

# AMS Warranty Information

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The following warranty applies to the components of the models of hoists manufactured by Hefty Hoist, Inc. dba Aqua Marine Supply. This warranty applies to manufacturing defects and/or failures due to design or fabrication. Replacement parts or a new unit will be supplied at no charge at the option of Aqua Marine Supply. This does NOT include labor or freight.

- Motors..... One Year.
- Enclosed Gearboxes ..... Two Years.
- EBD..... Two Years.
- Switch & wiring..... One Year.
- Gears, pulleys & Steel plates..... Five Years.

This warranty is void if unit is improperly installed, maintained, or greased. Any changes or alterations to original design will also void this warranty. The warranty is predicated on the Gear being inspected and serviced on an annual basis by a qualified technician. A record of inspection is required with any warranty request. Warranty applies to original owner. Warranty is VOID if transfer of ownership.

## AMS Warranty Procedure

- Call or email to discuss the issue being experienced.
- If evaluation is necessary, the customer must obtain an RMA# from AMS and follow the detailed Return Procedure, print and fill out the RMA Form, and send it back packaged with the product.
- AMS is not responsible for the return freight on items that need to be evaluated.
- AMS will promptly evaluate and determine the outcome of the claim.

### Contact Us:

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