



EQUIPMENT

Performance Under Pressure.®

SERVICE POLICY

Pressure Washers · Air Compressors
Air Compressor/Generator Combinations
Air Compressor/Generator/Welder Combinations
Portable Generators · Wet/Dry Vacuums
Portable Heaters · Semi-Trash Pumps
Water Treatment Systems



TABLE OF CONTENTS

Introduction

Mi-T-M Corporation's commitment to the cleaning industry is as broad as our product line. Part of that commitment is to the end user in assuring proper support after the sale. A strong Service Department both in the field and at the factory is absolutely necessary to carry through on that commitment. The Service Policy outlined here describes in detail Mi-T-M's support to you the Servicing Dealer, as well as users of a Mi-T-M product.

Table of Contents

	Page No.		Page No.
Introduction	2	General Warranty Statement	17
Services to be Provided by Mi-T-M	3-4	General Warranty Information	17-18
Service Assistance	3	Field Modification and Retrofit Program	17
Publications	3	Falsification and/or Misrepresentation	17
Genuine Mi-T-M Replacement Pumps	3	Dealer Reimbursement for Warranty	17
Factory Service Training	3	Warranty Parts Credit	17
Online Parts Ordering	4	Labor Compensation	17
Services to be Provided by the Servicing Dealer	5-6	Labor Flat Rate	18
Servicing Dealer Responsibility	5	Travel Time and/or Transportation Expense	18
Periodic Maintenance	5	Freight	18
Service Facilities	5	Air Freight	18
Qualified Personnel	6	Warranty Claim Processing	18
Technical Library	6	Returned Parts	18
Parts Inventory	6	Parts Defective from Stock	18
Mi-T-M Corporation Warranty Responsibility	7	Authorized Service Center Application (Sample)	19
Original Purchaser	7	Instructions for Completing a Paper Warranty	
Mi-T-M Corporation Statements of Warranty	8-15	Claim Form	20
Cold and Hot Water Pressure Washers	8	Warranty Claim Form (Sample)	21
Air Compressors	9	Instructions for Completing an Online Warranty	
Air Compressor/Generator Combinations	10	Claim Form	22
Air Compressor/Generator/Welder Combinations	10	Online Warranty Claim Form (Sample)	23
Portable Generators	11		
Wet/Dry Vacuums	12		
Portable Heaters	13		
Semi-Trash Pumps	14		
Water Treatment Systems	15		
Products Not Covered by Warranty	16		

Services to be Provided by Mi-T-M Corporation

Service Assistance

Services provided:

1. Assistance to the Dealer in solving customer service/technical problems.
2. Service training.
3. Warranty labor reimbursement to trained Factory Authorized Service Centers.

Support Material

Mi-T-M shall supply to the Dealer a Service Center Master packet which includes the following support materials:

1. Service Policy and Flat Rate Manual
2. Parts Price Book and Quick Reference Chart
3. Warranty Claim Forms
4. Master Service Disk which includes Equipment Manuals and Parts Listings
5. "Mi-T-M Authorized Service Center" decals and/or signage

Additional information is available online:

1. On-line Warranty Claims Processing – www.mitm.com/forms/warranty-claim/
2. Current Production Equipment Manuals – www.mitm.com/support/product-manuals/
3. Current Production Equipment Parts Listings – www.smartequip.net/mitm/index.html
4. Illustrated Repair Procedures – www.smartequip.net/mitm/index.html
5. Pumps, Unloaders, Guns, Detergent Venturi Parts Listings – www.smartequip.net/mitm/index.html
6. Service Bulletins – www.smartequip.net/mitm/index.html

Genuine Mi-T-M Replacement Parts

Mi-T-M Corporation Parts Department maintains a complete inventory of repair parts at the factory. For many reasons, including safety and product design, Mi-T-M insists upon use of Mi-T-M parts. Unless otherwise specified, the use of Mi-T-M parts is required to maintain warranty.

Factory Service Training

Mi-T-M Corporation will provide Technical Service Training at various times annually. A list of scheduled Technical Service Classes can be obtained by contacting the Mi-T-M Service Department. In order to make it possible for service personnel to attend, these training sessions will be held at our home office in Peosta, Iowa. Mi-T-M will provide the training sessions at no charge to Dealers. Lodging and transportation are the responsibility of those attending. Lunch will be provided by Mi-T-M Corporation each day of the training.

Services to be Provided by Mi-T-M Corporation, continued

Online Parts Ordering

- Improved maintenance turnaround on equipment
- Increased revenues
- Maximized operational profitability

Log onto www.mitm.com

Take advantage of Mi-T-M's Online Parts Ordering System via the "Order Parts" tab and discover an easy and convenient way to order parts. Once online, you'll find a complete parts breakdown of each Mi-T-M product along with a user-friendly menu bar to help you maneuver the site and make your part selections quickly and efficiently.

In addition to ordering parts and specification inquiries, you can also access:

- Information about Mi-T-M's entire product line
- Product literature
- Maintenance information
- Safety instructions
- Troubleshooting tips
- Owner's manuals

Search by model number, component/part number or browse our product line to find the breakdowns on the unit which you are inquiring. From there you may select from the product menu bar, which includes specs, safety, maintenance and troubleshooting information.

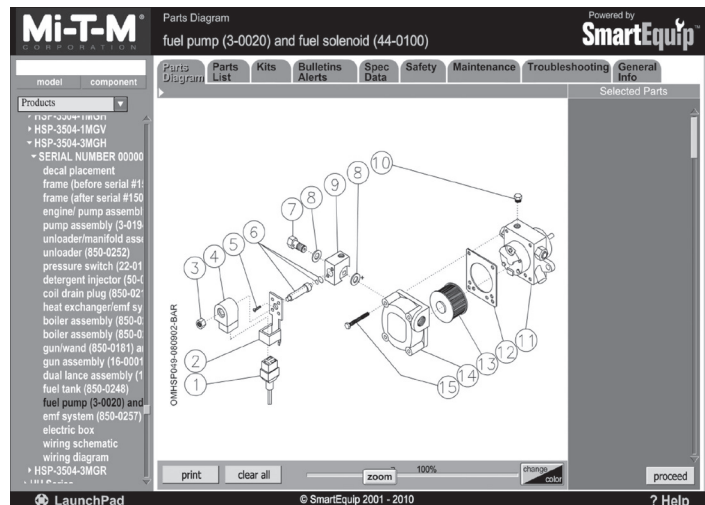
Support

Mi-T-M has also made it easy to submit your parts orders directly to Mi-T-M online. A Mi-T-M Customer Service Representative will then place the order and send an email confirmation, including your P.O. number, Mi-T-M order number and total net cost less shipping.

Account Set-up and Information

- Each account is assigned a Customer Administrator which serves as the "master account"
- Additional users are set-up as "web users" under the Customer Administrator account
- Usernames and passwords are secured; therefore, the Customer Administrator is the only one with the ability to make changes to the shipping, billing and user information

For more information or to obtain a username and password, please contact Mi-T-M Customer Service at 800-553-9053.



Services to be Provided by the Servicing Dealer

Servicing Dealer Responsibility

1. The Servicing Dealer agrees to abide by the terms set forth in the Mi-T-M Corporation Service Agreement.
2. The Servicing Dealer agrees that should any part become defective under normal and proper usage and maintenance, he/she will repair or replace the parts without charge to the original purchaser during the period of warranty as specified on the Statement of Warranty (see pages 8-15 for statements) as it applies to a specific model.
3. The Servicing Dealer agrees to return all parts replaced under warranty to Mi-T-M Corporation within thirty (30) days of effected repair, if requested by Mi-T-M.
4. It is the Servicing Dealer's responsibility to every Mi-T-M customer requesting warranty to determine (based on information provided by Mi-T-M) what is covered under warranty and what is the owner's responsibility of repair. The Dealer is also responsible for advising the customer that warranty will not cover failures due to misuse, neglect, lack of proper maintenance and additional exclusions of warranty as specified in the Statement of Warranty (see pages 8-15 for statements).
5. It is the Servicing Dealer's responsibility to assist the customer in the prevention of future service problems where mis-use or misapplication of the product is evident.
6. The Servicing Dealer is responsible for maintaining an adequate inventory of parts in order to perform common repairs in a timely manner.
7. The Servicing Dealer will be responsible for the repair of all Mi-T-M manufactured products (within his area of expertise and as authorized by Mi-T-M) regardless of brand name.

Periodic Maintenance

Recommend periodic maintenance to your customers. Offer your services either in the field or in your shop. Many items such as nozzles, quick couplings and water strainers for pressure washers; air filters, regulators and pressure relief valves for air compressors require periodic service and/or replacement. These maintenance items may not represent a major problem individually, but if allowed to continue without attention they may render the machine inoperable. The simplest way to avoid problems of this nature and maintain positive customer relations is to set up and follow a simple maintenance schedule as provided in the specific Operations Manuals.

Service Facilities

Mi-T-M Authorized Service Centers are required to provide a fully equipped service shop. The following is a list of minimum tools required to properly service Mi-T-M equipment:

- An assortment of hand tools (metric and U.S.)
- Pressure gauge (water up to 5000-PSI)
- Pressure gauge (oil up to 300-PSI)
- Tachometer
- Torque wrench
- Electric drill
- Battery charger
- Air compressor
- Anti-freeze hydrometer
- Snap ring pliers (internal and external)
- Volt OHM meter/load bank
- Work bench with vice

In addition to the tools listed above, the Servicing Dealer must have ready access to:

- 120V and 208-230V single-phase electric power
- 208-230V and 460V three-phase electric power
- Water supply of not less than 6.0-GPM
- Inside storage capabilities

Services to be Provided by the Servicing Dealer, continued

Qualified Personnel

Authorized Service Centers must employ a minimum of one (1) full-time service technician. The technician is to attend Mi-T-M Factory Service Training seminars as needed.

Technical Library

The Servicing Dealer is obliged to maintain the provided literature in an organized fashion. Mi-T-M will supply one master service disk. Manuals and parts listings can also be found at www.mitm.com or requested via email to corp@mitm.com or by calling 800-553-9053.

Parts Inventory

The Servicing Dealer must maintain an adequate stock of parts to be able to service the most common repairs (i.e. valves, packings, nozzles, strainers, air filters, regulators, etc.)

Mi-T-M Corporation Warranty Responsibility

Original Purchaser

The warranty to the original retail customer begins on the date of product delivery by the Dealer. The warranty will be in effect as specified in the Statement of Warranty provided at the time of warranty request. Warranty will apply only if the purchaser can provide proof of purchase by Bill of Sale or receipt at the time of warranty request.

After receiving such proof, Mi-T-M Corporation agrees to the following for the duration of the warranty:

1. To warrant against defects in material and workmanship for all Mi-T-M products in accordance with the terms outlined in the appropriate Statement of Warranty.
2. To reimburse Mi-T-M Authorized Service Dealers for costs incurred for repairs to Mi-T-M products which have become defective during the warranty period as prescribed in the applicable Statement of Warranty. Such reimbursement will be given according to the Mi-T-M parts invoice and the procedures outlined in this booklet and other procedural and informational literature provided by Mi-T-M.
3. Mi-T-M shall furnish and/or reimburse the Authorized Mi-T-M Service Dealer for the parts necessary to effect repairs in accordance with the terms outlined in the appropriate Statement of Warranty.
4. Service assistance by qualified Service Representatives will be available to the Mi-T-M Authorized Service Dealer at the factory in Peosta, Iowa.
5. Mi-T-M Corporation will provide Factory Service Training sessions throughout the year to assist the Dealer's Service Technician(s) in maintaining a high level of expertise in the repair of Mi-T-M products.
6. Service information in the form of bulletins and updates will be produced and provided to the Servicing Dealer on a quarterly basis.

**Mi-T-M Corporation Statement of Warranty
Cold and Hot Water Pressure Washers**

Mi-T-M Corporation warranties all parts (except those referred to below) of your new Mi-T-M cold or hot water pressure washer to be free from defects in materials and workmanship during the following periods:

For lifetime against freezing and cracking:

Pump manifold (Excludes CM Series, CV Series and WP Series)

For ten (10) years from date of original purchase:

High pressure pumps (Part #3-0202 and #3-0203)

For seven (7) years from date of original purchase:

High pressure pumps (Excludes CM Series, CV Series and WP Series)

For five (5) years from date of original purchase:

Heat exchanger coil (All horizontal fired units, HG Series, HEG Series and HGM Series)

For three (3) years from date of original purchase:

Heat exchanger coil (HSE Series and HSP Series)

For two (2) years from date of original purchase:

Frame/cart assembly	Guards/shields	Plumbing
Generator	Labor	Pulleys

For one (1) year from date of original purchase:

Adjustable thermostat	Contactor/overload	Ignition module
Burner assembly	Gas valve	Mi-T-M unloader
Control transformer	GFCI	Selector switch

For one (1) year from date of original purchase:

Consumer Pressure Washer models – CM Series, CV Series and WP Series

For ninety (90) days from date of original purchase:

Belts	High pressure hose	Safety valves/switches
Capacitor	Ignitor/electrodes	Strainer/filter
Detergent valves	Pressure switch/flow switch	Trigger gun/wand
High limit thermostat	Quick couplers	Unloader valve (Non Mi-T-M)

Defective parts not subject to normal wear and tear will be repaired or replaced at our option during the warranty period. In any event, reimbursement is limited to the purchase price paid.

Exclusions

1. Engine/motor is covered under separate warranty by its respective manufacturer and is subject to the terms set forth therein.
2. Normal wear parts:

Belts	O-rings	Pump valves
Detergent valves	Pump diaphragms	Quick couplings/screw connects
Filters	Pump packings	Spray nozzles
3. This warranty does not cover parts damaged due to normal wear, misapplication, misuse and operation other than at recommended speeds, pressures or temperatures. Parts damaged or worn because of the use of caustic liquids, or by operation in abrasive or corrosive environments or under conditions causing pump cavitation are not warranted. Failure to follow recommended operating and maintenance procedures will also void warranty.
4. The use of other than Genuine Mi-T-M Repair Parts will void warranty. Parts returned, prepaid, to our factory or to a Mi-T-M Authorized Service Center will be inspected and replaced free of charge if found to be defective and subject to this warranty. There are no warranties which extend beyond the description on the face hereof. Under no circumstances shall Mi-T-M Corporation bear any responsibility for loss of use of the unit, loss of time or rental, inconvenience, commercial loss or consequential damage.

Mi-T-M Corporation Statement of Warranty
Air Compressor/Generator Combinations
Air Compressor/Generator/Welder Combinations

Mi-T-M Corporation warranties all parts (except those referred to below) of your new Mi-T-M air compressor/generator combination or air compressor/generator/welder combination to be free from defects in materials and workmanship during the following periods:

For two (2) years from date of original purchase:

Compressor pump	Plumbing
Generator	Tank assembly

For one (1) year from date of original purchase:

Circuit breakers	Idle control board	Rocker/toggle switch
DC power supply	Outlets	

For six (6) months from date of original purchase:

Air/cable throttle control	Copper/stainless-steel line	Pressure switch
Check valve	Pilot valve	Regulator

For ninety (90) days from date of original purchase:

Drain valves	Pressure gauges	Safety relief valves
--------------	-----------------	----------------------

Defective parts not subject to normal wear and tear will be repaired or replaced at our option during the warranty period. In any event, reimbursement is limited to the purchase price paid.

Exclusions

1. Engine is covered under separate warranty by its respective manufacturer and is subject to the terms set forth therein.
2. Normal wear parts:

Air filters	Isolators	Brushes
-------------	-----------	---------
3. This warranty does not cover parts damaged due to normal wear, misapplication, misuse and operation other than at recommended speeds, pressures or temperatures. Parts damaged or worn because of the use of caustic liquids, or by operation in abrasive or corrosive environments are not warranted. Failure to follow recommended operating and maintenance procedures will also void warranty.
4. Labor charges, loss or damage resulting from improper operation, maintenance (other than routine air tank draining and oil changes, if applicable) or repairs made by persons other than a Mi-T-M Authorized Service Center.
5. The use of other than Genuine Mi-T-M Repair Parts will void warranty. Parts returned, prepaid, to our factory or to a Mi-T-M Authorized Service Center will be inspected and replaced free of charge if found to be defective and subject to this warranty. There are no warranties which extend beyond the description on the face hereof. Under no circumstances shall Mi-T-M Corporation bear any responsibility for loss of use of the unit, loss of time or rental, inconvenience, commercial loss or consequential damage.

Mi-T-M Corporation Statement of Warranty
Portable Generators

Mi-T-M Corporation warranties all parts (except those referred to below) of your new Mi-T-M portable generator to be free from defects in materials and workmanship during the following periods:

For two (2) years from date of original purchase:
Generator

For one (1) year from date of original purchase:
Circuit breakers Outlets Volt meter
Idle control board Rocker/toggle switch

For six (6) months from date of original purchase:
Idle solenoid

Defective parts not subject to normal wear and tear will be repaired or replaced at our option during the warranty period. In any event, reimbursement is limited to the purchase price paid.

Exclusions

1. Engine is covered under separate warranty by its respective manufacturer and is subject to the terms set forth therein.
2. This warranty does not cover parts damaged due to normal wear, misapplication, misuse and operation other than at recommended speeds, pressures or temperatures. Failure to follow recommended operating and maintenance procedures will also void warranty.
3. The use of other than Genuine Mi-T-M Repair Parts will void warranty.
4. Warranty will be void if used in any application other than consumer/homeowner. Parts returned, prepaid to our factory or to an Authorized Mi-T-M Service Center will be inspected and replaced free of charge if found to be defective and subject to warranty. There are no warranties which extend beyond the description of the face hereof. Under no circumstances shall the manufacturer bear any responsibility for loss of use of the unit, loss of time or rental, inconvenience, commercial loss or consequential damages.

Mi-T-M Corporation Statement of Warranty Wet/Dry Vacuums

Mi-T-M Corporation warranties all parts (except those referred to below) of your new Mi-T-M wet/dry vacuums to be free from defects in materials and workmanship during the following periods:

Lifetime warranty on canister (MV-900-0MEV, MV-1300-0MEV and MV-1800-0MEV)

For five (5) years from date of original purchase, excludes normal wear items (MV-1300-0MEV and MV-1800-0MEV)

For two (2) years from date of original purchase, excludes normal wear items (MV-900-0MEV)

Defective parts not subject to normal wear and tear will be repaired or replaced at our option during the warranty period. In any event, reimbursement is limited to the purchase price paid.

Exclusions

1. This warranty does not cover parts damaged due to normal wear, misapplication, misuse and operation other than at recommended speeds or temperatures. Parts damaged or worn because of the use of caustic liquids, or by operation in abrasive or corrosive environments are not warranted. Failure to follow recommended operating and maintenance procedures will also void warranty.
2. Normal wear parts:
Filters
3. The use of other than Genuine Mi-T-M Repair Parts will void warranty.
4. Parts returned, prepaid, to our factory or to a Mi-T-M Authorized Service Center will be inspected and replaced free of charge if found to be defective and subject to this warranty. There are no warranties which extend beyond the description on the face hereof. Under no circumstances shall Mi-T-M Corporation bear any responsibility for loss of use of the unit, loss of time or rental, inconvenience, commercial loss or consequential damage.

Mi-T-M Corporation Statement of Warranty Semi-Trash Pumps

Mi-T-M Corporation warranties all parts (except those referred to below) of your new Mi-T-M semi-trash pump to be free from defects in materials and workmanship during the following periods:

For two (2) years from date of original purchase

Defective parts not subject to normal wear and tear will be repaired or replaced at our option during the warranty period. In any event, reimbursement is limited to the purchase price paid.

Exclusions

1. Engine is covered under separate warranty by its respective manufacturer and is subject to the terms set forth therein.
2. Normal wear parts:
Mechanical seal
3. This warranty does not cover parts damaged due to normal wear, misapplication, misuse and operation other than as recommended speeds or temperatures. Parts damaged or worn because of the use of caustic liquids, or by operation in abrasive or corrosive environments are not warranted. Failure to follow recommended operating and maintenance procedures will also void warranty.
4. The use of other than Genuine Mi-T-M Repair Parts will void warranty.
5. Parts returned, prepaid, to our factory or to a Mi-T-M Authorized Service Center will be inspected and replaced free of charge if found to be defective and subject to this warranty. There are no warranties which extend beyond the description on the face hereof. Under no circumstances shall Mi-T-M Corporation bear any responsibility for loss of use of the unit, loss of time or rental, inconvenience, commercial loss or consequential damage.

Mi-T-M Corporation Statement of Warranty

Water Treatment Systems

Wash-Water Recycle Systems (WLP Series) — Clarifier Wash-Water Recycle Systems (WCP Series)
Above-Ground Oil/Water/Solids Separators (WOS Series) — Clarifier and Oil/Water Separators (WCL Series)
In-Ground Fiberglass Pit Systems — Pit Cleaner — Biological Pit Management System (BPS Series)
Water Cannon Systems (WC Series) — Portable Water Recovery System (PWR Series)
Biological Treatment Systems (BIO Series)

Mi-T-M Corporation warranties all parts (except those referred to below) of your new Mi-T-M Water Treatment System to be free from defects in materials and workmanship for one (1) year from the date of original purchase.

Defective parts not subject to normal wear and tear will be repaired or replaced at our option during the warranty period which upon examination is disclosed to have been defective in material or workmanship. In any event, reimbursement is limited to the purchase price paid.

Exclusions

1. The motor is covered under separate warranty by its respective manufacturer and is subject to the terms set forth therein.
2. Normal wear parts:

Filtering media	O-rings	Sensors/Probes
Filters	Quick connects	Valve assembly
Gaskets	Seals	
3. This warranty does not cover parts damaged due to normal wear, misapplication, modifications/alterations, misuse or operation other than at recommended speeds, pressures or temperatures. Parts damaged or worn because of the use of caustic liquids, chloride corrosion or chemical deterioration or by operation in abrasive or corrosive environments are not warranted. Also fluctuations in electrical or water supply are not warranted. Failure to follow recommended operating and maintenance procedures will also void warranty.
4. Parts damaged by failure to follow recommended installation, operating and maintenance procedures.
5. This warranty does not cover the cost of normal maintenance or adjustments, labor charges, transportation charges to the Service Center or freight damage.
6. The use of other than genuine Mi-T-M parts will void warranty.

Parts returned, prepaid to our factory or to an Authorized Mi-T-M Service Center will be inspected and replaced free of charge if found to be defective and subject to warranty. There are no warranties which extend beyond the description of the face hereof. Under no circumstances shall the manufacturer bear any responsibility for loss of use of the unit, loss of time or rental, inconvenience, commercial loss or consequential damages.

Products Not Covered by Warranty

1. The Engine/Motor is covered under separate warranty by its respective manufacturer. These companies have an extensive network of service centers that are trained and equipped to provide timely and quality work within the framework of their own warranty policies.
2. Products are only warranted to the original purchaser. There is no continuation of warranty to the customer who buys the machine used.
3. The warranty does not apply to products damaged in transit. These repairs are the responsibility of the carrier. A claim should be filed immediately with the carrier in the event such damage is noted.
4. Repairs necessitated or failures caused by the use of other than Genuine Mi-T-M Replacement Parts.
5. Damage caused by the use of caustic or corrosive liquids or by operation in abrasive or corrosive environments will not be considered a warrantable repair.
6. Operation of the pump under conditions that cause or contribute to cavitation.
7. Failure to follow recommended operation and/or maintenance procedures including oil change or filter replacement procedures as outlined within the Operators Manuals.
8. Air freight costs are the sole responsibility of the ordering dealer.
9. Damage caused by contaminated oil or fuel, misapplication, misuse, accidents or improper storage.
10. Any damage caused by heat within the pumping system whether introduced with the water supply or generated within the system.
11. Repeat or shop come-back repairs resulting from poor service work or improper diagnosis and/or testing. Replacement of parts as a trial-and-error method of diagnosis will not be considered for warranty.
12. Cost of transportation of the machine to the Authorized Service Center is the responsibility of the user.
13. There is no provision within the Mi-T-M Statement of Warranty for travel costs either in relation to mileage and/or time.
14. Costs incurred for telephone communications are not subject to the terms of the Warranty.
15. Damage caused by natural calamity such as fire or flood.
16. Damage which may be caused by improper ventilation and/or installation whereby heat dissipation is not taken into consideration.
17. Repairs necessary to correct any failures due to improper pre-delivery and inspection by the Selling Dealer.
18. Normal wear parts as listed in the Statement of Warranty.

General Warranty Statement

The prompt and fair repair of Mi-T-M products will reflect well upon both Mi-T-M and the dealer.

The information provided in this booklet is to be used as a tool to enhance your ability to handle a warranty situation fairly by being familiar with the procedures and rules expanded upon within this booklet. You, the Dealer, should make no claims as to warrantableness except as directed within this booklet. It is your obligation, to familiarize yourself and your customers with the Statement of Warranty. It is also your obligation to not misrepresent the Mi-T-M Service Policy in any way. You should work with the customer to keep him abreast of the progress and/or problems arising out of a potential warranty situation. Eliminating surprises at the time of such repairs goes a long way toward building goodwill both within the warranty period and after it has lapsed.

No major repair should be started without warranty determination or the owner's approval in the case of a non-warrantable repair. IF IN DOUBT, CONTACT THE Mi-T-M SERVICE DEPARTMENT at 800-553-9053.

A major repair is any repair that involves power end failure of the pump or compressor, coil replacement, replacing an electric motor or a gasoline/diesel engine, repair or replacement of water coil, burner, alternator, etc.

General Warranty Information

Field Modification and Retrofit Program:

When and if necessary, Mi-T-M Corporation may initiate a field modification, whereby changes may be effected to existing product already in the field. Normal warranty procedures will apply unless otherwise noted at the time such program is instituted.

Falsification and/or Misrepresentation:

Should, during normal verification procedures of warranty claim, it be determined that if the Servicing Dealer or Owner has in any way misrepresented information, either on the warranty claim, or in regard to warranty, the Servicing Dealer will be charged back for any related costs incurred by Mi-T-M Corporation. A MISREPRESENTATION OF ANY KIND PERTAINING TO WARRANTY IS GROUNDS FOR DEALER TERMINATION.

Dealer Reimbursement for Warranty:

Warranty compensation for repairs will only be approved pending receipt of a properly completed Mi-T-M Paper or Online Warranty Claim Form (see sample forms on page 21 and 23). The form must be received at Mi-T-M no more than thirty (30) days after the repair has been effected. Should all matters comply with the established and agreed upon policies and procedures, warranty will be approved usually within one (1) week of receipt. If defective parts are needed for evaluating, you will be contacted by Mi-T-M for their return.

Warranty Parts Credit:

Warranty parts credit will be issued at the price paid to Mi-T-M. The credit will be based on actual price paid to Mi-T-M on last invoice for parts. UNDER NO CIRCUMSTANCES WILL Mi-T-M REIMBURSE AN AUTHORIZED SERVICE DEALER FOR PARTS PURCHASED THAT ARE NOT GENUINE Mi-T-M REPAIR PARTS PURCHASED DIRECTLY FROM Mi-T-M.

Labor Compensation:

Servicing Dealer POSTED shop labor rate will be used as the basis for warranty labor credits. To apply for this rate, submit the Authorized Service Center Application form (see sample form on page 19) included with this Booklet to the Mi-T-M Service Department. You will be notified by return mail of approval of this rate. If such rate is not requested or approved, Mi-T-M will reimburse you at the rate of up to \$40.00 per hour. The amount of labor time credited will only be per established rates outlined in the Flat Rate Schedule. If no flat rate applies, a labor time will be estimated by Mi-T-M per your request.

General Warranty Information, continued

Labor Flat Rate:

The flat rate labor allowance for warranty is the maximum allowable time for completion of a specific operation or procedure as shown in the appropriate flat rate schedule as it applies to a specific Statement of Warranty. The time is listed in hours and tenths of hours. The times listed take into account an allowance for tool and parts gathering. Refer to the actual Flat Rate Schedule for specific instructions in using the schedule.

Travel Time and/or Transportation Expense:

Travel time or transportation of Mi-T-M equipment to the Service Center or the Service Center's Technician to the Mi-T-M equipment is not covered by warranty. It is the responsibility of the owner to make such arrangements.

Freight:

Ground transportation of defective parts from the Service Center to Mi-T-M will be reimbursed as costs are incurred subject to warranty claim approval at Mi-T-M. All parts should be returned prepaid to Mi-T-M via United Parcel Service (UPS). Should the parts exceed the seventy (70) pound limit established by UPS contact the Mi-T-M Service Department for proper routing and shipping instructions. Parts must be returned PREPAID. Parts shipped Freight Collect will be refused.

Air Freight:

Air freight charges incurred as part of a warranty repair are solely the responsibility of the ordering Dealer. Mi-T-M will credit freight only for ground transportation. Recommended parts inventory lists are available and if such inventories are maintained by the Dealer, the need for urgent shipments will be minimized.

Warranty Claim Processing:

1. Complete ALL requested information on Online Warranty Claim Form. Forms must be filled out completely and accurately to prevent return of the claim for lack of information. Type or print clearly. A Warranty Claim Form that cannot be read is difficult to process and may be delayed or returned.
2. In most cases the Warranty Claim is processed immediately, provided that all information is correct and complies with the Warranty Policy. Upon approval, credit will be issued by the end of the month in which the claim was approved. Information such as Warranty Claim Form Number and Mi-T-M Invoice Number being credited will be referenced on the Credit Invoice.
3. You will be notified by phone regarding any rejected Warranty Claim.
4. You will be contacted by phone if the warranty claim is not complete, inaccurate or in need of further information.

Returned Parts:

1. Parts needed for warranty evaluation may need to be returned to the Mi-T-M Corporation Service Department along with a copy of the the original Warranty Claim Form.
2. All parts must be shipped freight prepaid. Collect shipments will be refused and returned. Shipments should be shipped by UPS if seventy (70) pounds or less. If weight exceeds seventy (70) pound limit, consult Mi-T-M Service Department for proper routing instructions.
3. All cartons should be clearly marked with the Warranty Claim Number.

Parts Defective From Stock:

Should a replacement part be determined defective from stock simply return the part with a completed Warranty Claim Form. Indicate the Model and Serial Number of the machine on which the components failed. In addition, enclose a copy of the original invoice for the defective parts. No labor reimbursement will apply to replacement parts sold over the counter.



Authorized Service Center Application

50 Mi-T-M Drive, P.O. Box 50 · Peosta, IA 52068
 800-367-6486 · 563-556-1235 fax
 corp@mitm.com · www.mitm.com

Company Name: _____ P.O. Box: _____ Zip: _____
 Address: _____ County: _____
 City: _____ State: _____ Zip: _____
 Owner(s): _____ Business Phone: _____
 Manager: _____ Service Manager: _____
 Fax Number: _____ E-mail Address: _____

HEREBY APPLIES FOR STATUS AS A Mi-T-M AUTHORIZED SERVICE CENTER

No. of Employees: _____ No. of Technicians: _____ Shop Size: _____ SQ. FT.
 Previous Training or Experience: _____
 General Appearance of Facilities: _____ Excellent _____ Good _____ Fair
 Posted Shop Labor Rate:\$ _____ Per Hour How Many Years In Business _____
 Other Pressure Washer Line(s): _____
 Other Air Compressor Line(s): _____

SERVICE CENTER STATUS PREFERRED (circle all that apply):

Pressure Washers: <i>Hot</i> <i>Cold</i> <i>Consumer</i>	Gas Engine Repair: <i>Yes</i> <i>No</i>
Air Compressors: <i>Contractor</i> <i>Commercial</i>	Generators: <i>Yes</i> <i>No</i>
	Portable Heaters: <i>Yes</i> <i>No</i>

WE UNDERSTAND OUR RESPONSIBILITIES AS OUTLINED IN Mi-T-M SERVICE POLICY BOOKLET# _____ AND AGREE TO FULFILL THEM. FAILURE TO DO SO IS JUST CAUSE FOR TERMINATION. WE ALSO UNDERSTAND THAT OUR SERVICE CENTER STATUS MAY BE REVOKED AT ANY TIME.

WE FURTHER UNDERSTAND THAT EXECUTION OF THIS APPLICATION IS DIRECTED TO ESTABLISHING A CONTRACTUAL RELATIONSHIP WITH Mi-T-M CORPORATION. THIS APPLICATION SHALL TERMINATE AND REPLACE ALL PRIOR OUTSTANDING AGREEMENTS OR OTHER DOCUMENTATION RELATIVE TO THE APPOINTMENT OR APPLICATION IN ANY CAPACITY RELATING TO THE DISTRIBUTION, SALE OR SERVICE OF Mi-T-M PRODUCTS, INCLUDING WITHOUT LIMITATION PRIOR APPOINTMENTS RELATING THERETO AS AN AUTHORIZED SERVICE CENTER, IF ANY.

Name: _____ Title: _____
 Dealer Authorized Signature: _____ Date: _____

FOR Mi-T-M USE ONLY

Comments: _____

THE UNDERSIGNED CERTIFIES THAT THE ABOVE DEALER MEETS THE MINIMUM CRITERIA NECESSARY FOR STATUS AS A Mi-T-M AUTHORIZED SERVICE CENTER IN THE CAPACITY SPECIFIED ABOVE AS PRESCRIBED IN Mi-T-M SERVICE POLICY BOOKLET# _____

Service Manager _____ Date: _____

Application Approved: _____ Application Denied: _____

General Warranty Information, continued

Instructions for Completing a Paper Warranty Claim Form:

To avoid returned warranty claim forms for additional information, please follow the procedures below:

1. **Dealer Name/Dealer Phone Number/Dealer Email** – This area is for name, telephone number and email of the Seller or Servicing Dealer of the Mi-T-M equipment.
2. **Customer Name/Customer Phone Number** – This area is for name and telephone number of Purchaser or Retail Customer of the Mi-T-M equipment.
3. **Account Number** – Your eight (8) digit Dealer Code.
4. **Model Number** – Complete equipment model number, i.e. CW-3004-4MGH (not just 3004).
5. **Serial Number** – Number on Data Plate or Serial Plate on the machine.
6. **Product Category** – List what Mi-T-M equipment was brought in for repairs, i.e. pressure washer, air compressor, generator, etc.
7. **Store Number** – List your store number if applicable.
8. **Repair Date** – Date of actual repair order.
9. **Mi-T-M Order Number** – Mi-T-M order number or invoice number.
10. **Work Order Number** – Your work order number or the number you would like referenced on credit invoice.
11. **Date of Sale** – Indicate date unit was actually sold. Remember to forward a copy of the Warranty Claim Form or Warranty Claim Form number, or copy of the Bill of Sale with your claim.
12. **Customer Compliant** – This should explain the nature of the defect and the cause of the defect, if more space is needed, attach an 8½"x11" sheet of paper with your appropriate information.
13. **Repairs Performed** – This should explain how the correction was made for the defect. If more space is needed, attach an 8½"x11" sheet of paper with your appropriate information.
14. **Part Number(s)** – List the Mi-T-M part numbers only.
15. **Quantity** – List the quantity of parts replaced.
16. **Dealer Net** – Your cost based on your last invoice for the affected part(s).
17. **Description** – Description of the part as it appears in the Parts Price List or on the face of your last invoice.
18. **Posted Shop Labor Rate** – \$75.00 maximum.
19. **Repair Labor Time** – Applicable time as corresponds to the Mi-T-M Flat Rate Schedule.
20. **Claim Calculations** – DO NOT FILL OUT. FOR FACTORY USE ONLY.
21. **Service Manager's Signature**
22. **Date of Claim** – Today's date.
23. **Claim Number** – For tracking purposes. Use to mark all returned parts packages.

General Warranty Information, continued**Instructions for Completing an Online Warranty Claim Form:**

Mi-T-M Corporation Warranty Claim Forms can be completed online by visiting www.mitm.com/forms/warranty-claim/.

To avoid returned warranty claim forms for additional information, please follow the procedures below:

1. **Dealer Name** – This area is for the name of the Seller or Servicing Dealer of the Mi-T-M equipment.
2. **Store Number** – List your store number if applicable.
3. **Account Number** – Your eight (8) digit Dealer Code.
4. **Work Order Number** – Your work order number or the number you would like referenced on credit invoice.
5. **Dealer Email** – This area is for the email of the Seller or Servicing Dealer of the Mi-T-M equipment.
6. **Dealer Phone Number** – This area is for the telephone number of the Seller or Servicing Dealer of the Mi-T-M equipment.
7. **Model Number** – Complete equipment model number, i.e. CW-3004-4MGH (not just 3004).
8. **Serial Number** – Number on Data Plate or Serial Plate on the machine.
9. **Repair Parts Order Number** – Mi-T-M order number or invoice number.
10. **Date of Sale** – Indicate date unit was actually sold. Remember to forward a copy of the Warranty Claim Form or Warranty Claim Form number, or copy of the Bill of Sale with your claim.
11. **Product Category** – List what Mi-T-M equipment was brought in for repairs, i.e. pressure washer, air compressor, generator, etc.
12. **Customer Name/Customer Phone Number** – This area is for name and telephone number of Purchaser or Retail Customer of the Mi-T-M equipment.
13. **Repair Date** – Date of actual repair order.
14. **Customer Compliant** – This should explain the nature of the defect and the cause of the defect, if more space is needed, attach an 8½"x11" sheet of paper with your appropriate information.
15. **Repairs Performed** – This should explain how the correction was made for the defect. If more space is needed, attach an 8½"x11" sheet of paper with your appropriate information.
16. **Part Number(s)** – List the Mi-T-M part numbers only.
17. **Quantity** – List the quantity of parts replaced.
18. **Dealer Net** – Your cost based on your last invoice for the affected part(s).
19. **Description** – Description of the part as it appears in the Parts Price List or on the face of your last invoice.
20. **Freight** – This for the freight charges for the parts ordered.
21. **Repair Labor Time** – Applicable time as corresponds to the Mi-T-M Flat Rate Schedule.
22. **Posted Shop Labor Rate** – \$75.00 maximum.
23. **Date of Claim** – Today's date.
24. **Service Manager's Name**

ONLINE WARRANTY CLAIM FORM

For Mi-T-M Dealer and Service Center Use Only

We can only process one claim per form. Please submit separate forms for each warranty claim you have.

* Indicates Required Fields

Dealer Information

Dealer Name: * **1**

Store No.: **2**

Account No.: * **3**

Work Order No.: **4**

Dealer Email: * **5**

Dealer Phone: * **6** () -

(example (123) 456-7890)

Product Information

Model No.: * **7**

Serial No.: * **8**

Repair Parts Order No.: * **9** CO

Date of Sale: * **10** Month Day Year

Product Category: **11**

Customer Information

Customer Name: **12**

Customer Phone: * () -

(example (123) 456-7890)

Repair Date: * **13** Month Day Year

Issue Information

Customer Complaint: * **14**

Repairs Performed: **15**

Part Entry - 10 Max

	Part No. * 16	Qty * 17	Dealer Net * 18	Description * 19
1	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>

[Mi-T-M Flat Rate Manual](#)

Freight: **20**

Labor Information

Repair Labor Time: **21**

(example: .20 or 1.00)

Shop Labor Rate (per hour): **22** \$

Please include decimal.

Repair Information

Date of Claim: * **23** Month Day Year

Service Manager Name: * **24**

SUBMIT >>



Performance Under Pressure.®

50 Mi-T-M Drive
Peosta, IA 52068
800-553-9053 · 563-556-7484
Fax 563-556-1235
www.mitm.com
corp@mitm.com