

BINPAK Compactors Rental Coverage

Manufacturer will provide the following for all customers who have a Rental Agreement signed from
BINPAK® Compactors or Cram-A-Lot Canada Inc:

Please note that all warranty service call requests must come through BINPAK's Service Centre.

**To request a service call please email support@binpak.com, request through our website Support portal
or call toll-free 1-855-953-5333.**

A. Extended Coverage 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 sensors and controls
 - (b) Greasing or lubricating appropriate parts and fittings
 - (c) Visual inspection and top up of the hydraulic fluid (as required)
 - (d) A visual inspection of the hydraulic system for leaks and functionality
 - (e) Inspection and adjustment of the load-door handle
 - (f) Upgrading software as needed
- Access to our Service Centre via email (support@binpak.com) or by phone 1-855-953-5333 available 24/7.
 - Our commitment to call you back quickly and to provide same-day service and repairs whenever possible.
 - Calls after hours, weekends and holidays will be included in the coverage and, while every effort will be made to return your compactor to operational status as soon as possible, coverage and timing may be subject to availability of technicians.
- ii. Parts replacement:
 - Parts that are found in disrepair, due to regular and normal use of the compactor, will be replaced as per the Extended Coverage.
 - Parts that are found in disrepair, due to issues that are out of the scope of the Extended Coverage (refer to Extended Coverage Excludes section in this document) will be charged to the customer along with the appropriate labour, overtime, holiday and travel charges.
 - Parts include:
 - (a) Electronic user control buttons
 - (b) Fuses
 - (c) Hydraulic Powerpack and related components
 - (d) Hydraulic cylinders
 - (e) Electrical connection receptacle
 - (f) Internal electronics
 - (g) Door sensor
 - (h) Door handle

- (i) Safety latch
- (j) Lid latch components

B. Extended Coverage excludes:

1. Service, parts, or repair of damage due to events such as accidents or acts of God, damage from fire, rising water, wind, earthquakes, lightning, terrorism, transporting equipment, vandalism or burglary.
2. Service, parts, or repair of damage due to the alteration or modification of equipment other than authorized by manufacturer.
3. Service, parts, or repair of damage caused by neglect, malicious activity, or misuse including, without limitation to, use of the product for purpose, other than which it was designed, by the customer, its employees, or third-party contractors.
4. Service, parts, or repair of damage caused by third parties, such as waste haulers, contractors, trucking companies, service companies, or the public.
5. Costs associated with inconvenience, internal labour costs, extra lifts or tips, replacement bin rental, or the like, unless previously agreed upon by the manufacturer at its sole discretion.
6. Service, parts, or repair of damage due to use of compactor for materials not commonly compactable (such as construction materials, demolition materials, wooden pallets, hazardous materials, furniture, automotive tires, metal objects, concrete, etc.).
7. Service, parts, or repair due to damage caused by electrical wiring problems or resulting from electrical surges, sags, spikes, interruption, or brownouts.
8. Service call visits that are requested but are not necessary or out of the scope of service coverage will be billed at the applicable rate.

C. Responsibility of Customer for Extended Coverage:

1. In order to be assured of uninterrupted service and longevity of your BINPAK compactor, and to ensure the Extended Coverage remains in effect, the customer will:
2. Ensure that the door, door frame, and mechanical locking mechanism are kept clear of debris.
3. Give proper and timely instruction to employees regarding correct operation of the equipment.
4. Inspect and report any difficulty with the loading door operation to avoid damage to handle and safety sensor.
5. Load commonly compactable material only. (example: construction materials are generally not compactable – ref #B.6).
6. Ensure that all safety decals and operator instruction decals are clear and legible.
7. Immediately report any damage to the electrical components, lid, doors and their related latching components, etc.
8. Clean the exterior at least once a year.