



Powering Business Worldwide

Industrial Sector
Hydraulics Group

14615 Lone Oak Road
Eden Prairie, Minnesota 55344
Tel: (888) 258-0222
<http://www.eaton.com/hydraulics>

Eaton Hose Assembly Crimp Machine Return & Repair Procedures

Eaton, Aeroquip, and Weatherhead branded Hose Assembly Crimp Machines carry a One (1) year limited warranty that begins from the date of shipment to the original customer.

Eaton warrants to the original purchaser that aforementioned products sold by Eaton Aeroquip LLC (“Eaton”) shall be free from defects in material and workmanship for the warranty period stated above. Warranty shall not apply to products that have been repaired or altered, or to products that have been subject to accident, misuse, abuse, neglect or normal wear.

See Eaton Limited Warranty policy M-HYOV-TB001-E1 January 2015 for warranty details.

www.eaton.com/hydraulics/warranty

If the original customer claims that a product has failed within the warranty period, please contact Lomar Machine & Tool Company (“Lomar”) at 888-285-6627 to review the machines performance with a Lomar technician. Troubleshooting of the machine over the phone may resolve the issue.

For Items under Warranty

If it is determined that the machine requires Lomar physical evaluation, an Eaton Return Material Authorization (RMA) will be required prior to return shipment. Please contact Eaton Customer Support to obtain an Eaton RMA number. (Eaton Customer Support 888-258-0222)

Once an RMA number is obtained, the machine shall be shipped **freight prepaid** to Lomar for evaluation. The Lomar return ship-to address will be located on the top hand corner of the Eaton RMA document. Shipments may be refused if shipped other than freight prepaid.

Upon receipt of the item, Lomar will evaluate machine and determine if the warranty is applicable. If the warranty claim is valid, Lomar will repair the machine and return it freight prepaid to the original purchaser. The customer will not be charged for warranty repairs completed.

Denied warranty evaluations within the warranty period

If after product evaluation it is determined that the warranty claim is invalid, Lomar will contact the customer to advise them of the repair costs. If the customer requests that the machine be repaired at their expense, a customer purchase order issued to Lomar shall be required. Upon receipt of the purchase order, Lomar will repair the machine and ship it back to the customer by collect freight and Lomar will invoice the customer directly.



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Repair requests for items outside of the warranty period

Customers should contact Lomar directly (888-285-6627) to request machine repairs for items that are no longer within the applicable warranty period. Lomar shall provide instructions to the customer regarding the inspection and potential repair activities. Lomar will provide a quotation directly to customer and if agreed to by both parties, Lomar will perform the repairs quoted and invoice the customer.

Eaton shall not be held responsible and will not be involved in any of the repair or commercial transactions for items that are out of the stated warranty period.

****Please note that if machines are shipped to Lomar Machine by collect freight, Lomar will invoice the customer for those freight charges.***