

BINPAK Compactors Extended Warranty

Manufacturer will provide the following for all customers who have purchased a new BINPAK® Compactor from BINPAK® Compactors or Modern Waste Products Inc. for an additional forty-eight (48) months upon expiration of the factory warranty.

Please note that all warranty service will require its travel costs through BINPAK's Service Center.

To request a service call please email support@binpak.com, request through our website Support portal or call toll free 1-888-883-8333.

A. Extended Warranty Includes:

- I. One annual Preventative Maintenance (PM) Visit
One annual visit to perform a preventative maintenance check up. These annual visits to be arranged by BINPAK Compactors will occur at any time during each calendar year and may be included during another service visit. A PM Service will include:
 - (a) Inspection of machine functionality, including operators and controls
 - (b) Greasing or lubing along appropriate points and fittings
 - (c) Visual inspection and top-up of the hydraulic fluid (as required)
 - (d) A visual inspection of the hydraulic system for leaks or malfunction
 - (e) Inspection and adjustment of the load door handle
 - (f) Upgrading software as needed
- II. Access to our Service Center via email (support@binpak.com) or telephone 1-888-883-8333 available 24/7.
- III. Our commitment to call you back quickly and to provide same day service and repairs whenever possible.
- IV. Calls after hours, weekends and holidays will be included in the extended warranty and, while every effort will be made to return your compactor to operational status as soon as possible, warranty and timing may be subject to availability of technicians.
- V. Parts replacement:
 - Parts that are found to be damaged, due to regular and normal use of the compactor, will be replaced as per the Extended Warranty.
 - Parts that are found to be damaged, due to issues that are out of the scope of the Extended Warranty (refer to Extended Warranty Excluding section in this document) will be charged to the customer along with the appropriate labor, overtime, holiday and travel charges.
 - Parts include:
 - (a) Electronic waste control features
 - (b) Pumps
 - (c) Hydraulic power packs and related components
 - (d) Hydraulic cylinders
 - (e) Electrical connections and wiring
 - (f) Internal electronics
 - (g) Door sensor
 - (h) Door handle
 - (i) Safety chain
 - (j) Load chain components