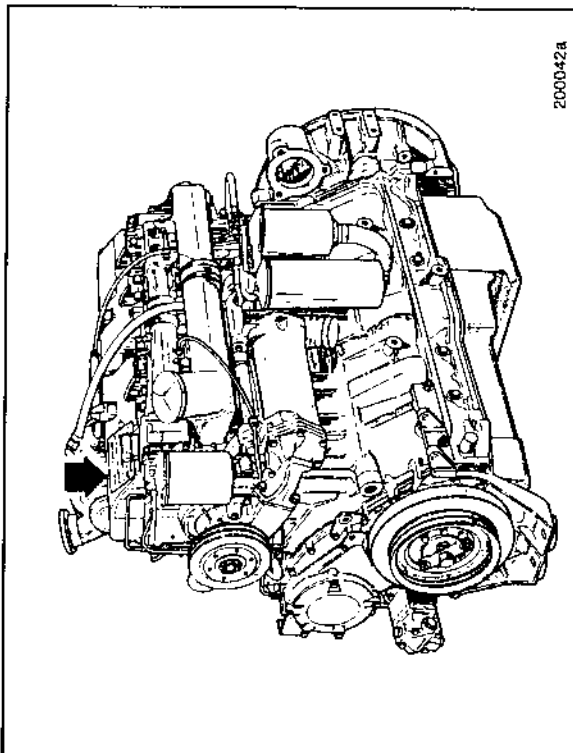


INTRODUCTION

Engine Information Plate

In compliance with the emissions standards requirements, an engine exhaust emissions control plate is affixed to one of the engine cylinder head covers for all MACK diesel engines. This plate gives basic engine identification information and specifications for injection pump-to-engine timing and valve clearances.

The engine information plate is found on the forward cylinder head cover on MACK E-Tech™ and E7 engines.



2000-42A



INTRODUCTION

SERVICE LITERATURE

Several options are available for customers who would like to know more about servicing their new MACK trucks. We offer three types of literature which are described below. Decide which type fits your needs and order from your local distributor.

NOTE

Mack Trucks, Inc. would like to point out the importance of properly servicing this truck. Service, repair and replacements must be done by certified, licensed mechanics in accordance with pertinent MACK literature.

TS576 — MACK Component Service Manual

This manual is a general collation containing numerous sections covering the service of engines, transmissions, front and rear axles, cabs, fuel, electrical and many other systems and components on your vehicle.

Individual Master Manual Sections

Each section contains complete overhaul, repair and other technical information for the component. Specify section number, title and quantity. Order one at a time if you prefer.

TS473 — Custom Truck Service Manual

This tailor-made service manual covers a specific vehicle or General Sales Order (GSO). When ordering this service manual, specify the complete model, chassis serial number and GSO.



INTRODUCTION

Air Brake System

The MACK Standard Vehicle Warranty applies to the air brake system, as set forth in the Warranty, but only if the air brake system has not been subjected to unauthorized additions, deletions or modifications. If any such unauthorized additions, deletions or modifications are performed to the air brake system, Mack Trucks, Inc. disclaims any and all liability for any loss or damage arising out of a malfunction of the air brake system.

The air brake system was designed and built to conform to all applicable federal motor vehicle safety standards in effect at the time of manufacture. Tractor air systems are designed for operation as a tractor only, and truck air systems are designed to be operated as a truck only. If a tractor is going to be converted for operation as a truck, the air brake system must be reconfigured to that of a truck. Conversely, if a truck is going to be converted for operation as a tractor, the air system must be reconfigured to that of a tractor. Consult your MACK trucks distributor for additional information.

If any unauthorized additions, deletions or modifications are made to any portion of the air brake system which is required by Federal Motor Vehicle Safety Standards, Mack Trucks, Inc. makes no representation as to conformity with the Standards.

For complete warranty information, refer to Pedigreed Protection Plan (TS468) or Standard Vehicle Warranty (Form F034) furnished with your truck.



INTRODUCTION

CUSTOMER SERVICE

Questions and Complaints

Your satisfaction with the vehicle or service parts you purchase, and the service you receive at a Mack Trucks, Inc. subsidiary, distributor or service dealer, are our most important concerns.

If questions or complaints arise, we suggest that you first discuss the matter with the service manager at the MACK facility involved. If you are not satisfied with the service manager's response, contact the branch manager, principal or general manager of the distributorship. Explain the situation and request assistance. Those requiring assistance at a service dealer should speak with the owner of the establishment.

If, for any reason, you need further assistance after dealing with the personnel at a MACK subsidiary or distributor, contact the nearest MACK regional service office and address your problem or request to our regional service manager. The regional service manager has the responsibility and the authority to recommend action in most cases and (with the aid of relevant district service personnel) will make every effort to conduct a fair review of your situation.

Addresses

The addresses and telephone and fax numbers of the Mack Trucks, Inc. regional offices are:

United States

Northeast Region — 2166 S. 12th St., P.O. Box M, Allentown, PA 18105-5000, TEL: (610) 709-3419, FAX: (610) 709-2220

Southeast Region — 6768 Southlake Parkway, Morrow, GA 30260, TEL: (770) 960-0511, FAX: (770) 960-0593

Central Region — 900 S. Frontage Rd., Suite 100, Woodridge, IL 60517, TEL: (708) 910-3330, FAX: (708) 910-3331

Southwest Region — 5605 N. MacArthur Blvd., #550, P.O. Box 165408, Irving, TX 75016-5408, TEL: (214) 518-1614, FAX: (214) 550-0389

Western Region — 20201 Mack St., P.O. Box 56658, Hayward, CA 94545-6658, TEL: (510) 732-0680, FAX: (510) 785-3803



INTRODUCTION

Canada

Great Lakes District — Mack Canada, Inc., 1178 Middlegate Rd., Oakville, ON, L6M 1M6, TEL: (905) 469-0715, FAX: (905) 469-0706

Niagara District — Mack Canada, Inc., 1 Ripley Ave. #706, Toronto, ON, M6S 4Z6, TEL: (416) 604-0355, FAX: (416) 604-9560

Laurentian District — Mack Canada, Inc., 1405 Trans Canadienne, Suite 245, Dorval, PQ, H9P 2V9, TEL: (514) 684-6225, FAX: (514) 685-6225

St. Lawrence District — Mack Canada, Inc., 1405 Trans Canadienne, Suite 245, Dorval, PQ, H9P 2V9, TEL: (514) 684-6225, FAX: (514) 685-6225

Prairie District — Mack Canada, Inc., #327-11948, 207th St., Maple Ridge, BC, V2X 1X7, TEL: (604) 463-1439, FAX: (604) 463-9329

Fraser District — Mack Canada, Inc., #34A-2755 Lougheed Hwy. #603, Port Coquitlam, BC, V3V 5A9, TEL: (604) 469-1392, FAX: (604) 469-1396

Australia

P.O. Box 364, Darra 4076, Queensland, Australia, TEL: 61-7-375-3333, FAX: 62-7-375-3469

International

P.O. Box 1782, Allentown, PA 18105-1782, TEL: (610) 709-2470, FAX: (610) 709-3800

Additional Assistance

If additional assistance is necessary, Mack Trucks, Inc. maintains a corporate Customer Service Department staffed by experienced personnel, whose sole purpose is to aid customers who need information or assistance not provided at the local or regional level.



INTRODUCTION

REPORTING SAFETY DEFECTS

If you believe that your vehicle has a defect which could cause a crash, injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA), in addition to notifying Mack Trucks, Inc.

If NHTSA receives similar complaints it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your distributor, or Mack Trucks, Inc.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1-800-424-9393 (or 366-0123 in Washington, D.C. area) or write to: NHTSA, U.S. Department of Transportation, Washington, D.C. 20590. You can also obtain other information about motor vehicle safety from the Auto Safety Hotline.

Canadian Consumer Complaints

For Canadian consumer complaints, refer your complaint to Transport Canada — Department of Public Complaints, Recalls and Investigations. Call (613) 993-9851.



INTRODUCTION

THE CUSTOMER SERVICE DEPARTMENT PHONE NUMBER IS (610) 709-3961.

When contacting our regional service offices or Customer Service Department, it is imperative that you provide them with the following information:

- VEHICLE IDENTIFICATION NUMBER (VIN) — This 17-digit number is typically located on a plate on the driver-side door latch post and behind the front axle on the right, front frame rail.
- MODEL and YEAR of vehicle
- DATE vehicle was PURCHASED and put into service
- DATE of REPAIR and REPAIR MILEAGE
- BRANCH or DISTRIBUTOR who sold and/or serviced the vehicle
- DESCRIPTION of unresolved service complaint or inquiry
- SUMMARY of ACTION TAKEN to date by the branch or distributor and our regional service office
- NAMES of INDIVIDUALS (if known) contacted at the branch or distributor and the Mack Trucks, Inc. regional service office





AS WE MAKE IMPROVEMENTS TO THE **REED** TRUCK MOUNTED CONCRETE BOOM PUMP MODEL **XXT42**, 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 LLC**.

BULLETIN NO: SB 001
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 a claim within 2 weeks form 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



SERVICE BULLETIN 001 WARRANTY PROGRAM

XXT42
SRVBT

SB 001
PAGE 02

WARRANTY PROGRAM POLICY

REED Concrete Placing Equipment Model **XXT42** 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 the 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 setup 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.



SERVICE BULLETIN 001 WARRANTY PROGRAM

XXT42
SRVBT

SB 001
PAGE 04

- **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 DEPARTMENT** 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.



SERVICE BULLETIN 001 WARRANTY PROGRAM

**XXT42
SRVBT**

SB 001
PAGE 05



WARRANTY CLAIM

13822 OAKS AVENUE
CHINO, CA 91710-7008 909-287-2100

NO. 3054

Date: 1

Distributor Account Number: <u>2</u>	End User Account Number: <u>3</u>
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 <u>12</u>	QTY.	NET PRICE	TOTAL PRICE	REED REPLACEMENT PART PRICE NO. <u>13</u>

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 <u>15</u>
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 to 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 backup data such as a copy of the replacement part **INVOICE** to **REED**. **DO NOT FAX COMPLETE FORM** and send only **FORM ORIGINALS**.

E. RETURN OF FAILED COMPONENT

Depending on the type of part and circumstances 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 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.

REED

SERVICE BULLETIN 001 WARRANTY PROGRAM

XXT42
SRVBT

SB 001
PAGE 08

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 Department. 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 to 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		WARRANTY CLAIM		NO. 3054	
13822 OAKS AVENUE CHINO, CA 91710-7008 909-287-2100		Date		①	
Distributor Account Number		End User Account Number			
② Distributor		③ End User			
Address		Address			
City		City			
State Zip Code		State Zip Code			
Phone		Phone			
MACHINE IDENT DATA					
Model		Serial No.		In Service Date	
④		⑤		⑥	
Hours of Operation		Failure Date		Repair Date	
⑦		⑧		⑨	
NOTE - Hold defective 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 of 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 comment				Claim Approved for	
				\$	
REED Use - Claim Approved <input type="checkbox"/> Denied <input type="checkbox"/>				Dealer Signature	
Signed				⑮	
Date				Date	

REVISION:

