

REED

**MODEL SOVA PNEUMATIC SPRAYING MACHINE
SERVICE BULLETIN**

**SOVA
SRVBT**

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AS WE MAKE IMPROVEMENTS TO THE **REED**
PNEUMATIC SPRAYING MACHINE
MODEL **SOVA SERIES 7**,
WE LIKE TO SUPPLY YOU, THE
CUSTOMER, WITH UPDATED INFORMATION
WHICH APPLIES TO YOUR MACHINE.

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

REVISION:



SERVICE BULLETIN 001 WARRANTY PROGRAM

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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

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WARRANTY PROGRAM POLICY

REED Pneumatic Spraying Machine Model **SOVA** 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**.



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- 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.

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- 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.



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WARRANTY CLAIM

NO. 3054

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

Date: 1

Distributor Account Number: _____

Distributor: 2

Address: _____

City: _____

State: _____ Zip Code: _____

Phone: () _____

End User Account Number: _____

End User: 3

Address: _____

City: _____

State: _____ Zip Code: _____

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 INVOICE NO. <u>13</u>

Describe Failure and How it Occurred 14

REED comments _____

Claim Approved for
\$ _____

REED Use - Claim Approved Denied

Signed _____ Date _____

Dealer Signature 15

Date _____



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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**.

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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 form 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.

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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.

		WARRANTY CLAIM		NO. 3054	
13822 OAKS AVENUE CHINO, CA 91710-7008 909-287-2100		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 of REED request.					
RETURN AUTHORIZATION NO. (10)				SHIP DATE (11)	
PART NUMBER	DESCRIPTION (12)	QTY.	NET PRICE	TOTAL PRICE	REED REPLACEMENT PART INVOICE NO. (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 _____	

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