

Repair Department

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REPAIR PRICING POLICY

I. Kahnetics® Warranty

Cooper Hand Tools warrants to the original purchaser and any subsequent owner (“Buyer”) Kahnetics dispensing products will be free from defects in material and workmanship for a period of **one year** from date of purchase, provided that no warranty is made with respect to products which have been altered, subjected to abuse or improperly used, installed or repaired. Use of non-Cooper Hand Tools components will void this warranty if a non-Cooper Hand Tools component is defective (or is the source of the defect).

Cooper Hand Tools will repair or replace products found to be defective not caused by a part, component or accessory manufactured by another company, during the warranty period. Contact Cooper Hand Tools with dated proof of purchase and return to Cooper Hand Tools, 1000 Lufkin Road, Apex, NC 27539. All costs of transportation and reinstallation shall be borne by Buyers.

IN NO EVENT SHALL COOPER HAND TOOLS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. COOPER HAND TOOLS LIABILITY FOR ANY CLAIMS ARISING OUT OF THIS WARRANTY SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

THE PERIOD OF ALL IMPLIED WARRANTIES APPLICABLE TO THIS PRODUCT INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO 12 MONTHS FROM THE DATE OF PURCHASE BY THE USER.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state.

II. Out of Warranty Flat Rate Repair Price List (effective June 1, 2004)

SYSTEM225	\$250	SYSTEM800	\$200
SYSTEM100	\$350	SYSTEM500	\$400
SYSTEM230	\$400	SYSTEM230L	\$550
SYSTEM240	\$550	SYSTEM300	\$600
KDS2001HC	\$250	KDS808	\$200
KDS834A	\$200	KDS824A	\$250

Notes

- An estimate will be given prior to commencing work
- Customer pays for inbound freight and outbound air freight if requested
- Flat rate repair prices include parts, labor, and return ground shipping
- Repair turnaround time is 10 business days (turnaround for repair orders of more than 10 items may exceed 10 business days)
- We will expedite repair orders received via air shipment

Campbell® Caulk Master® Crescent® Diamond® Erem® Kahnetics® Lufkin® Nicholson®
Plumb® H.K.Porter® Weller® Wire-Wrap® Wiss® Xcelite®