

MTEC Policy on MTEC-Sold Equipment

Both Warranty & Non-Warranty

Warranty Work

- A Any equipment that MTEC sells will be prioritized over solicited outside repair work and other non-warranty repair work.
- B Equipment needing repair must be brought to MTEC's facilities to be worked on. All field diagnostic, labor work, and travel time will be billed to the customer at MTEC's normal shop rate. Field repairs are not covered by manufacturer's warranty unless otherwise specified.
- C Once the equipment is in MTEC's shop, MTEC will inspect the unit in question. If the repairs needed are considered to be warranty related, MTEC will review its inventory and if available, offer a comparable machine from its rental fleet as a temporary substitute.
- D The customer will be invoiced for the total of all parts and service with a notation that this invoice has been submitted for manufacturer warranty claim approval. If the manufacturer accepts the warranty claim, all warranty totals will be credited back to the customer's invoice. If the manufacturer rejects the claim as non-warranty, the customer must pay the invoiced amount in full not holding MTEC responsible for the claim rejection. This invoice will include the rental charge for the replacement unit.
- E MTEC will give up to one-week (7 days) of credit for the replacement rental unit if the warranty claim was accepted by the manufacturer. If repairs of the equipment take longer than one-week and the customer chooses to keep the substitute equipment, rental rates will take effect. Rental rates will be book rate minus 30% for our customer satisfaction discount.

Non-Warranty Work

- A Any equipment MTEC sells will be prioritized over solicited outside repair work.
- B Customer has the option to request "Expedited Service," prioritizing its equipment repair over other MTEC non-warranty, non-expedited equipment. This option is available at an additional charge, which will be assessed upon the drop off of broken equipment and applied to the final invoice. Typically the cost of this option is a 50% increase to the labor cost of repair.
- C Equipment needing repair must be brought to MTEC's facilities to be worked on. All field diagnostic, labor work, and travel time will be billed for at MTEC's normal shop rate.