



# Consumer Warranty Guide



## **Introduction**

Congratulations on your purchase of equipment built by Stepp Manufacturing for your asphalt maintenance needs. Your equipment has been designed and constructed to give you the most in performance, ease of use, and reliability. It is our desire that you will find operating the equipment both productive and profitable.

## **Warranty Procedures Through A Dealer**

If your equipment requires repair, or needs parts for repair, please contact your area dealer. For repairs, the unit must be brought to the dealer for warranty. The dealer will require purchase date information, where the machine was purchased, and the Vehicle Identification Number (VIN) of the equipment. This information is needed so the dealer can submit a warranty claim. The dealer will repair your equipment, once warranty is approved, at no charge to you under the provisions of the warranty policy.

## **Warranty Procedures Direct Through The Factory** *(when no servicing dealer is available in your area)*

### **Contact Stepp Manufacturing's Customer Service Department at (651) 674-4491.**

In this situation, it may be advantageous for you to repair the machine and be reimbursed direct from the factory for warranty repairs. If you do not have the facilities, or the technicians, to perform the repair, the unit can be brought to a local repair facility. In either case, Stepp Manufacturing **MUST** be contacted and authorize the warranty repair **PRI-OR** to any work being performed. If work is done prior to authorization, the warranty will not be honored.

If parts are required for the warranty repair, contact Customer Service at Stepp Manufacturing for replacements. When warranty replacement parts are shipped to you, a Warranty Authorization Number will be issued. If asked to return the defective parts, "tag" the defective parts with the Warranty Authorization Number, then package them in the same box the new parts were shipped in. Ten (10) business days will be allowed for return of the defective parts. If the defective part is not received back at the factory within this allotted time, the warranty will not be honored.

You will be billed for all parts shipped that require returning of defective parts. However, when the defective parts are returned and evaluated, you will receive credit for the cost of the part only. Thus, it is important that all defective parts are turned to Stepp Manufacturing in the allotted ten (10) day period.

## **Engine Warranty Claims**

When a warranty issue develops with the engine, bring the unit to the engine manufacturer nearest authorized service center for repair. Be prepared to supply them with proof of purchase information with purchase dates.

Stepp Manufacturing cannot process engine warranty claims. However, we will be happy to offer assistance in locating the nearest service center.

## **Equipment Owner Responsibilities**

As the equipment owner, you are responsible for:

- Using the equipment in accordance with the correct operating procedures as shown in the operators manual.
- Assuring all maintenance items are completed in accordance with the operators/maintenance manuals.
- Transporting the equipment to the place where warranty repairs can be completed.
- Supplying purchase date and VIN information to establish warranty coverage.



**General Warranty Statement**  
**Stepp Manufacturing's One (1) Year Limited Warranty,**  
**and Limited Lifetime on Trailer Frames and Hoppers and Tank Leaks**

Stepp Manufacturing Co., Inc. hereby warrants, to the original purchaser of new equipment, that products manufactured by Stepp Manufacturing will be free from defects in material and workmanship for a period of one (1) year from the date of purchase from Stepp Manufacturing. Trailer frames, hoppers and product tanks, shall be covered by a limited lifetime warranty on the unit for leaks and or cracks, due to defect in the material and workmanship.

Stepp Manufacturing, at its discretion, will provide for the repair or replacement of any part found, upon examination by Stepp Manufacturing, to be defective, except as noted below. Such repair or replacement shall be free of charge to the original purchaser of new equipment for a period of one (1) year from the date of purchase, except as noted below.

**No warranty is extended to cover:**

- Product pump wear or damage caused by foreign objects.
- Routine maintenance, cleaning, and adjustments.
- Parts or components that have been altered, misused, improperly adjusted, or improperly maintained.
- Transportation to and from the place of warranty repair.
- Removal of materials from equipment.

**The following items are covered solely by their manufacturer's warranty:**

- Engines
- Hydraulic components
- Burners
- Pumps
- Axles
- Tires
- Other component parts not solely manufactured by Stepp Manufacturing

**The following items are covered by a pro-rata warranty:**

- Hoses that carry heated materials
- Heating elements for material hoses and wands

**Disclaimer of further warranty:**

Stepp Manufacturing makes no warranty, expressed or implied, other than this warranty. The implied warranties of merchantability and fitness for a particular purpose are hereby disclaimed. Repair or replacement of products or parts proving to be defective in material or workmanship shall be the exclusive remedy for breach of this warranty.

Stepp Manufacturing shall not be liable for incidental or consequential damages. Including, but not limited to, damages for inconvenience, rental or purchase of replacement equipment, loss of profits, or other loss resulting from breach of this warranty.

Stepp Manufacturing reserves the right to incorporate any changes in design into its products without obligation to make such changes on products previously manufactured.

**Optional Additional extended warranty**

Optional 2 year and 3 extended warranties may be purchased for additional cost. Warranty shall extend for the time period that was selected.



**Twelve (12) Month Pro-Rata Limited Warranty  
Heated Asphalt Hose and Heating Elements**

*Effective for Equipment Delivered After 5/1/2012*

Stepp Manufacturing Co., Inc. hereby warrants to the original purchaser, on a pro-rated basis, that the heated asphalt hose and heating elements installed on NEW Stepp Manufacturing's equipment shall be free from defects in material and workmanship for period of twelve (12) months for the heated asphalt hose and six (6) months for the heating element.

In the event that a heated asphalt material hose or a heating element fails under normal use during the warranty period, Stepp Manufacturing will supply a replacement heated asphalt hose or heating element, along with one-half (0.5) hour for installation labor on a pro-rated adjustment basis.

- If the failure occurs under normal use within the first three (3) months from date of purchase, Stepp Manufacturing will supply a replacement, and provide for one-half (0.5) hour installation labor at no charge to the customer.
- If the failure occurs under normal use within the fourth (4th) through twelfth (12th) months, Stepp Manufacturing will supply a replacement, and provide for one-half (0.5) hour installation labor on a pro-rata basis.

The pro-rated adjustment is based on the total number of months elapsed since the purchase date of the new equipment from Stepp Manufacturing. This rate is then applied to the one-half (0.5) hour labor rate and the current suggested retail price of the proper replacement heated asphalt hose or heating element supplied by Stepp Manufacturing. This is the amount the customer will have to pay. Freight will not be included in the reimbursement. If a new heated asphalt hose or heating element is needed prior to warranty inspection, you will be billed for all parts shipped that require returning of defective parts. However, when the defective parts are returned and evaluated, you will receive credit for the cost of the part only. **Thus, it is important that all defective parts are turned in to Stepp Manufacturing in the allotted ten (10) day period, or warranty will be denied.**

In no case will the warranty coverage extend beyond the six (6) month period for the heating element or the twelve (12) month period for the heated asphalt hose, from the original purchase date of the new equipment from Stepp Manufacturing. *Physical damage is not covered by this warranty.* Physical damage may include, but is not limited to:

- Broken heating element (typically caused by repeated bending to less than a one (1) foot radius).
- Heated asphalt hoses burnt from the inside (typically caused by operating the heating element in an empty hose).
- External cuts or abrasions on the heated asphalt hose (typically caused by dragging on the ground).

The chart below shows the pro-rated amount, by percentage, that will be allowed by warranty, pending examination of the heated asphalt hose or heating element.

Heated Asphalt Hose		
Failure Date	Warranty's Responsibility	Customer's Responsibility
0-3 Months <i>0-90 Days</i>	100%	0%
3-6 Months <i>91-180 Days</i>	70%	30%
6-7 Months <i>181-211 Days</i>	60%	40%
7-8 Months <i>212-242 Days</i>	50%	50%
8-9 Months <i>243-273 Days</i>	40%	60%
9-10 Months <i>274-304 Days</i>	30%	70%
10-11 Months <i>305-335 Days</i>	20%	80%
11-12 Months <i>336-365 Days</i>	10%	90%
After 12 Months	0%	100%

Heating Element		
Failure Date	Warranty's Responsibility	Customer's Responsibility
0-3 Months <i>0-90 Days</i>	100%	0%
3-4 Months <i>91-121 Days</i>	60%	40%
4-5 Months <i>122-152 Days</i>	40%	60%
5-6 Months <i>153-180 Days</i>	20%	80%
After 6 Months	0%	100%