



2621 S Daimler St  
Santa Ana, CA 92705  
Tel. (949) 752-8818, Fax (949) 756-1520  
[www.ktihydraulicsinc.com](http://www.ktihydraulicsinc.com)

## **KTI Hydraulics, Inc. Limited Warranty**

KTI Hydraulics, Inc. warrants its products free from defects in material, workmanship, and design for a period of two years after the date of manufacture on DC Units and one year from the date of manufacture on AC Units. Under no circumstances is there any warranty of fitness for a particular use. KTI Hydraulics cannot and does not accept responsibilities of any type on any of its products that have been subjected to improper installation, improper application, negligence, tampering or abuse. All repairs must be authorized by KTI Hydraulics, Inc. to reduce the risk of voiding the warranty. KTI Hydraulics' liability warranty shall extend only to replacement or correction, f.o.b. KTI. We make no other warranties, expressed or implied, and are not responsible for any consequential damages resulting from use by any buyer or user, our liability being limited to the value of the product sold, or obligated to the repair or replacement of the defective part.

**For warranty information or warranty consideration, please contact Customer Service at: [service@ktihydraulicsinc.com](mailto:service@ktihydraulicsinc.com) or call: (949) 752-8818**

Power units without a model number & serial number will not be covered under warranty. When calling, please have the model number and serial number of the power unit available for the service representative.

KTI Hydraulics, Inc. does not pay labor for replacing warranty part(s) nor cover the expense of hydraulic fluid. Please note that KTI pays an authorized flat rate of \$65.00 for replacing a complete power unit upon warranty evaluation and a determination that the product is covered under KTI's Limited Warranty. Reimbursement may not exceed the value of \$65.00 for replacing any pump suspected of failure.

## **Return Merchandise Authorization (RMA) Warranty Procedures**

The following requirements must be met by Buyer to return product for RMA warranty inspection:

1. Warranty request must be made via: writing, fax, e-mail, or voice by Buyer to KTI Hydraulics, Inc. with the following information:
  - a. KTI Hydraulics, Inc. Model Number / Part Number
  - b. KTI Hydraulics, Inc. Serial Number
  - c. Quantity of unit(s) / part(s) under question
  - d. Buyer's Purchase Order number and date, if applicable
  - e. KTI Hydraulics, Inc. Invoice Number, if applicable
  - f. Reason for service – defect, warranty or repair
  - g. Suspected reasons for failure / Explanation of problem
2. KTI Hydraulics, Inc. will issue a RMA number and provide this RMA number via writing, email, voice or fax to the Buyer. All corresponding paper work must reference this RMA number.
3. All RMA numbers are effective for 60 days from the issue date. Buyer has the responsibility to insure proper documentation (Item 1), proper packaging and ship on prepaid basis unless obtaining prior written authorization from KTI Hydraulics, Inc. Return goods shipped to KTI freight collect, or C.O.D. will result in KTI Hydraulics, Inc.'s refusal of said shipment. Return product received by KTI Hydraulics after the 60 days will be subject to repair and repair charges. KTI Hydraulics will take possession of said return product when it arrives at KTI Hydraulics, Inc. premise in good order. KTI Hydraulics, Inc. will refuse any returned product shipment if it contains power units or parts not manufactured or sold by KTI Hydraulics, Inc. KTI Hydraulics will not be responsible for any extraneous parts that are not manufactured or sold by KTI Hydraulics, Inc.
4. All returned product are subject to KTI Hydraulics, Inc. incoming inspection.



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5. KTI Hydraulics, Inc. will, upon acceptance, commence inspection and testing of returned product. KTI Hydraulics will communicate inspection findings to Buyer and a decision will be made as to whether KTI Hydraulics repairs the product (either under Warranty at no charge or at Buyer's expense if found to be not covered under Warranty), returns the product as is to Buyer (at Buyer's expense) or discards the product (with written permission from Buyer).

- a. Returned product covered by warranty, KTI Hydraulics, Inc. will repair, at no cost to the Buyer.
- b. Returned product not covered by warranty, KTI Hydraulics, Inc. will issue a work order to repair. Labor charges are based on standard KTI Hydraulics, Inc.'s labor rate (minimum 1-hour labor required). Parts replaced will be charged under standard KTI Hydraulics, Inc. Service Parts Pricing.
- c. KTI Hydraulics, Inc. will return product covered under warranty via prepaid FedEx or UPS Ground or ground freight, KTI Hydraulics choice.
- d. If Buyer wishes to ship via any other method, it is the Buyer's duty to pay for the shipping cost. Buyer will either provide KTI Hydraulics, Inc with Buyer's account number or make proper arrangement for pick-up at KTI Hydraulics, Inc.
- e. KTI Hydraulics, Inc. will return product not covered under warranty to Buyer at Buyer's expense based on Buyer's recommended shipping method.

6. If an email address is provided, an inspection report will be emailed to Buyer after the returned product has been inspected and tested at KTI Hydraulics, Inc.

## **Return Goods Authorization (RGA) Warranty Procedures**

7. In the event that Buyer cannot or will not wait for the said product to be returned to KTI Hydraulics, Inc. for warranty inspection and requires KTI Hydraulic, Inc. to ship recertified product equal to the product to be returned to Buyer or a party of Buyer's designation, this is classified as a RGA and the following procedures will be followed:

8. Warranty request must be made via: writing, fax, e-mail, or voice by Buyer to KTI Hydraulics, Inc. with the following information:

- a. KTI Hydraulics, Inc. Model Number / Part Number
- b. KTI Hydraulics, Inc. Serial Number
- c. Quantity of unit(s) / part(s) under question
- d. Buyer's Purchase Order number and date, if applicable
- e. KTI Hydraulics, Inc. Invoice Number, if applicable
- f. Reason for service – defect, warranty or repair
- g. Suspected reasons for failure / Explanation of problem

9. KTI Hydraulics, Inc. will issue a RGA number and provide this RGA number via writing, email, voice or fax to the Buyer. All corresponding paper work must reference this RGA number.

10. All RGA numbers are effective for 60 days from the issue date. Buyer has the responsibility to insure proper documentation (Item 7), proper packaging and ship on prepaid basis unless obtaining prior written authorization from KTI Hydraulics, Inc. Return product shipped to KTI freight collect, or C.O.D. will result in KTI Hydraulics, Inc.'s refusal of said shipment. Return product received by KTI Hydraulics after the 60 days will be subject to repair and repair charges. KTI Hydraulics will take possession of said return product when it arrives at KTI Hydraulics, Inc. premise in good order. KTI Hydraulics, Inc. will refuse any returned product shipment if it contains power units or parts not manufactured or sold by KTI Hydraulics, Inc. KTI Hydraulics will not be responsible for any extraneous parts that are not manufactured or sold by KTI Hydraulics, Inc.

11. KTI Hydraulics, Inc. will take customer information and complete a Credit Card Authorization Form (CCAF). CCAF will be sent to customer via email or fax, along with KTI's Limited Warranty Policy. Once the CCAF is



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returned to KTI Hydraulics, signed, and KTI's Limited Warranty Policy is agreed to, a charge will be made against the credit card based on the type of product to be shipped.

- a) Single Acting Unit - \$300 (shipping included)
- b) Double Acting Unit - \$400 (shipping included)
- c) Dual Double Acting Unit - \$500 (shipping included)

12. Upon approval of the credit card charge, the recertified product (equal to product to be returned to KTI Hydraulics, Inc.) will be built, prepared for shipment and shipped at KTI Hydraulics expense via FedEx or UPS ground or ground freight, KTI Hydraulics' choice.

13. If Buyer wishes to ship via any other method, it is the Buyer's duty to pay for the shipping cost. Buyer will either provide KTI Hydraulics, Inc with Buyer's account number or make proper arrangements for pick-up at KTI Hydraulics, Inc.

14. In the Packing Slip Pouch, attached to the exterior of the box, or placed within the box containing the recertified replacement product, the Buyer will find a prepaid returning shipping label to return the suspect product back to KTI Hydraulics, Inc. It is KTI's intent that the Buyer reuses the box and packaging material and safely repacks the suspect product for shipping back to KTI Hydraulics. Oil must be drained from unit prior to returning. **All product must be returned complete--what KTI Hydraulics ships to you is what you are required to return to KTI Hydraulics or you will be billed for missing parts.** Product is to be dropped off at the carrier's shipping office or an authorized service center for carrier. Carrier will be designated on the prepaid returning shipping label--either FedEx or UPS Ground.

15. Buyer has thirty days to return this return product using the prepaid return shipping label.

16. All returned product are subject to KTI Hydraulics, Inc. incoming inspection.

17. KTI Hydraulics, Inc. will, upon acceptance, commence inspection and testing of returned product based on the following two courses of action: Warranty and Not Warranty.

18. Returned product covered by warranty, KTI Hydraulics, Inc. will repair, at no cost to the Buyer. The payment made by the Buyer for a recertified replacement shipment will be refunded to the Buyer 100% via the method of original payment.

19. Returned product not covered by warranty, KTI Hydraulics, Inc. will charge Buyer for parts and labor to repair the product back to working order or will notify Buyer if the costs exceed the value paid for recertified replacement product. Labor charges are based on standard KTI Hydraulics, Inc.'s labor rate (minimum 1-hour labor required). Parts replaced will be charged under standard KTI Hydraulics, Inc. Service Parts Pricing. The payment made by the Buyer for a recertified replacement shipment will be used to cover the repair charges. Any remaining balance will be refunded to the Buyer via the method of original payment.

20. If an email address has been provided, an Inspection Report will be emailed to Buyer after the returned product has been inspected and tested at KTI Hydraulics, Inc.

## **What is not covered under KTI's Limited Warranty?**

KTI Hydraulics cannot and does not accept responsibilities of any type on any of its products that have been subjected to improper installation, improper application, negligence, tampering or abuse.

The following are examples of what KTI Hydraulics, Inc. does not cover under warranty. This list is not complete, it is merely a list of non-warranted damage KTI Hydraulics has found during our inspection and testing process.



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1. **Improper Installation** - Such as over-torquing of mounting bolts or wire connections during installs resulting in damage to power unit. KTI cannot and does not accept responsibilities for damage to its product under such circumstances.
  2. **Improper Application** - KTI cannot and does not accept responsibility for any units that have been improperly spec'd out due to lack of information about that particular application. Example: If an application requires a water sealed motor and it is not specified about to what elements the unit will be exposed to, KTI cannot and does not accept responsibilities for motor failure due to corrosion or rust. KTI relies on the customer to provide all information relating to the application such as its exposure or enclosure as to where unit will be mounted.
  3. **Negligence** - KTI will not take responsibility for any product neglected by customer such as: customer leaves power unit enclosure lid or cover open and unit gets wet resulting in failure of motor or valves due to corrosion or rust; product sat in water due to rain, flooding, or other cause; customer neglected to service unit resulting in severe contamination to unit.
  4. **Tampering** - Units tampered with and/or revised to something other than factory assessment will not be considered for warranty. All relief valves are factory pre-set. Any adjusting or tampering can result in severe injury or even death. Units adjusted in the field can result in failures to solenoids, motors and coils in which KTI does not take responsibility for. Any adjustments in the field must be approved by KTI via written letter, email or fax.
  5. **Abuse** - KTI Hydraulics stands behind its products 100%. All products are tested before shipping from our facility. Any abuse to products will not be considered for warranty. KTI considers the following abuse:
    - Low Voltage / battery- This causes high amp draw. High amps can result in failure of electrical components such as solenoids, coils, motors, and contacts in hand controls.
    - Contamination - Contamination in the system can cause valve failure and pump failure. It can also lead to cylinder failure as well.
    - Rust - Water in the fluid can cause valves to rust resulting in failure such as valve spools not shifting properly, corrosion and seizure of pump, and/or motor.
    - Improper Fluid - Can cause failure of pump and motor. The wrong viscosity grade can cause pump to struggle resulting in bogging down of motor which can result in high amp draw of unit. High Amp draw can result in failure of motor and other electrical components.

(End)