



clipper[®]

2013 - 2014

AUTHORIZED SERVICE CENTER PROGRAM



ALL THE **MUSCLE** YOU NEED.[™]



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AUTHORIZED SERVICE CENTER PROGRAM

Enclosed you will find all of the information pertaining to our Norton Clipper Authorized Service Center program. In an effort to service our equipment better, we have formalized this program to include the following information:

- Product Warranty Information
- OEM Service Centers (i.e. Baldor, Honda, etc.)
- Equipment Inspection Verification for Claim
- Warranty Claim Form

Listed below are some of the parameters of this program.

- We will warranty all Norton Clipper equipment against defects in workmanship or materials for a period of one (1) year from the date of invoice to the customer with the exception of:
 - TC405 Hand-Held Tile Saw - 3 Months
 - CTC701 Tile Saw - 3 Months
 - High Speed Cut-Off Saws - 6 Months
- Integral units such as gasoline engines, electric motors, batteries, tires, transmissions, etc., are excluded from this warranty and are subject to the prime manufacturer's warranty.
- All claims will be reviewed and approved based on evaluation of the work being done.
- We will review and approve labor/hour rates for each Authorized Service Center. We expect the labor rates to be within a reasonable range of the national average of \$65.00 per hour.
- Payment will primarily be processed as a customer credit. Authorized Service Centers that are not official distributors of our products will be set up as vendors in our system. Payments for repairs, after approval may be sent to our Accounts Payable department at the address below:

Saint-Gobain Abrasives
Attn: Accounts Payable
1 New Bond Street
Worcester, MA 01615

As an Authorized Service Center for Norton Clipper equipment you will also be recommended to service out of warranty equipment. That transaction will be solely between the Authorized Service Center and the customer requiring repair. When service inquiries are made to us directly we will recommend all of the Authorized Service Centers within a reasonable geographic proximity to the equipment involved. A current listing of our Authorized Service Centers may be found on our website, www.nortonconstructionproducts.com.



We strive to give you prompt warranty claim service. We are committed to processing your claim in a timely manner. In order to avoid delays, please read and submit all the necessary information.

REPAIRS / WARRANTY DISPOSITION REQUESTS

All warranty claims are subject to review prior to credit being issued.

All Norton Clipper equipment is covered by warranty from the time of invoice for a period of one (1) year with the following exceptions:

- TC405 Hand-Held Tile Saw - 3 Months
- High Speed Cut-Off Saws - 6 Months
- CTC701 Tile Saw - 3 Months

To obtain authorization for a warranty claim, contact customer service at (800) 554-8003, you will need the equipment model number and serial number.

All warranty repairs should be done by a Norton Clipper Authorized Service Center or Distributor. The use of outside repair sources could result in a delay or denial of a warranty claim. Please contact customer service for any questions.

The use of aftermarket parts without pre-approval voids the warranty approval. If required, returned products should be carefully packaged and accompanied by a packing slip with a Quality Complaint Form (issued by customer service) and BOL (Bill of Lading).

EQUIPMENT INSPECTION VERIFICATION FORM PROCEDURE

Authorized Service Centers should use the Equipment Inspection Verification Form to help determine if the customer request fits the scope of a return or warranty claim. Authorized Service Centers personnel should complete the form with the help of the requesting customer. This form should be submitted to Customer Service for review to fax: (800) 443-1092. Service Centers should wait for declaration of action from Customer Service before service or a return takes place.

REPLACEMENT AND / OR REFUND OF GOODS

Current stock inventory items returned are subject to a 10% restocking fee.

Non-stock inventory items, special order items and product over one year from the original invoice date will not be accepted without prior written approval from the regional sales manager.

All return products must be accompanied with an RGA (Return Goods Authorization) number assigned by Saint-Gobain Abrasives, Inc. All unauthorized returns will not be accepted.

Any piece of equipment that is physically or cosmetically altered (i.e. distributor labels/decals, missing parts etc.) will be subject to an additional processing fee of \$50.00 in addition to total cost of replacement parts.

All products returned for replacement or refund should be in the original cartons and must be accompanied by a packing slip with the following information:

- Warranty Claim Form
- Your company name, address and account number
- List of items returned & reason(s) for return(s)
- Original invoice information for each item

If your claim includes a necessary return or exchange, the customer service representative will provide the return shipment location for product assigned to each Warranty Claim Form.

Shipment Location: **DCE (Distribution Center East)
Saint-Gobain Abrasives, Inc.
1001 Perry Road
Plainfield, IN 46168
317-837-0700**

WARRANTY REPLACEMENT PARTS PROCEDURE

Norton Distributor Authorized Service Centers

- Submit standard purchase order for warranty parts. Orders will be processed and invoiced. After warranty service has taken place the Authorized Service Center will submit the following documentation to Customer Service; Warranty Claim. Credit will be issued against warranty claim to account.

Non-Distributing Authorized Service Centers

- Submit standard purchase order for warranty parts. Orders will be processed and invoiced. After warranty service has taken place the Non-distributing Authorized Service Center will submit the following documentation to Customer Service; Warranty Claim. A check will be issued to offset the warranty work.

For quick, reliable warranty service on various components of Norton Clipper equipment, please refer to this list of authorized service centers. The web sites will provide individual locations or you may contact them directly at the numbers listed. Please remember that all motor warranty work is to be conducted by the motor manufacturer.

ELECTRIC MOTORS

Baldor Electric Motor Company Phone: 479-646-4711
 Fax: 479-648-5792
 Web: http://www.baldor.com/support/service_centers/locator/svc_centers_mtr.asp

DRILL MOTORS

Milwaukee Electric Tool Phone: 1-800-729-3878
 Fax: 1-800-638-9582
 Web: <http://www.milwaukeetool.com/parts-service/find-service-center>

ENGINES

Deutz Phone: 1-800-241-9886
 Fax: 770-564-7222
 Web: <http://www.deutzamericas.com/distributors/index.htm>

Honda Phone: 770-497-6400
 Fax: 678-339-2519
 Web: <http://engines.honda.com/dealer-locator>

Kubota Phone: 847-955-2500
 Fax: 847-955-2699
 Web: http://www.kubotaengine.com/distributor/engine_usa.html

**Briggs & Stratton
 Commercial Power
 (Vanguard)** Phone: 1-800-999-9333
 Web: http://www.kubotaengine.com/distributor/engine_usa.html

**Zenith Power Products
 (Hyundai)** Phone: 276-645-8679
 Fax: 276-645-8681
 Web: <http://www.zenithpowerproducts.com/distributors.htm>

VACUUM PUMPS

Gast Manufacturing, Inc. Phone: 269-926-6171
 Fax: 269-927-0808
 Web: <http://www.gastmfg.com/distribution.html>

HYDRAULIC SYSTEMS

**Eaton Hydraulics
 (Hydrostatic Transmissions)** Phone: 800-386-1911 (Inside US)
 Fax: 216-523-5000
 Web: <http://www.eaton.com/EatonCom/Markets/Hydraulics/DistributorLocator/index.htm>

**Bucher Hydraulics, Inc.
 (Monarc Hydraulic Pumps)** Phone: 616-458-1306
 Fax: 616-458-1616
 Web: www.bucherhydraulics.com

**Energy Manufacturing Company
 (Hydraulic Cylinders)** Phone: 319-465-3537
 Fax: 319-465-5279
 Web: www.energymfg.com

This is not a warranty claim or return authorization form.

We stand behind Norton products and strive to provide you with only the highest quality products, materials and service. Our highly qualified analysts can provide a thorough evaluation based on accurate information obtained below. Please complete the request and provide as much detail as possible to help us serve you better. Fax the completed form to our customer service department at 800-443-1092. Allow 24 - 48 hours for us to investigate and research. If it is determined that a Quality Complaint Authorization Number is needed, you will receive the number on a form that **MUST** be sent in with the returned product.

NORTON CUSTOMER ACCOUNT #: _____

DISTRIBUTOR NAME: _____

ADDRESS: _____

CITY/TOWN: _____ STATE/PROVINCE: _____ ZIP/POSTAL CODE: _____

CONTACT NAME: _____ PHONE#: _____ FAX#: _____

SALES ORDER# / INVOICE# / PO# FOR PRODUCT TO BE EVALUATED: _____

DATE OF PURCHASE: _____

UPC#: _____ MODEL#: _____ SERIAL#: _____

WHAT TYPE OF MACHINE IS IT?

NEW USED

GAS/DIESEL ELECTRIC (SINGLE OR 3 PHASE) VOLTAGE: _____

HAS FUEL BEEN ADDED TO THE TANK?

YES NO

HAS THIS UNIT BEEN CONNECTED TO ELECTRICAL POWER?

YES NO

WAS THE DAMAGE ON THE MACHINE DUE TO THE CARRIER?

YES NO

Please provide a detailed physical description of the equipment along with the issue requiring service: _____

SIGNATURE: _____ DATE: _____



Return to:
Saint-Gobain Abrasives, Inc.
2770 West Washington Street
Stephenville, TX 76401-3798
Tel.: (254) 918-2310
Fax: (254) 918-2312

FORM #8107
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WARRANTY CLAIM FORM

All information must be completed to avoid a delay in credit processing or possible credit rejection.

NORTON CUSTOMER ACCOUNT #: _____

DISTRIBUTOR NAME: _____

ADDRESS: _____

CITY/TOWN: _____ STATE/PROVINCE: _____ ZIP/POSTAL CODE: _____

CONTACT NAME: _____ PHONE#: _____ FAX#: _____

(CUSTOMER USE ONLY)
SERVICE CLAIM#: _____ MODEL: _____ SERIAL#: _____

IN SERVICE DATE: _____ FAILURE DATE: _____

Product Owner:

NAME: _____ PHONE#: _____

ADDRESS: _____

CITY/TOWN: _____ STATE/PROVINCE: _____ ZIP/POSTAL CODE: _____

DESCRIPTION OF ISSUE: _____

REPLACEMENT PARTS ORDER #: _____

QTY	PART# / UPC#	DESCRIPTION	PRICE

PARTS TOTAL	_____
MISCELLANEOUS	_____
LABOR	_____
TOTAL CLAIM	_____



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2770 West Washington Street
Stephenville, TX 76401-3798
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Fax: (254) 918-2312

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