



Serving the Seamless Gutter Industry Since 1972

Gutter Machine Service Policy

New or Used Gutter Machines Purchased from Senox, Customer Buying Majority of Material from Senox

Senox will provide, free of charge for the first hour, customer courtesy labor to perform minor adjustments and repairs to gutter machines on regular scheduled branch machine adjustment days or at the Austin Machine Service Department by appointment. Service time extending past the one hour free period will be billed at \$95.00 per hour, unless covered under the manufacturers labor warranty. Parts will be billed at cost plus 25% handling fee, unless covered under manufacturers warranty. Warranty parts are shipped UPS Ground, any request for air freight will be billed to customer.

New Gutter Machines Purchased from Other Suppliers, Customer Buying Majority of Material from Senox

Unlike automobiles and other consumer goods, gutter machine warranties are provided only direct from the machine manufacturer or through the distributor from whom you purchased a machine. Although under the manufacturers policies Senox has no obligation to service gutter machines not purchased from Senox, customers buying the majority of their materials from Senox can have their machines repaired for \$95.00 per hour plus parts at cost with a 25% handling fee. Free customer courtesy labor is not allowed during the parts warranty period. Upon expiration of the parts warranty period customer courtesy labor will be offered to buying customers.

New or Used Gutter Machines Purchased from Senox, Customer Currently not Buying Majority of Materials from Senox

During the warranty period Senox will make repairs in strict accordance with the manufacturer warranty. Abuse and adjustments made by the customer or any other reasons causing the machine to malfunction not related to a manufacturers defect are not covered under the warranty. These repairs will be billed at \$95.00 per hour plus parts at cost with a 25% handling fee. Free customer courtesy labor will not be allowed for customers not buying majority of materials from Senox.

New or Used Gutter Machines Not Purchased from Senox, Customer Currently not Buying Majority of Materials from Senox

Maintaining a fully staffed mobile service department along with a complete stock of machines and repair parts is a valuable service made available through Senox, supported by the material purchases of Senox customers. We feel it would be unfair to our loyal customers buying materials who support our service department to offer service to non-material buying customers. Senox will not offer this valuable service to non-material buying customers.

Distinction Between Minor Gutter Machine Adjustment & Repairs and Major Gutter Machine Repairs

Examples of a major gutter machine repair are roller replacements, motor replacements, shaft replacements, or repairs that would take longer than two hours to perform. All major repairs must be scheduled at the customers shop or the Austin Machine Service Department at a different time other than the monthly branch machine adjustment day, unless time permits after all scheduled appointments have been met that day. Check with the Service Department to schedule major repairs. These repairs will be billed at \$95.00 per hour plus parts at cost with a 25% handling fee. Free Customer Courtesy Labor does not apply to major gutter machine repairs.

Cleaning Customer Machines

Senox will clean all functioning parts of a gutter machine for proper operation in conjunction with performing minor adjustments and repairs. This type of cleaning does not include cosmetic and 'housekeeping' cleaning. Customers are responsible for those types of cleaning. First time purchasers of a new gutter machine from Senox, will be provided one free cleaning to teach them how to clean and care for their machine.

Manufacturer Warranty Periods		
Manufacturer	Parts (year)	Labor(year)
KWM	3 yr	3 yr
New Tech	3 yr	1 yr
Jobsite	2 yr	2 yr
Grover	5 yr	5 yr
Barracuda	3 yr	3 yr
Used Machine	90 days	90 days