

2 YEAR WARRANTY

Products manufactured by Coxreels are warranted for a period of two years from the date of sale to original purchaser. If within such warranty period any such equipment is proved, to Coxreels' satisfaction, to be defective, Coxreels shall be liable for the repair or, at Coxreels' option, replacement when the product is returned, freight prepaid, to Coxreels' plant or a Coxreels' service dealer. Coxreels' obligation hereunder shall be confined to such repair or replacement and shall be further conditioned upon Coxreels receiving written notice of any alleged defect within ten days after its discovery. Coxreels assumes no responsibility for improper choice of models or where products are used in excess of rated capacities and design functions, or under abnormal conditions. We make available a free engineering service to help with any product selection, application or problem.

Warranty is void if the product or any part thereof has been tampered with, altered, or repaired by other than authorized service personnel. Coxreels' responsibility ceases upon delivery to any common carrier, and we do not, unless previously instructed, insure shipments beyond point of delivery to such carrier. Any products, components or accessories that are not manufactured by Coxreels and are supplied by other manufacturers are subject to their respective guarantees or warranties. Certain products will carry their own warranties. Equipment specially built to customers' specifications and requirements is not subject to cancellation nor returnable for credit under any condition. We reserve the right to modify or alter materials, dimensions, design and construction, when necessary, to improve performance.

RETURN POLICY

- No material will be accepted for return without written authorization by the factory, and a return goods authorization number assigned. Materials must be returned prepaid. A 20% restocking fee and a \$5.00 repacking charge normally applies. No material will be accepted for a credit after one year from the date of purchase. Custom products and special orders are not returnable.

STATEMENT OF HOSE APPLICATIONS

Coxreels does not manufacture any hose. All hose supplied by Coxreels is selected from reliable commercial sources and is recommended for application on the basis of data supplied by the manufacturer. Coxreels assumes no responsibility for any other application or use. Hose supplied by Coxreels carries the warranty as listed by the manufacturer (90 days).

TERMS

- Net 30 days on approved credit
- Minimum billing \$25.00
- Service charge 11/2% on past due accounts

FREIGHT

- F.O.B. Factory
- Our responsibility ceases upon delivery to common carrier. Consignee must file claim for shortage and damaged freight with the carrier.

DELIVERY

- Most standard items are shipped in five - ten business days or less. Consult customer service for availability.



Coxreels' Customer Service - 1.800.269.7335

Call and request a Returned Merchandise Authorization# (RMA #). Warranty claims must be made by authorized Coxreels distributors. Be prepared to give the following information: product model number, serial number and purchase invoice number.

- Replacement parts ordered will be invoiced to your account.
- Once given an RMA #, you must write it on all boxes and paperwork. Coxreels will not accept your return without an RMA #.
- Upon receiving the return, if it is determined to be covered under warranty, a credit memo will be issued and mailed to you for your records.



SAFETY FIRST



PLEASE REVIEW ALL SAFETY INFORMATION BEFORE CHOOSING AND USING ALL EQUIPMENT

SERIOUS INJURY, DEATH AND DESTRUCTION OF PROPERTY can result from improper selection or improper use of products described in this catalog. Since COXREELS has no control over the number and variety of applications for which its products may be purchased or the conditions under which they may be used, COXREELS liability on any claim, whether in contract, tort (including negligence), or otherwise, for any loss or damage shall in no case exceed the price paid for product or any part thereof which give rise to claim. However, the general information contained herein shall allow the customer to select and assume all responsibility for product acceptability and fitness for specific applications. As always, COXREELS technical assistance and support is available for your convenience.



WARNING - USER RESPONSIBILITIES

The customer, installer, and end users shall, through analysis and testing, assume sole **responsibility in making the final selection of reels and accessories**. Furthermore, these parties shall hold COXREELS harmless for all liability, claims, suits, and expenses incurred. These parties shall ensure training, performance, endurance, routine inspections, maintenance, safety precautions and warnings regarding the application are enforced at all times. COXREELS is not responsible for use of products in excess of rated and recommended capacities, design functions, or abnormal conditions.



CAUTION - PROPER SELECTION OF ACCESSORIES

Coxreels offers a wide variety of accessory items and optional features for its reels. It is the sole responsibility of the customer, installer, and end users to **ensure that the proper items and features have been selected** to fit the application. Consult with Coxreels technical support for available accessories and optional features which will help you to keep your product safe in its environment. These items may include mounting brackets, guards, guides, and electrical components.



WARNING - FOLLOW INSTRUCTIONS

The customer, installer, and end users shall ensure that all potential users of these products receive **continual training** and access to all relevant **product manuals and safety instructions**. This information should be thoroughly reviewed prior to installation, stored and reviewed continually during use of the product. Coxreels assumes no responsibility for fitness of installation and continued use in specific applications. Any overhead installations should be such that the reel is not supported solely by bolts under tension. A safety chain or cable is necessary to eliminate potential for damage or personal injury.



IMPORTANT - FOLLOW GOOD MAINTENANCE PRACTICES

When receiving your products, **establish a program** for inspection, testing, and periodic replacement of worn items depending on factors such as: severity of application, frequency of equipment use, and past performance indicators. Use **only properly trained** persons to perform these duties. Update training periodically. **Document** the maintenance, inspections, and testing of products. **Never allow** an improperly functioning reel or accessory product to be put into use.

Documented inspections shall include in part, pressurized units, swivel joints, hose, hose fittings, cable, mounting hardware, roller guides and any such moving parts. Never allow the use of hoses or cables other than what is intended in the design of the reel. Changes in diameter, weight, length, or flexibility can affect the function and may cause damage or personal injury. Consult specific product manuals, or factory, with any questions regarding proper maintenance practices.

The use of any replacement components other than those provided by Coxreels is prohibited. Coxreels shall be held harmless from any improper selection of such components which may affect function and overall safety of the product.

NOTE: All designs, specifications, and dimensional data contained in this book are subject to change without notice. No additional warranties, express or implied, including warranties of merchantability for fitness for a particular purpose, are created by the descriptions and depictions of the products on in this book.

