



Warranty of New Products*

Equipment manufactured and supplied by Harben is warranted to be free from defects in materials and workmanship for a period one year or 2000 operating hours, whichever occurs soonest, from the date of shipping from our factory.

Our standard warranty covers both the parts and labor necessary to correct any such defects when repairs are carried out by us or by one of our authorised service centers.

To obtain warranty service, you should notify the Harben service department in writing within the warranty period, and they will direct you to your nearest service center. If the defect is covered by the warranty, we will repair or replace, at our option, the defective equipment, without charge for labor or materials.

The warranty is limited to the original retail purchaser and is not transferable. We assume no responsibility for damage due to accident, neglect, abuse, tampering or misuse, or damage from repairs or alterations by others. This warranty does not cover damage to the equipment resulting from the use of non genuine spare parts.

Warranty of Spare Parts*

The warranty for new spare parts (non wearing) is 6 months or 250 operating hours, whichever occurs soonest, from the date of shipping from our factory.

Warranty of Harben P Type Pump*

The warranty for the Harben "P" Type pump when fitted to a trailer, truck or van pack unit manufactured by us and when used only in the sewer and drain cleaning industry is five years or 2000 hours, whichever occurs soonest, from the date of shipping from our factory.

For use in all other industries the warranty is two years or 2000 hours, whichever occurs soonest, from the date of shipping from our factory.

Parts considered as wearing parts, within the "P" Pump only, are warranted for 90 days, or 125 operating hours, whichever occurs soonest, from the date of shipping from our factory.

*Exclusions to this warranty may apply. See sections below.



How to make a warranty claim

1. You must be the original purchaser of the machine in which the part(s) were originally installed.
2. You must notify us or our authorized service agent that you wish to make a warranty claim. When requested you must return the faulty part(s) clearly labelled and shipping paid along with the unit/pump serial number and any other information that we may reasonable request.
3. All components must have been installed and maintained in accordance with good industry practice and any specific recommendations we made, including those in our maintenance schedule that is supplied with your machine.
4. We will replace, at the customers cost, any part(s) returned for warranty inspection. When our inspection has been completed we will advise if the parts(s) are covered by our warranty policy and if they are we will credit your account for the cost of the new part(s), minus taxes and shipping charges.
5. Our warranty does not cover travel charges, down time or consequential losses.
6. No part(s) will be considered for replacement under warranty if it is subject to any of the following reasons for exclusion.
 - Used for a purpose for which it is not designed
 - Applied to a use which has not been approved by Harben
 - Subject to misuse, negligence, lack of maintenance or accident
 - Repaired or altered in any way which, in our judgement, may adversely affect its performance and reliability
 - Considered as fair wear and tear

Non Warranty Items

The following items are considered to be of a maintenance nature and are not covered under our warranty policy.

Engine (engine manufacturers warranty applies)

- Routine servicing of injector/fuel injection equipment.
- Heavy fuel consumption rectified by engine adjustment.
- Adjustment of fan belts/throttle and controls.
- Tightening of all sump and cover bolt/nuts water connections and exterior oil pipes and filter bolts.
- Filters and the cleaning of filters.
- Engine service components.
- Adjustments



Brakes (Trailer)

- Brake shoe adjustment/bleeding and topping up of reservoir/draining of air systems where not due to a defective part.
- Brake squeal from brake linings.
- Replacement of linings due to fair wear and tear.
- Tightness of air lines/pipes.
- Filters and the cleaning of filters.
- Brake fluid.

Electrical (all products) (manufacturer warranty applies)

- Cleaning of terminals.
- General maintenance of batteries, alternator, starter etc.
- Adjustment to ignition system components.
- General adjustment to electrical control current settings.
- Brushes and other items due to fair wear and tear.
- Contactor tips and springs.
- Replacement of lamps, lenses and bulbs.

Steering/Running Gear

- Front wheel alignment or track adjustment.
- Replacement or repair of tires
- Steering adjustment.
- Hub bearing and float adjustment.
- Jockey wheels.

Hydraulics (all products)

- Tightening of hydraulic fittings and couplings.
- Filters and the cleaning of filters.
- Hydraulic fluid.

Chassis (self-propelled and trailer-mounted units)

- General rattles.
- Paint chips.
- Alignment and adjustment of panels etc.
- Deterioration of paint and external fittings due to neglect, exposure and fair wear and tear.
- Accidental damage.

Lubrication (all products)

- Complete or partial lubrication services.



Corrosion (all products)

- Damage caused by adverse weather/atmosphere conditions.

General (all products)

- Fair wear and tear.
- Any work carried out to improve the general finish of the machine above what is known to be the factory standard.
- Failure to maintain the equipment in accordance with the manufacturer's recommendations.

Truck or Van

- In the case of van and truck mounted equipment the warranty relating to the actual carrying vehicle remains the responsibility of the vehicle manufacturer or vehicle supplier.