

Standard Product Warranty

Quality is part of HSM philosophy and all products are manufactured to the highest quality standards. All technical data and measurements are approximate values and based upon single shift operations. All products are subject to different limits and specifications due to operation length, paper size, grain, weight, misuse/abuse and power configurations.

Read the Manufacturer's Operating Instructions, included with the product, prior to operation, to help ensure all precautions are taken to avoid canceling the manufacturer's warranty.

The manufacturer warrants that any new products sold will be free from defects in material and workmanship when used under specified and normal operating conditions. This warranty is void if repairs are necessitated by accidents, misuse, abuse, water damage or fire.

The capabilities of all products are in each specification flier. To over use a model causing a product failure is not covered by this warranty. Modifications, alterations and repairs must be performed by an authorized technician. Lubrication for cross-cut shredders is required every fifteen to thirty minutes of operations, to maintain top working condition and this warranty.

Personal Shredders

Parts to repair any failure caused by defect is limited to one (1) year from date of invoice. Labor to repair any failure caused by defect is limited to 180 days from date of invoice.

Office Shredders

Parts and labor to repair any failure caused by defect is limited to two (2) years from date of invoice. Cutting Rollers are warranted to be free of manufacturer defects for ten (10) years from date of invoice.

Professional Shredders

Parts and labor to repair any failure caused by defect is limited to two (2) years from date of invoice. Cutting Rollers are warranted to be free of manufacturer defects for ten (10) years from date of invoice. (If machine is purchased with an Oiler, the Cutting Roller is warranted to be free of manufacturer's defects for twenty (20) years from the date of invoice.)

Level 5 Shredders

Parts to repair any failure caused by defect is limited to one (1) year from date of invoice. Labor to repair any failure caused by defect is limited to ninety (90) days from date of invoice. Cutting Rollers are warranted to be free of manufacturer defects for one (1) year from date of invoice. Failure to lubricate these machines properly will void the warranty. (**Level 5 Shredders purchased with an Oiler:** Labor is increased to one (1) year from date of invoice; Cutting Roller is warranted for two (2) years from date of invoice.)

High Security (Level VI) Shredders

Parts to repair any failure caused by defect is limited to one (1) year from date of invoice. Labor to repair any failure caused by defect is limited to ninety (90) days from date of invoice. Cutting Rollers are warranted to be free of manufacturer defects for one (1) year from date of invoice. Failure to lubricate these machines properly will void the warranty. **High Security (Level VI) Shredders purchased with an Oiler:** Labor is increased to one (1) year from date of invoice; Cutting Roller is warranted for two (2) years from date of invoice.)

In all cases, the final authority in determining cutting system defects lies with the manufacturer. All cutting systems must be returned to the manufacturer.

Premium Shredding Systems

Limited ten (10) years of Cutting Roller's warranty on crosscut industrial models and limited ten (10) years Cutting Roller's warranty on straight models. Parts and labor to repair any failure caused by defect is limited to one (1) year from date of invoice.

Profi Packs

Parts and labor to repair any failure caused by defect is limited to one (1) year from date of invoice. Cutting Rollers are warranted to be free of manufacturer defects for ten (10) year from date of invoice.

NOTES:

- Freight or transportation damage is not classified as a warranty repair in any case.
- Proof of purchase invoice is required from the end-user for warranty validation.
- All parts under warranty will be shipped and invoiced using standard costs and will be credited for the full amount only when the defective-like part is returned.
- **IT IS RECOMMENDED THAT A "MAINTENANCE AGREEMENT" BE UTILIZED TO SUPPLEMENT ALL WARRANTIES .**

Warranty Claim Procedures

If you purchased your HSM shredder from Clary Business Machines, please contact us at sales@claryco.com or call us at (800) 992-5279 to file your warranty claim.

Warranty Card - Customers should complete and mail a Warranty Card packaged with each product. To validate the warranty coverage the user must also include the products serial number when applicable.

Proof of Purchase - If a warranty card is not returned the end user proof of purchase receipt is required. If the purchase receipt is not available the warranty period will revert back to the manufacturer's shipping date.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.