

# WARRANTY INSTRUCTIONS

TO EXPEDITE THE WARRANTY PROCESS,  
PLEASE FOLLOW THE STEPS BELOW:



1. After warranty has been authorized from the factory and a Return Authorization Number (RAN) has been issued, you will receive via ground freight the replacement parts needed.
2. Included with this package will be a copy of this instruction sheet, a packing slip and a UPS return-shipping document.
3. An oil sample is required to warranty all pumps and motors. (Sample Vial may be Included)
4. Please verify that all parts have been received in good condition. If any parts are damaged please call NiteHawk Service at 1-800-448-9364.
5. Install parts per NiteHawk Specifications, and package the warranty items in the same packaging that you received the replacement parts in. If packaging is not usable please call NiteHawk Service at 1-800-448-9364.
6. Place UPS return-shipping document on outside of package and take the package to the nearest UPS drop location.

## CONDITIONS AND EXCLUSIONS

1. Warranty covers defects in materials and workmanship only, and does not cover any part that is found defective due to abuse, neglect, accident, or act of God.
2. Warranty covers parts only including ground freight to customer.
3. Warranty covers parts only and does not include labor to disassemble, reinstall, install or otherwise perform any act consisting of paid labor. The responsibility of said tasks rests exclusively with the customer.
4. Warranty does not cover loss of use of the Chassis or Sweeper Unit, towing charges, storing charges, or expedite charges.
5. Warranty does not cover expedite freight charges other than typical ground freight to customer.
6. NiteHawk Sweepers LLC will provide a shipping call tag or return-shipping label for all parts replaced under warranty.
7. Parts that are not returned within 30 days of receipt of replacement parts will be charged as new purchased parts.
8. Warranty items may be authorized at the discretion of NiteHawk Sweepers LLC upon examination of defective parts.
9. Any warranty work must be authorized in writing prior to any work performed.
10. Warranty items allowed are based on the sole discretion of NiteHawk Sweepers LLC.
11. If NiteHawk Sweepers LLC determines the warranty part failed for a reason other than a defect in materials or workmanship. NiteHawk Sweepers LLC will require payment for replacement part and all freight charges from the customer.
12. Parts not installed by NiteHawk Sweepers are subject to the rules and restrictions of the individual vendors who installed them.