

Compaction & Recycling Solutions





June 2021 Warranty Policies And Procedures

Effective 6/1/2021



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WARRANTY STATEMENT

Marathon Equipment ("Marathon") warrants its compaction and recycling equipment to be free from defects in material and workmanship under normal use for the period specified in the Appendix of this document when proper service and maintenance is performed as described in the applicable Operations, Maintenance and Installation (OMI) manual as well as any Service Bulletins which may be published. Equipment warranty is not transferable from original purchaser.

This warranty is expressly limited to the repair or replacement of any component or part thereof, of any such unit manufactured by Marathon Equipment that is proven to Marathon's satisfaction to have been defective in materials or workmanship. Such components or parts shall be repaired or replaced at Marathon's option without cost to the standard purchaser for parts and labor. The repair or replacement must be made during the warranty coverage period.

MARATHON MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, AND MAKES NO WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR ANY PARTICULAR PURPOSE. MARATHON DOES NOT ASSUME ANY LIABILITY FOR LOSS OF PROFITS, PRODUCT, TIME OR ANY OTHER DIRECT, INCIDENTAL, OR INDIRECT CONSEQUENTIAL LOSSES, DAMAGES OR DELAYS. ANY IMPROPER USE, OPERATION BEYOND RATED EQUIPMENT/COMPONENT CAPACITY, SUBSTITUTION OF PARTS THAT ARE NOT MARATHON APPROVED, OR ANY ALTERATION OR REPAIR BY OTHERS IN SUCH A MANNER AS IN MARATHON'S SOLE JUDGMENT AFFECTS THE PRODUCT OPERATION OR INTEGRITY SHALL VOID THE WARRANTY.

The above warranty supersedes and is in lieu of all other warranties expressed or implied.

Safety Notice

- Ongoing maintenance and repair are essential to the safe and reliable operation of Marathon products.
- Read and understand the Operation and Service Manual provided with each unit. Follow all warnings and instructions in the manual, on the unit, and otherwise provided by Marathon.
- MAINTENANCE, REPAIR, OR USE BY UNTRAINED PERSONNEL CAN CAUSE INJURY OR DEATH. Maintenance and repair must be performed only by trained and qualified personnel. Check with the Marathon Service Department for a list of maintenance service providers in your area
- Use only genuine Marathon service parts or their authorized equivalent. Use of other parts may void this warranty.

Customer Responsibilities

- The customer must install or provide for installation of the unit in conformance with applicable ANSI standards and any other applicable codes, regulations, or standards. Customer must comply with all laws and other requirements having force of law applicable at any time to the unit, its installation, or use. Customer shall indemnify and hold Marathon harmless from and against any and all claims, demands, losses, cost, or liability incurred by Marathon as a result of customer's breach of this provision.
- Customer must be on site for the installation of the unit to ensure that these standards are met.
- Marathon furnishes with each unit an Operation, Maintenance, and Installation (OMI) Manual
 along with an electrical and hydraulic schematic. Customer must familiarize itself with these
 materials, present them to any end user, and review them with any end user.
- Customer must train all potential end users in the correct and safe methods of use and operation of the unit.

- CUSTOMER MUST CONSULT KNOWLEDGEABLE ADVISORS AND USE ITS OWN SKILL AND JUDGMENT TO SELECT A PRODUCT THAT SUITS ITS OR THE END USER'S NEEDS. CUSTOMER ASSUMES ALL RISK THAT THE UNIT MAY NOT BE SUITABLE FOR CUSTOMER'S OR THE END USER'S PARTICULAR PURPOSE.
- Marathon reserves the right to, among other things, deny customer's warranty claim in the event customer fails to perform any of its responsibilities under this warranty.

General Policies

Length of Warranty & Terms

Marathon warrants its Compaction and Recycling Solution equipment and OEM service parts to be free from defects in material and workmanship under normal use for the period specified in the Appendix of this document.

The effective term for warranty coverage on Marathon Equipment is based upon:

- Age of the unit beginning with the original invoice date.
- Hours of equipment operation as indicated by the equipment meter.

The warranty expires when either of these periods has expired.

See Appendix section of this document for actual warranty coverage details per product. OEM parts are warranted to be free from defects in material and workmanship for the term specified in the Appendix. Aftermarket parts shall not be used for warranty repair work and, if used, will cause warranty claims to be denied. Wear Parts are excluded from warranty coverage.

Unusual and Non-standard Repairs

All unusual and non-standard repairs must be pre-approved by via the Pre-Authorization process in Tavant. Failure to obtain pre-authorization will result in Marathon's denial of warranty coverage for such repairs. Contact Marathon Technical Support for assistance if you do not have access to directly file warranty claims in the Tavant system.

Items Covered Under Warranty

Warranty coverage is provided for failures resulting from a manufacturer's defect in materials or workmanship in:

- Machine Structural Integrity
- Machine Parts
 - Unit electrical components
 - Unit hydraulic/pneumatic components
 - Factory-installed options
 - Excludes wear parts

See the Appendix section for a list of non-warrantable repairs

Warranty Replacement Parts

All parts used for warranty replacement must be genuine Marathon OEM parts purchased from a Marathon Dealer/Service Provider, or directly from Marathon Parts Central. Replacement parts will not be shipped on a "No-Charge" basis. Parts replaced under the machine's structural warranty coverage carry no additional parts warranty. All warranty replacement parts are provided with via standard shipping; expedited shipping may be available at customer's expense. Parts return may be required. See "Warranty Claim Filing Process" section for more information.

Purchased Replacement Parts

All OEM purchased replacement parts are warranted by Marathon to be free from defects in material or workmanship for a period of 30 calendar days from the date of invoice The purchased parts warranty covers parts-only, providing that factory inspection reveals a defect in material or workmanship. Labor, troubleshooting, consequential damages, etc. are not covered under this warranty. Parts return may be required. See "Warranty Claim Filing Process" section for more information.

Restocking Fee

OEM Purchased Parts may be returned to Marathon Equipment within 30 calendar days. Shipping charges must be pre-paid and a 25% restocking fee will be assessed.

Warranty Claim Filing Process

Marathon dealers must file claims directly into the Marathon Warranty System. For login information, please contact Marathon Equipment

The process for filing a warranty claim to Marathon is provided in this section. Following these requirements will prevent unnecessary delays or denials in the processing of warranty claims submitted to Marathon's Warranty Department.

Warranty claims should be submitted within (30) thirty calendar days from the date that repairs are completed. If Marathon does not receive the warranty request within (60) sixty calendar days from the date of repair, the claim will be void.

Requests for warranty coverage by End Users may by submitted via Work Order or Quote format but must contain the following information:

- Date of Request
- Customer Contact Information (name, address, phone, email)
- Statement requesting warranty coverage with Customer's Signature
- Equipment Serial Number
- Causal Part Number / Part Description (primary part which failed)
- Unit In-Service Date
- Failure Date
- Description of failure
- Detailed break-out of repair cost including (as applicable):
 - o OEM Parts (must be purchased from Marathon Equipment or an Authorized Dealer)
 - Labor hours (see Appendix)
 - Materials
 - Mileage (for dealers & service providers only; include addresses for verification)
 - Freight
 - Copy of machine invoice reflecting warranty coverage (shown on invoices after April 2021)
 - o Applicable receipts, quotes, invoices, pictures of failure, etc.
- If requesting warranty for multiple units, a separate request is required for each unit.
- If the repair is in response to a Product Service Bulletin, please note the bulletin number on the warranty documentation.
- Missing information will cause claim to be delayed or denied.

Warranty Parts Returns

Anytime that replacement parts are requested under warranty coverage, Marathon Equipment reserves the right to require that the defective part be returned to Marathon for assessment at the End Users expense.

- Marathon reserves the right to require return of the actual part or a representative section of the failed part for verification or testing. Requested parts must be returned within 14 days of request.
- 2. If Marathon does not request the return of a part(s) by the time your claim is closed, the parts must be scrapped. Marathon may require documentation that the part has been scrapped.
- 3. In lieu of returned parts digital pictures may be required for claim approval. If the part has a serial number, at least one photo must clearly show the serial number.

If parts return is requested by Marathon, all returned parts must be complete (not disassembled), securely packaged for shipment, and accompanied with the "Packing List" copy listing the RGA number. Damage incurred during shipment is the liability of the shipper.

For all hydraulic part returns, fluid should be drained, ports securely plugged, and end caps applied to avoid environmental damage due to leakage.

If required, ship all defective parts within 30 days of the date of failure PREPAID to:

Marathon Warranty Return 909 County Rd. 9 Vernon, AL 35592

Reimbursement

The standard method of reimbursement by Marathon for warranty repairs is to issue a credit or check payable to the account of the organization submitting the claim. A copy of all credit memos issued for warranty reimbursements will be mailed to the location submitting the claim to Marathon.

Labor Hours on Repairs

Marathon will reimburse the amount of time needed to complete repairs based upon the Flat Rate labor codes shown in the Appendix. Should repair times exceed the Flat Rate labor hours a Pre-Authorization is required for claim processing.

Warranty Repair Order Number (WRO)

All agreements for additional reimbursement outside the standard warranty policy should be documented in an agreement with a Customer Support Representative via a WRO. The following is a partial list of circumstances where WRO numbers are required for approval of warranty repairs:

- The unit is outside Marathon's standard warranty period.
- Repair times exceed the flat rate labor hours.
- Genuine Marathon parts are not used as part of the warranty repair.
- Extended labor hours need approval for troubleshooting or travel time.
- WRO's are required before beginning any non-standard or non-flat rated repairs.

Documentation

All claim documentation must be sent to: warranty@marathonequipment.com or mailed to:

Marathon Warranty Returns 909 County Rd. 9 Vernon, AL 35592

All necessary information must be completed before submitting the RFC to Marathon.
All invoices should be attached and all charges listed prior to submitting.

Once an RFC has been processed and closed by the Marathon Customer Support group, subsequent supplemental reimbursement requests for freight,
labor, materials, etc. will not be accepted.

International Warranty

Customer pays all shipping and handling costs for warranty parts shipped outside of the continental United States. All payments made to Marathon Equipment related to warranty must be us U.S. Dollars.

Appendix

Appendix A. - Compaction Solutions Warranty Coverage

Applicable Products

- Self-Contained Compactors
- Stationary Compactors
- Auger Compactors
- Vertical Baler
- VIP
- MiniMac
- MPT
- Hydraulic Cart Dumpers
- Electric Cart Dumpers
- Containers and Carts

Excluded Products

- SC²
- Transfer Compactors
- Horizontal Balers
- Conveyors

Marathon Approved Labor Rate: \$85.00 per hour Marathon Approved Mileage Rates: \$0.50 per mile

Max Round Trip Miles: 250

Warranty Type	Warranty Period Start Date	Warranty End Age	Warranty End Hours	Warranty Part Number
Structural	6 Weeks After	3 Years	3,120	WAR-3YS-CS
Parts	Invoice	2 Years	2,080	WAR-2YP-CS
Labor	Invoice	1 Years	1.040	WAR-1YL-CS

Definitions:

- **Structural** includes all manufactured metal and weldment components (covers: missing welds, incorrect welded components, unit out-of-square, etc.)
- **Parts** includes all installed non-structural components of the machine including electrical and hydraulic parts; excluding wear parts.
- Labor includes time technician is working on equipment; does not include drive time.
- **Mileage** actual miles traveled by service provider from shop to machine for repairs and return. Addresses must be provided for verification; 250 mile maximum for payment purposes.
- In case of dispute regarding which warranty type applies to a specific situation, Marathon Equipment will make the final determination and process the warranty request accordingly.

Electrical Repairs Flat Rate Schedule

All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.

Electrical Repairs - All repairs are for a single repair unless otherwise noted.	Approved Time for
	Repair
Adjust Electrical Component*	0.5
Change Program Settings*	1
Interlock or Material Sensor Replacement	1
Misc. Panel Box Component Replacement	1
Motor Replacement	1.5
Oil Level Switch Replacement	1
PLC Card Replacement	0.5
PLC Controller Replacement	1
Position Switch/Senor Replacement	1
Pressure Switch Replacement	1
Run Additional Sealtite & Wiring (Up to 20')	1
Solenoid Coil Replacement	0.5
Tighten Wire Terminations*	0.5
Upload New Program*	1
Note: * Only covered under warranty for initial 12 weeks.	

Hydraulic and Drivetrain Repairs Flat Rate Schedule
All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair.
Failure to do so could result in claim denial.

Failure to do so could result in claim denial.	
Hydraulic & Drivetrain Repairs - All repairs are for a single repair unless	Approved Time for
otherwise noted.	Repair
Cylinder Replacement SC	3
Cylinder Replacement 1-3 CY	3
Cylinder Replacement 4-5 CY	4
Cylinder Replacement VB	6
Valve Replacement	1
Relief Cartridge Replacement	1
Pump Replacement	1
Hydraulic Tank Clean Out and Fluid Replacement	2
QD Replacement	0.5
Move QD's to Another Location	2
Pressure Setting Adjustment*	0.5
Hose Replacement*	1
O-ring Replacement*	1
Tighten Hydraulic Connections*	1
Auger Gearbox Replacement	2
Auger Chain Repair/Replacement	1.5
Auger Sprocket Repair/Replacement	2.5
Auger Auto Greaser Repair/Replacement	1.5
Note: * Only covered under warranty for initial 12 weeks.	

Structural Repairs Flat Rate Schedule

All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.

Structural Repairs - All repairs are for a single repair unless otherwise	Approved Time for
noted.	Repair
Ram Shoe Replacement SC (All)	6
Ram Shoe Replacement 1-3 CY (All)	4
Ram Shoe Replacement 4-5 CY (All)	5
Ram Replacement SC	5.5
Ram Replacement 1-3 CY	3.5
Ram Replacement 4-5 CY	4.5
Wiper Replacement	3
Drag Plate Replacement	4
Hold-Down Replacement	4
Ground Roller Replacement	0.5
Nose Roller Replacement	0.5
SC Bustle Tailgate Leak Repair	3
SC Cover Leak Repair	1
VB Platen Replacement	6
VB Ram Shoe Replacement (Both Side)	2.5
VB Feed Gate Replacement	4
VB Feed Gate Repair	3
VB Counterweight, Chain, or Sprocket Replacement (Per Side)	1.5
VB Wire Guide Replacement (Per Wire Guide)	3
VB Chain Eject Replacement (Per Side)	0.5
VB Ejector Bar Replacement	2
VB Kick Plate Replacement	1.5
VB Door Hinge Adjustment/Replacement (Entire Hinge)	5
VB Retainer Teeth (All Teeth)	2
Auger Screw Replacement (Per Screw)	2
Auger Shaft Replacement (Per Screw)	3
Auger Bearing and Seals Replacement (Per Screw)	3
Auger Screw Teeth Replacement (Per Screw)	1
Auger Screw Hardened Surface Weld (Per Screw)	4

Note: The following wear items are not covered under warranty and Marathon will use its sole judgement if these parts are covered: Cast iron shoes, hold-down bars, liners, wear strips, rails, nose rollers, ground rollers, casters, bearings, bushings, auger screw, auger hard surface welding, shear blades and the like.

Appendix B. – SC² Warranty Coverage

Applicable Products

 \bullet SC²

Excluded Products

- Self-Contained Compactors
- Stationary Compactors
- Auger Compactors
- Vertical Baler
- VIP
- MiniMac
- MPT
- Hydraulic Cart Dumpers
- Containers and Carts
- Transfer Compactors
- Horizontal Balers
- Conveyors

Marathon Approved Labor Rate: \$85.00 per hour Marathon Approved Mileage Rates: \$0.50 per mile

Max Round Trip Miles: 250

Warranty Type	Warranty Period Start Date	Warranty End Age	Warranty End Hours	Warranty Part Number
Structural	6 Weeks After	7 Years	7,280	WAR-7YS-SC2
Parts		5 Years	5,200	WAR-5YP-SC2
Labor	Invoice	3 Years	3,120	WAR-3YL-SC2

Note: For electrical, hydraulic, and structural flat rates, please reference the flat rate tables under the Compaction Solution Warranty.

Definitions:

- **Structural** includes all manufactured metal and weldment components (covers: missing welds, incorrect welded components, unit out-of-square, etc.)
- **Parts** includes all installed non-structural components of the machine including electrical and hydraulic parts; excluding wear parts.
- Labor includes time technician is working on equipment; does not include drive time.
- **Mileage** actual miles traveled by service provider from shop to machine for repairs and return. Addresses must be provided for verification; 250 mile maximum for payment purposes.
- In case of dispute regarding which warranty type applies to a specific situation, Marathon Equipment will make the final determination and process the warranty request accordingly.

Appendix C. - Transfer Compactor & Recycling Solutions Warranty

Applicable Products

- Transfer Compactors
- Horizontal Balers
- Conveyors

Excluded Products

- Self-Contained Compactors
- SC²
- Stationary Compactors
- Auger Compactors
- Vertical Baler
- VIP
- MiniMac
- MPT
- Hydraulic Cart Dumpers
- Containers and Carts

Marathon Approved Labor Rate: \$85.00 per hour Marathon Approved Mileage Rates: \$0.50 per mile

Max Round Trip Miles: 250

Warranty Type	Warranty Period Start Date	Warranty End Age	Warranty End Hours	Warranty Part Number
Structural	6 Weeks After	5 Years	13,000	WAR-5YS-TR
Parts		1 Years	2,600	WAR-1YP-TR
Labor	Invoice	1 Years	2,600	WAR-1YL-TR

Definitions:

- **Structural** includes all manufactured metal and weldment components (covers: missing welds, incorrect welded components, unit out-of-square, etc.)
- **Parts** includes all installed non-structural components of the machine including electrical and hydraulic parts; excluding wear parts.
- Labor includes time technician is working on equipment; does not include drive time.
- **Mileage** actual miles traveled by service provider from shop to machine for repairs and return. Addresses must be provided for verification; 250 mile maximum for payment purposes.
- In case of dispute regarding which warranty type applies to a specific situation, Marathon Equipment will make the final determination and process the warranty request accordingly.

Electrical Repairs Flat Rate Schedule

All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.

Electrical Repairs - All repairs are for a single repair unless otherwise noted.	Approved Time for Repair
Motor Replacement	3
Solenoid Coil Replacement	0.5
Position Switch/Senor Replacement	1
Interlock or Material Sensor Replacement	1
Pressure Switch Replacement	1
Oil Level Switch Replacement	1
PLC Controller Replacement	2
PLC Card Replacement	0.5
Misc. Panel Box Component Replacement	1
Run Additional Sealtite & Wiring (Up to 20')	1
Change Program Settings	1.5
Upload New Program	1
Adjust Electrical Component*	0.5
Tighten Wire Terminations*	0.5
Note: * Only covered under warranty for initial 12 weeks.	•

Hydraulic Repairs Flat Rate Schedule

All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair.

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Hydraulic - All repairs are for a single repair unless otherwise noted.	Approved Time for Repair			
Cylinder Replacement Transfer Compactor	8			
Cylinder Replacement Manual Tie Baler	8			
Cylinder Replacement Automatic Tie Baler	10			
Valve Replacement	1			
Relief Cartridge Replacement	1			
Pump Replacement	3			
Pump Cartridge Replacement	1.5			
Hydraulic Tank Clean Out and Fluid Replacement	6			
Pressure Setting Adjustment*	0.5			
Hose Replacement*	4			
O-ring Replacement*	1			
Tighten Hydraulic Connections*	1			
Note: * Only covered under warranty for initial 12 weeks.				

Structural Repairs Flat Rate Schedule

All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.

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Structural Repairs - All repairs are for a single repair unless otherwise noted.	Approved Time for Repair		
Wiper Replacement	5		
Hold-Down Replacement	6		
Shear Blade Replacement	6		

Note: The following wear items are not covered under warranty and Marathon will use its sole judgement if these parts are covered: Cast iron shoes, hold-down bars, liners, wear strips, rails, nose rollers, ground rollers, casters, bearings, bushings, auger screw, auger hard surface welding, shear blades and the like.

Appendix D. – Items Not Covered Under Warranty

The following items are examples of non-warrantable repairs:

General Items Not Covered Under Warranty

- Failures related to corrosion
- Failures related to lack of Preventative Maintenance (PM)
- Failures related to improper or unintended use of equipment
- Failures related to accidents or natural events
- Cost related to disposal of hazardous waste, shop fees, and spill or clean up charges.
- Repairs related to non-authorized equipment modifications or accessory devices not factoryinstalled by Marathon.
- Repairs not related to a defect in OEM material or workmanship.
- Repairs resulting from failure to comply with the requirements of Marathon issued bulletins and/or factory directives relative to recommended fixes or service
- Failures related to the installation or use of aftermarket or non-Marathon OEM parts
- Consequential losses or damage of any kind
- Failures caused by improper, faulty, incomplete, or ineffective Dealer and/or owner repairs
- Warranty repairs without pre-authorization as required herein
- Repairs for units no longer owned by the original purchaser
- Marathon does not pay for contingent, incidental or consequential expenses such as, but not limited to: travel time, travel expenses, transportation charges, towing charges, equipment rental, loss of use charges, troubleshooting time, etc.

Structural Items Not Covered Under Warranty

- Replaceable Wear Items: Cast iron shoes, hold-down bars, liners, wear strips, rails, nose rollers, ground rollers, casters, bearings, bushings, auger screw, auger hard surface welding, shear blades, etc.
- Small container and cart caster damage
- Door seal damage
- Door seal leaks*

Electrical Parts Not Covered Under Warranty

- High voltage or incoming power event
- Fuses and light bulbs
- End user damage of switches, push buttons, keys, sealtite, etc.
- End user program enhancements
- Tightening wire connections*
- Adjustments to switches, photocells, sensors, etc.

Hydraulic Parts Not Covered Under Warranty

- Hydraulic failures related to contamination
- End user damage of hoses, fittings, connections, etc.
- Suction strainer and filter replacement
- Addition of oil heaters, coolers, or fluid changes due to ambient temp
- Tightening hydraulic connections due to leaks*
- Hose failure due to wear because of improper manufacturing*
- Adjustments to valves, transducers, sensors, etc.*

^{*} Only covered for initial 12 weeks after invoice

^{*} Only covered for initial 12 weeks after invoice

^{*} Only covered for initial 12 weeks after invoice

Appendix E. – Hydraulic Cylinder Warranty Claims

WARRANTY QUALIFICATION GUIDE -

To ensure the best possible performance and to meet the operator's high expectations:

- •All hydraulic cylinders are designed and tested to meet or exceed the most rigorous industry performance standards.
- •All hydraulic cylinders are 100% tested before shipment from the manufacturer.
- •The complete system is tested and certified operational and within the cleanliness specifications before shipment.

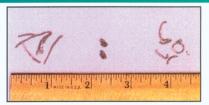
If a cylinder fails within the warranty period for a fault in materials or manufacturing, the defective cylinder will be replaced under the terms of the warranty. Failure Mode Analysis is used to evaluate cylinder failures, and wherever possible, to implement design and process changes to prevent similar future

Correct evaluation of all failures is important in maintaining the highest performance standards expected of these products. The following examples are designed to show product failures that are not the result of design or manufacturing errors and will not be covered in the warranty program.





The contamination level of the oil in the hydraulic system must not exceed 18/15/13 in ISO code 4406.



Metallic and other debris not originating from the hydraulic system.

IMPROPER MAINTENANCE OR OPERATION



BROKEN PIN BUSHINGS INADEQUATE LUBRICATION



SEIZED PIN BUSHINGS INADECUATE LUBRICATION



ABNORMAL WEAR IMPROPER USE OF CYLINDER OR UNAUTHORIZED ATTACHMENTS

MODIFICATION/EXTERNAL DAMAGE

UNAUTHORIZED DESIGN CHANGES OR OPERATOR ERROR DAMAGE.



Seal damage due to paint or other unauthorized rod coating.



External welding on the cylinder customer modification.



BENT ROD Caused by exceeding design load capacity.





Impact damage to chromed rod surfaces.

Hhyco

















Marathon Equipment Company | P.O. Box 1798 | Vernon, AL 35592-1798

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