



REVOLUTION™
CONCRETE MIXERS

MIXER

WARRANTY

MANUAL

Rev. 12/2023

Part No. 1680062

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I. Service and Parts Locations

Contact Revolution Service and Parts Branch location to order parts, to receive service information, or for other assistance. A listing of locations and phone numbers is given below, sorted alphabetically by state.

Phone Number **888-686-7278**

Canada

Ontario and Western Provinces	800-265-1089
Quebec and Maritime Provinces	800-996-4937

II. Corporate Headquarters

Contact Revolution Concrete Mixers directly at our corporate headquarters at the following address, phone numbers, and Internet addresses:

Revolution Concrete Mixers
2227th Street NW
Rochester, MN 55901

Telephone: 507-374-6321

Corporate Website: www.revolutionmixers.com

Parts and Service Website: www.streetsmartparts.com

III. Warranty Department

Contact the Revolution Warranty Department directly at the following address, phone number, and email address:

Revolution Concrete Mixers
2227 7th Street NW
Rochester, MN 55901

Telephone: 507-741-6497

Email: warrantyclaims@revolutionmixers.com

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I. Mixer Owner Warranty Policy Summary

180-DAY CONDITIONAL WARRANTY on the Mixer Unit and components installed by Revolution Concrete Mixers on original factory equipment that fails due to defects in material or workmanship.

180-DAY CONDITIONAL WARRANTY on all replacement parts manufactured and/or sold by Revolution Concrete Mixers.

ONE-YEAR CONDITIONAL WARRANTY on paint applied by Revolution on original factory equipment.

TWO-YEAR CONDITIONAL WARRANTY on all auxiliary pump, hydraulic pump and motor installed by Revolution Concrete Mixers on original factory equipment that fails due to defects in materials or workmanship.

TWO-YEAR CONDITIONAL WARRANTY on a hydraulic cylinder installed by Revolution Concrete Mixers on original factory equipment that fails due to defects in materials or workmanship.

II. Terms and Definitions

Accessories (options) – Components or products installed on the standard mixer unit assembly to enhance operation for the operator or base unit. Accessories are optional components sold with and installed on the base unit of the Revolution product. Accessories have a separate warranty and are not part of the Standard Mixer Unit Warranty.

Account Holder – Account Holder is anyone who has established an active account with Revolution Companies and is in good standing. For warranty purposes, Account Holder, Buyer, Dealer, Customer, or Applicant are interchangeable in the policy, and may be the same entity. Warranty can be requested by any Account Holder as, or on behalf of, the Buyer.

Authorized Service Provider – A repair service provider that has been specifically authorized in writing by Revolution as an “Authorized Service Provider”.

Mixer Unit – Mixer unit is the complete assembly as manufactured and assembled by Revolution consisting of the structural weldments, electrical, hydraulic and other components as necessary for a functioning mixer unit.

Buyer – The original purchaser of the Revolution product either directly from or through a representative of Revolution. All Revolution limited warranties are provided to the Buyer and are not transferable unless Buyer obtains the prior written consent of Revolution, which may be withheld in Revolution’s sole discretion.

Chassis – Chassis is the vehicle upon which the Revolution body is mounted. Chassis warranty is independent of the Revolution product warranty. Chassis warranty is administered by the chassis manufacturer directly to the Buyer.

CNG – Compressed Natural Gas: Alternative fuel system available for selected models or applications. CNG is an option for selected units and not part of the standard operating system and also not part of the standard warranty.

Customer Specific Modifications – Alternations to the standard mixer unit and produced by Revolution per the request of the customer. Customer requested modifications carry a limited warranty and are not a part of the Standard Mixer Unit Warranty.

Customer Supplied Product – Product provided by the customer and installed by Revolution factory on a new body. Customer product is not a part of the Standard Mixer Unit Warranty and has a limited warranty for the installation only.

Down Time – Period of time in which a unit is taken out of service awaiting repairs. Down times is the responsibility of the Buyer.

End of Warranty – Date on which warranty coverage expires.

Electrical Warranty – A warranty that covers proven defects in material and workmanship as specified in the written policy. Electrical components must contain, transfer, or control electrical voltage.

Excluded Items – Items disallowed under warranty reimbursement.

Extended Warranty – Additional warranty purchased that extends the duration of Standard Warranty terms.

Fit Ups – Components or assemblies as installed and issues related to alignment, positions, clearance, height, interference, and cosmetic appearance.

Fluid Replacement – Fluid loss due to an approved warranty defect is limited to the capacity of the components replaced and or what Revolution considers reasonable for such failure. Revolution is not responsible for fluid loss occurring during operation. Fluid removed during a repair should be filtered and reused unless authorized by Revolution (e.g., reservoirs).

In-Service Date – The date the unit is placed into service, as determined by Revolution.

Initial Adjustments – Coverage includes, but is not limited to, adjustment of switches, hydraulic settings, loose fittings and hardware.

Inspection Date – The date an inspection is completed.

Labor – Time allowed under warranty reimbursement to complete necessary repairs.

Labor Guideline – Guide utilized by Revolution to determine the amount of allowable time for the repair or replacement of components. The allowable times can change depending on the description of repair provided.

Major Hydraulic Component Warranty – A warranty that covers proven defects in material and workmanship as specified in the written policy. Major Hydraulic components consist of: Hydraulic pump, motor, cylinder, actuator, and main operator control valve. Hydraulic components must contain, transfer, or control hydraulic oil.

Normal Business Hours – Weekly business hours are Monday through Friday 7:30 A.M. to 4:00 P.M. CST and technician hours are Monday through Friday 6:00 A.M. to 6:00 P.M. CST, and does not include weekends or holidays. Overtime fees and charges may apply, if applicable, outside of business hours and are the responsibility of the Buyer.

Normal Use and Service – Operation of equipment up to fifty (50) hours per week and following the guidelines provided in the operator and maintenance manual. The Buyer is responsible to ensure operators and technicians have been properly trained and adhere to the requirements in the operator and maintenance manuals. Operating time in excess of the “normal use” may be deducted from the warranty coverage period.

Original Equipment Manufacturer – “OEM” - The OEM provides parts and labor coverage to cover the cost of certain expenses incurred for warrantable repairs to OEM components. The failures of an OEM component must be the result of verified and actual defects in material and/or workmanship and have taken place within the limitations of the warranty coverage. Refer to the OEM warranties for specific coverage.

Parts Warranty – Warranty coverage on a replacement part installed on a unit by an Account Holder. Coverage includes part cost only and is only applicable when parts are purchased through Revolution by the Account Holder.

Personal Settings – The adjustments of settings of varying speeds, ranges, or thresholds within the working parameters of a function for operator preference.

Pre-Authorization – Pre-authorization for modification and/or repairs must be obtained in writing from a customer support manager, service manager, warranty representative, national service, or executive of Right Lane/Revolution.

Refurbish – “Refurb” - Renovation of the product to improve the existing condition and extend the operating life. Refurb process consists of replacing, reconditioning, and/or use of existing components. Refurb is not remanufactured and does not return the product to the life expectancy of new condition.

Rejected Claims – Claims that were denied for reasons including, but not limited to, the following: abuse, modifications without Revolution approval, minor adjustments, routine maintenance, expired warranty, or evaluated to be not as a result of material defect or workmanship.

Remanufactured Part – A replacement part refurbished to factory specifications using some existing components. Remanufactured parts are provided by an OEM and/or by Revolution. Repaired parts or assemblies are not considered remanufactured.

Repair Date – Date any repairs are completed on the unit. Claim(s) must be received at Revolution Warranty department within thirty (30) days of the repair date.

Replacement Part – A part purchased for aftermarket purpose.

Returned Material Authorization – “RMA” - Authorization given by Revolution Warranty before the return of a defective part.

Returned Parts – Original components that are replaced on units within the warranty period and returned to Revolution for evaluation. All returned parts are evaluated before claims can be processed.

Standard Repair Time – Guide utilized by Revolution to determine the amount of allowable time for the repair or replacement of components. The allowable times can change depending on the description of repair provided. SRT includes reasonable time for diagnostics and troubleshooting.

Standard Mixer Unit Warranty – “SMUW” - A warranty that covers proven defects in material and workmanship as specified in a written policy. The SMUW is the coverage for mixer unit provided by Revolution. The SMUW is segmented into subset groups or components of warranty that consist of component specific coverage.

Start-Up Coverage Period – A warranty that covers limited detection of defects following delivery for a specified time to include, but not limited to, initial adjustments and identification of missing or damaged components.

Sub-Assembly – A replaceable component of larger assembly that can be removed and replaced without disassembling the larger assembly. Warranty coverage is for the proven defect on a component that is available or provided by Revolution. Warranty coverage may be limited to the sub-assembly only and authorization must be provided in writing from Revolution for an exception to replacements beyond the sub-assembly component.

Temporary Repair – Repairs performed to prolong operation until a final repair can be completed. Temporary repairs are the responsibility of the Buyer unless written approval or authorization is provided by Revolution.

Travel Time – Travel time required to go to the unit to make the repair. Eight (8) hour round trip maximum (does not cover trips to find out what is wrong with the unit).

Vehicle Transportation – Driving, hauling, or towing of a vehicle. Cost associated with transportation is considered Buyer responsibility.

Warranty Repair – A repair that restores the product to its operating condition prior to the failure and is performed during the specified warranty period of the product. Warranty repairs are of Revolution discretion.

Warranty Start Date – The date of the warranty for a unit commences as decided by the product ship date or the date the unit is delivered for service. This may be updated with a copy of a state registration receipt.

III. Revolution Standard Warranty

Revolution Concrete Mixers warrants to the Buyer the equipment manufactured by Revolution to be free from proven defects in material and workmanship under normal use and service. Revolution's obligation under this warranty is limited to repairing or replacing at Revolution option, if upon review by Revolution, the equipment or parts are found to be defective in material or workmanship. The statements provided in this Revolution Warranty Manual are intended to explain Revolution's warranty policy and procedures. Revolution's official limited warranty is set forth in the Revolution Concrete Mixer Limited Warranty Statement. In the event of a conflict between the terms of the warranty Revolution Concrete Mixer Limited Warranty Statement and the terms of this Revolution Warranty Manual, the terms of the Revolution Concrete Mixer Limited Warranty Statement shall control.

The Revolution warranty begins from the day of in service, as recognized by Revolution. Revolution warranty is provided to the Buyer and is not transferable to subsequent purchaser, unless prior consent has been issued. Revolution warranty shall not apply to equipment that has been subject to misuse, negligence, or accident, or which has been repaired or altered without Revolution's prior knowledge and consent. Revolution will not be responsible for in-warranty repairs made in the field by personnel other than from Revolution unless authorized by Revolution. In no case shall Revolution be liable for consequential, incidental, special, or indirect damages of any kind.

The Revolution product is designed to operate only with the OEM products used by Revolution. This limited warranty will be void if the Revolution products are modified other than as done at the Revolution factory or its branches unless authorized by Revolution in writing. Use of parts and assemblies from another manufacturer as substitute for OEM products will also void the limited warranty.

Standard body warranty

Revolution warrants the mixer unit manufactured by Revolution to be free from proven defects in material and workmanship. The Standard Mixer Unit Warranty is defined as the complete body assembly as manufactured and assembled by Revolution. The Standard Mixer Unit Warranty has within it subset groups that contain component specific coverage terms. Coverage for items not spelled out in one of the component specific warranty details, falls within the Standard Mixer Unit Warranty. Subset warranties within the Standard Mixer Unit Warranty are Paint, Major Hydraulic, Electrical, and Labor.

Failures as a result of contamination must be supported by oil samples are claimable up and until the system oil change, per the maintenance schedule. Warranty reimburses reasonable costs or amounts for approved warranty repairs. Allowed replacement oil is directly related to repair and/or component capacity.

Limited standard mixer unit warranty

- Initial adjustments and start-up coverage

Revolution warrants for new units to be delivered as ordered and free from proven defects in material or workmanship. During a limited period from the date the new unit is delivered, warranty coverage supports adjustments, routing corrections and the replacement of damaged or missing components. Adjustments and/or repairs to be made by authorized service providers and must be approved in advance. Any damaged, incorrect, or missing components must be identified and submitted to Revolution, in writing, within the Start-Up Coverage period.

- Miscellaneous and wear items

Revolution product is manufactured with components designed for routine wear. Wear components purpose is to wear as part of normal operation. The life expectancy of wear components is directly related to the operation and maintenance of the product. Life expectancy of wear components is limited to design and is an exception to other warranties provided in the Standard Mixer Unit Warranty. Warranty for wear items is for proven defect in material and workmanship.

- Product protection systems

Some products may be equipped, either as part of the standard design or as an option, with an operating system protection system. These systems or functionality are designed to protect the product from operation beyond manufacturer guidelines. The operating protection system may monitor, limit, or disable the use of the product to operating parameters established by the manufacturer. Operating the product with any of the operating protection system inoperative due to component failure or being disabled is not permitted. Whether or not product is equipped with a protection system, the operator is required to operate the product within manufacturer specifications regarding weight, speed, pressures, or other governing factors. Tampering, modifying, or disabling all or part of a protection system will void the warranty of the product in its entirety.

Paint warranty

Revolution warrants the paint on a new body assembly against proven defects in material and workmanship. If upon examination by Revolution, the paint on the unit is found to be defective, then Revolution obligation and Buyer exclusive remedy under this warranty is limited to Revolution repairing or repainting a unit, at Revolution discretion. The New Body Paint Warranty shall be considered for the following defects:

- Loss of adhesion of paint resulting in rusting to the extent that 3% of the surface is rusted. (Less than rust grad 5- ASTM D610-95.)
- Loss of adhesion of any element of the paint resulting in appearance below the standards in the area of 7% or more (as set out in ASTM D1654-92, table rating 6 or better).
- Fading or loss of gloss (chalking) below the standards (ASTM D659-86, value no. 4 or lower).
- Cracking of the paint.

Paint claim procedure

- Buyer must contact Revolution Warranty upon detection of potential defect with supporting evidence and/or details.
- Buyer to provide photographs and two estimates to Revolution Warranty for pre-approval.
- A Revolution representative must inspect the unit, perform an evaluation, and provide supporting details to Revolution Warranty. At Revolution discretion, a technical inspection may be required to perform an evaluation.
- Revolution will make the determination as to the conclusion of a defect, the extent of the repair, and details of coverage. Revolution will provide to the Buyer in writing the determination. Revolution will request a minimum of two estimates for the repair. Additional estimates may be required if Revolution deems necessary.
- Upon acceptance of the repair details and cost, Revolution Warranty will authorize the repair to be completed within the time designated. Not completing the repair within the time designated may void coverage.
- The Buyer will be responsible for any additional repairs beyond the Revolution determination.

Paint warranty exclusions

- Issues as a result of cleaning procedure, chemicals, or substances that discolor or damage the paint
- Mechanical abrasion or external foreign object damage. Reverse impact rock or load damage under surface causing topcoat seal to break
- Improper application or removal of stickers or decals
- Not adhering to the Paint Warranty procedure, prolonged response in detecting, addressing, or reporting an issue. Additional damage occurring from the delay will be the responsibility of the Buyer.
- Damage as a result of atmospheric conditions such as airborne emissions, acid rain, excessive salt
- Damage as a result of improper maintenance or cleaning

Hydraulic warranty, major component

Revolution warrants the major hydraulic components for proven defects in material and workmanship. Revolution obligation under warranty is limited to repairing or replacing the failed component at Revolution discretion. This limited warranty applies to hydraulic components as defined in the policy to be: hydraulic pumps, motors, cylinders. All other items within the hydraulic system fall within the Standard Mixer Unit Warranty policy and are not a part of the Major Component Hydraulic Warranty. The obligation under the limited warranty is only on the failed component and not on the assembly. Sub-assembly component are defined as any part that can be replaced without disassembling non-related parts on the assembly. Pre-authorization may be required in some instances. For questions or authorizations, contact Revolution Warranty or appropriate representative.

Major components are limited to components used on the base unit and exclude components used in accessory or optional applications such as but not limited to alternative hydraulic systems or Buyer provided components. Warranty coverage for these items fall outside the major hydraulic component policy.

Pressure adjustments outside of the initial adjustment period are considered part of routine maintenance and not a defect. Failures as a result of improper adjustments or improper maintenance of product will be the responsibility of the Buyer.

Note: Buyer may be required to provide oil sample reports in connection with warranty claims that may be due to contamination.

Electrical warranty

Revolution warrants electrical components to be free of proven defects in material and workmanship. This limited warranty applies to electrical components installed or manufactured by Revolution as defined in the policy. Electrical limited warranty is for components under normal operation.

Electrical warranty exclusions

- Failure as a result of system overload due to improper operation or testing
- Maintenance or disposal items: Fuses, light bulbs, connectors
- Personal settings or adjustments of unit operation
- Evaluated components found to operate within specifications
- Damage incurred by improper welding or improper grounding while welding on the unit

Labor warranty

Labor reimbursement will be made only on replacing parts or repairs performed that are subject of approved warranty claims during the original component warranty period and within the labor coverage period. Labor coverage is limited to the period as defined in the coverage terms for labor. Third party repairs, sublet repairs, or other services performed on the product is the responsibility of the Buyer. Unless pre-authorized, reimbursement for applicable labor will be issued to the Buyer, as performed by the Buyer. Reimbursement to a third party must be pre-authorized by Revolution. Labor is reimbursed to the Buyer at the corporate agreed rate per the times applicable to the Standard Repair Time guide. If the repair is not addressed in the SRT, Revolution will reimburse for reasonable hours submitted. Standard Repair Time amounts include acceptable time for diagnostic and troubleshooting. Labor that exceeds SRT must have supporting details to be considered.

Product must be made available to have warranty repairs performed during normal business hours. Prolonging repair could cause additional damage or increase the cost of repair. Costs resulting in delays or not making unit available for repair is the responsibility of the Buyer. Revolution holds the right to disallow warranty for issues not rendered in timely manner.

- Labor repairs not involving part replacement and exceeding a cost of \$100 will require pre-approval from Revolution
- Labor reimbursement is applicable during the warranty period, per the terms of the Buyer's agreement

On-site repairs

- Travel allowance permitted for reimbursement for approved warranty repairs is a maximum of eight (8) hours or 400 miles one round trip per eligible repair for Revolution service personnel. Beyond the one round trip service call is the responsibility of the Buyer. Buyer may be reimbursed for up to four (4) hours travel time for their technician travel to repair a unit.
- On-site warranty service calls will be subject to the following changes:
 - Travel expenses that exceed the 400 mile or eight (8) hour coverage range
 - A per diem fee per night (motel and food) if an overnight stay is required
 - A premium fee per hour will be charged for overtime labor
- Revolution reserves the right to review repetitious claims made by a specific site or Buyer. Any service and/or maintenance not directly related to any defect covered under the warranties below.

IV. Accessories and Option Warranty

Revolution warrants to the Buyer product manufactured and assembled by Revolution. For non-Revolution product installed and sold with a new unit, Revolution warranty is limited to proven defects related to the installation. Revolution branded options and/or accessories are considered but not limited to camera systems, washout system, Trumble system, Omnex, chute blockers, water meters, strobe lights, poly water tanks, aluminum chutes, SAT hopper, traditional, non-EP constant speed, cylinder boots.

Compressed natural gas (CNG) option limited warranty

Revolution Truck warrants the Revolution CNG fuel delivery system, fuel storage components and assemblies to be free from defect in material and workmanship. The sole obligation under this warranty is limited to repairing or replacing, as hereinafter provided, any product found to Revolution satisfaction to be defective upon examination.

- Product shall be returned for inspection to Revolution within 30 days after discovery of the defect
- A Return Material Authorization (RMA) must be obtained (written request) by the customer from Revolution in order for the product to be received
- Products without a RMA number will not be processed
- The repair or replacement of defective parts and/or products will be at the discretion of Revolution
- The Revolution CNG warranty is limited to the system components and/or assemblies assembled by Revolution and do not extend past the low pressure filter
- CNG system repairs must be pre-authorized prior to repair. Repairs or attempted repairs or troubleshooting on components, such as but not limited to the fuel box, can void the warranty.

This warranty does not apply to:

- Failure as a result of improper: handling, operation, repairs, modifications, or maintenance
- Unauthorized repair
- Non-Revolution brand installed systems
- Lost revenues, lost profits, special damages or consequential costs as a result of a system failure

Revolution warranty excludes CNG systems not manufactured by Revolution. Customer is responsible for applying or pursuing warranty for non-Revolution systems directly to the alternative system supplier. This includes, but is not limited to, alternative fuel systems installed in Revolution trucks. Identification of Revolution branded systems or alternative systems is located inside the cover of the Fuel box. Data identified on the data plate will be required when contacting Revolution for warranty or for service requests.

Revolution obligation under this warranty is expressly limited to the conditions as stated above and shall not include any other charges whatsoever. No employee or representative of Revolution is authorized to change this warranty in any way or grant any other warranty unless such change is made in writing and signed by appropriate officers of Revolution.

V. Kits and Sub-Assemblies

Revolution warrants components and materials that are either manufactured or supplied by Revolution for proven defect in material or workmanship. This warranty covers Revolution bodies and fabrications that are manufactured and assembled by authorized Revolution representatives. Warranty excludes kits for bodies and assemblies that are assembled by non-Revolution representatives for failures that occur as a result from mounting or installation of those components.

Kits can be considered, but are not limited to, a single or group of components supplied for the purpose of assembling a complete mixer unit or sub-assembly. Failures as a result of the assembling of components, kits, or sub-assemblies are the responsibility of the company/party who performed the assembly. The policy and terms of initial adjustments and start-up of kits and sub-assemblies are the same as standard warranty terms. Any damaged, incorrect, or missing components must be identified and submitted to Revolution, in writing, within the Start-Up Coverage period.

VI. Extended Warranty

Extended Warranty is an extension of the Standard Mixer Unit Warranty. Extended warranties are available at the time of new mixer unit purchase. Extended warranty carries the same conditions and exceptions as the Standard Mixer Unit Warranty. Extended Warranty is established in increments of years, beginning from the initial in-service date of the new unit and is not subject to delay or alteration from the first in-service date. Extended Warranty is for the new unit and does not include replacement parts or customer modifications or repairs. Extended Warranty is for the coverage for proven defects in material and workmanship and is not an extension of the life expectancy of components related to wear or maintenance. Extended Warranty is a Sales option and limited by models, coverage periods, and geographical area. Extended Warranty must be supported, in writing, by Revolution, without exception. It is Buyer responsibility to provide proof of purchase. Extended Warranty is only valued at time of sale and cannot be redeemed for cash or any other source of value following the purchase.

VII. Service Work Warranty

Service work completed by any Revolution Branch location or any Authorized Service Provider is covered for 180 days from the repair date. Service work requested under service work warranty is subject to the same coverage exceptions and exclusions as the Standard Body Warranty regarding misuse, negligence, accident, or improper installation. Service work warranty is for repair work purchased by the Buyer and completed at any Revolution Branch location or with an Authorized Service Provider. Service work warranty does not include repair work purchased or installed during a new unit warranty period or for repair work provided under other warranty. Warranty claims for service work that was completed at a Revolution Branch or with an Authorized Service Provider must include the invoice of the original repair purchase. Service work warranty coverage is for the repair work described on the work order only and for repair work that was completed at a Revolution Branch or Authorized Service Provider only, and does not cover other related cost such as, but not limited to, consequential parts, down time, profit loss, or damages. Claims must be received by the Revolution Warranty Department within 30 days of replacement.

VIII. Replacement Part Warranty

Revolution replacement parts are warranted for proven defect in material and workmanship from the date of purchase under normal use and service. Revolution obligation and Buyer's exclusive remedy under this warranty is limited to Revolution repairing or replacing the part, at Revolution's option, if upon examination by Revolution the part is proven to be defective in material and/or workmanship. Labor will not be reimbursed on replacement parts. Failed parts requested under parts warranty are subject to the same coverage exceptions and exclusions as the Standard Mixer Unit Warranty regarding misuse, negligence, accident, or improper installation. Replacement part warranty is for parts purchased by the Buyer. A part warranty does not include parts purchased or installed during a new unit warranty period or parts provided under warranty.

Claims for replacement part warranty must include the invoice of the original purchase as well as the invoice for the replacement part. Replacement part warranty is valid based on the date of parts purchased on the invoice, not date of install. Claims must be received by the Revolution Warranty Department within 30 days of replacement parts purchase.

Replacement part warranty is for the defective component only and does not cover other related cost such as, but not limited to, consequential parts, down time, profit loss, or damages.

IX. Identified Wear Components

Revolution product is manufactured with components designed for routine wear. Wear components' purpose is to wear as part of the normal operation. The life expectancy of wear components is directly related to the operation and maintenance of the product. Life expectancy of wear components is limited to design and is an exception to other warranties provided for the remaining of the Revolution product. Warranty for wear components is for proven defect in material and workmanship. The following is a list of the identified wear items for Revolution product that has been maintained and operated within the guidelines of the maintenance and operator guidelines:

- Seals
- U-Joints
- Roller Bearings
- Collector Bib
- Ball Valves
- Wash Hoses and Nozzle

X. Return Goods Policy

All parts or components for warranty must adhere to the Return Goods Policy. All returns must have a Return Good Authorization number (RGA) assigned prior to shipping the parts to Revolution or Supplier. All parts being returned for warranty consideration must be returned within 30 days from the date of the return authorization. All returns must have the RGA number clearly marked or attached to the part or component. In the event of multiple parts, each component must be marked or tagged. Parts being returned for warranty should be properly handled, packaged, and shipped to avoid damage or loss. Parts being returned should be clean of any excessive fluid or contamination and all ports capped or plugged. Loss or damaged product due to handling, packaging, or shipping damage is the responsibility of the Buyer. Parts must be returned assembled and complete. Parts are returned for evaluation and to support a defect. Partial returns, missing components, disassembled or damage occurring after the initial failure can void a warranty claim. It is the Buyer's responsibility to assure the parts return to Revolution or the Supplier and is necessary to retain copies of the shipping documents that support all items returned. In addition to the part, shipping documents must reference this RGA.

Note: In lieu of returning parts, digital photos are sometimes used. It is Revolution's discretion if photos can sufficiently support a warranty event. Photos should be submitted via email to warrantyclaims@revolutionmixers.com.

XI. Freight for Warranty

Freight is reimbursable for approved warranty claims. Freight is only reimbursed for **ground** shipments and does not include expediting charges, air freight, or shipping cost occurred by using a non-designated freight carrier. Warranty may provide a call tag for ground shipments. In the event the item is not returned after a call tag has been issued, the claim will be denied for No Part Return (NPR). If an item is returned after the NPR denial on a claim where a call tag has been provided, it will be the Buyer's responsibility to ship parts back to Revolution. Reimbursement for return shipment will not be allowed.

For items that cannot be shipped parcel and must be shipped by truck, Revolution will provide freight, the appropriate freight provider, and freight documentation (Bill of Lading).

Revolution reserves the right to apply shipping charges for denied claims to the Buyer's account.

Freight damage is the responsibility of the carrier, if properly identified and reported. In the event of a damaged shipment, under no circumstances should the Bill of Lading be signed without noting the damages. If the Bill of Lading is signed without designating the damage, Revolution and the carrier will deny responsibility. Damage or loss shipment claims are between the carrier and the Shipper. It is the responsibility of the Shipper and/or Buyer to submit freight claims to the carrier, whichever holds the relationship with the carrier. Revolution reserves the right to deny any related claims or charges associated to the event.

XII. Buyer Responsibility

- Responding to failure, defects, or perceived warranty issues immediately upon detection
- Any service or maintenance not directly related to any defect covered under warranty
- Units found to be functional and free of defect in material and workmanship by Revolution or Revolution supplier. These parts will be available for return to the Buyer upon request within 30 days of the denial notice. Cost of freight, inspection fees, and testing fees associated with the claim are the responsibility of the Buyer.
- Completing a repair within thirty (30) days of the date of failure
- Submitting the claim within thirty (30) days from the date of repair
- Returning parts for warranty consideration within thirty (30) days of the date of the return authorization request
- Truck down time for part shipments and repairs
- Providing sufficient and detailed claim information to prove a defect and support a warrantable claim
- Keeping accurate records of all maintenance and repair work performed
- Obtaining all necessary pre-approvals
- Making unit available for warranty repairs. Prolonging repair could cause additional damage or increase the cost of repair. Costs resulting in delays or not making unit available for repair is the responsibility of the Buyer. Revolution holds the right to disallow warranty for issues not rendered in a timely manner.
- Transportation to and from service provider
- Additional travel charges beyond the one allowed round trip
- Service fees for repairs outside normal weekly business hours (6:00 a.m. to 6:00 p.m.), weekends, and holidays
- Any premium charged for over-time labor (unless pre-approved in writing by the Buyer and Revolution)
- Any service and/or maintenance not directly related to any defect covered under the warranties below
- To understand and adhere to the guidelines expressed in the Revolution Warranty Policy

XIII. Warranty Process

Warranty can be requested by any Account Holder as or on behalf of the Buyer. Account Holder is anyone who has established an active account with Revolution Companies and is in good standing. For warranty purposes, Account Holder, Buyer, Dealer, Customer, or Applicant interchanges in the policy, and may be the same entity.

1. Buyer contacts Revolution Company for determination as to possible warranty coverage. Initial determination is based on age of unit, component in question, and Buyer's warranty coverage period, observation of the failure, and other supporting means of warranty.
2. If repair falls within warranty guidelines, Buyer arranges all necessary repairs. If parts are required for the repair, parts will be purchased by the Applicant and the invoice must be referenced on the warranty claim form.
3. Applicant will gather any Factory Pre-Approvals as required by warranty.
4. Applicant will complete a Warranty Claim Form with description of failure and photographs of the failed part. The photographs of the failed part will be used to determine if the failed part needs to be returned for further evaluation. The process for returning a requested part will follow the standard warranty procedure.
5. Warranty claim and support information will be submitted within 30 days of repair completion. Claims can be mailed or sent electronically to **warrantyclaims@revolutionmixers.com**. Claims involving photos should be emailed as photos do not show sufficient detail as a faxed document. All claims will need to provide complete contact information for claim follow up and/or part return request.
6. Revolution will determine if components need to be returned for evaluation on a claim-by-claim basis. Return request forms will be sent to the applicant by the Revolution Warranty group.
7. All parts being changed as part of the Warranty consideration process must be kept by the applicant until the completion of the claim. Completion is either a claim approval or denial notice. Any parts that are requested by Revolution and not available may result in the claim being denied.
8. Upon completion of the warranty evaluation, Revolution will issue a disposition to the applicant. Credits for approved claims will be issued to the applicant's parts account. This credit will contain the necessary information related to the repair to match the invoice to the correct Warranty Claim Form.
9. Labor claims, if applicable, will be reimbursed per the standard repair times established by Revolution at the customary labor rate. If there are extenuating circumstances that caused the labor times to go above the standards set by Revolution, a description of those circumstances will need to be submitted with the Warranty Claim Form.
10. Dispositions are final and non-reversible 30 days from date of disposition.

Claim procedures

1. Claim procedure begins once the repair is completed. If technical support or pre-authorization is needed, please contact your local Revolution Branch. Warranty consideration is based on the supportive detail of the claim provided. It is the responsibility of the warranty applicant to provide on the claim sufficient details to support a warrantable claim.
2. Claim detail should cover (3 Cs) Complaint - Description of the failure, Cause - Root cause of failure, Correction - Action taken to correct the defect.
3. Claims should be submitted using the Revolution Warranty Claim Form. Use of any other form must be authorized to assure all required data is provided.
4. Explanation such as "unit won't work," "broke," "inoperable," "defective," "changed," will only prolong the claim process time and will constitute grounds for rejection for lack of sufficient information.
5. Repair must occur within 30 days of failure.
6. Claims must be received at Revolution within 30 days of repair.
7. Corporate Campaigns and Safety Recalls will be handled separately from standard warranty claims.

Labor claims

1. All labor claims must be received within 30 days from the date of repair. The claim form submitted must include:
 - a. Name, Address, body serial number, chassis VIN, and In-Service date
 - b. Complete description of failure including complaint, cause, and correction
2. If the labor claim is strictly for labor (no parts), a photograph of the failure prior to the repair should be provided to the Revolution Warranty Department. The repair must be pre-approved by Revolution.
3. Claims must be complete and legible. Claims not meeting requirements will be returned for correction. Claim forms are available upon request.

Conditions not covered under warranty

Notwithstanding anything to the contrary in this policy, the following conditions or events are not under the Revolution warranty or under any component supplier warranty and neither Revolution nor its suppliers will be responsible for any of the following:

1. Normal adjustments, regular maintenance and service, including but not limited to, fit ups, hydraulic hoses, tubes, and electrical harness routing, tightening of fasteners, fittings and adapters, which are greater than the initial adjustment period.
2. Depreciation or damage caused by normal wear, lack of reasonable and proper maintenance, clean out, lubrication, failure to operate as designed, misuse or accident, or continued operation with worn or damaged components.
3. Collateral damage caused by misuse or continual use after occurred failure.
4. Freight charges for any denied warranty coverage. Air freight, expedited charges, or shipping cost exceeding cost of ground freight. Excessive cost occurred by using a non-designated carrier.
5. Down time, loss of profits, replacement equipment rentals, lease or loan, production time, transportation charges, delivery charges, cleanup costs, or any other consequential losses, damages, or delays the Buyer may encounter.
6. Parts returned for considerations that have been disassembled without authorization from Revolution.
7. Air, fuel, hydraulic, and/or any system failure caused by contamination due to improper maintenance.
8. Insufficient information to support a warranty claim.
9. Body or component damage caused by operation at a higher than designed pressures, improper operation, or obstruction during operation.
10. Repairs or service work performed by unauthorized personnel, service provider, or without prior approval by Revolution.
11. Repairs or service work performed by unauthorized service outlets without prior approval by Revolution.
12. Temporary repairs unless pre-authorized by Revolution. Temporary repairs are repairs made to extend the use of the truck until a final repair can be completed. Temporary repairs are the responsibility of the Buyer.
13. Maintenance or wear items including, but not limited to, lubricants, fluids, light bulbs, electrical connectors, fuses, filter elements, and wear pads.
14. Diagnostic and troubleshooting time.
15. Components found to be functional and free of defects in material and workmanship by Revolution or a Revolution supplier. These parts will be returned under the initial RGA number. Inspection and testing fees associated with the claim are the responsibility of the applicant.

Denied claims

Buyer has 30 days to dispute a claim disposition made by Revolution Warranty. Contest needs to be submitted to the warranty department. Applicant has the opportunity to provide additional information for consideration. Claims over 30 days are considered closed and disposition final. All denied warranty parts will be scrapped unless a request for the parts to be returned has been submitted within the 30 days.

Pre-approvals

Pre-authorization request must be made during normal business hours. If repairs must be made after hours, the Buyer must contact Revolution the next business day. Requests for pre-authorization must include the full scope of the repair including: issue (complaint), failure (cause), and the repair (correction). Request should also include the body serial number or the VIN as well as the estimated cost. In some instances, photographs may be required.

1. Approvals are granted on a case-by-case basis and do not establish a precedent.
2. Travel or transportation to perform warranty repair that exceeds an estimated cost of \$100.
3. Disassembly of major component. Major components include, but are not limited to, cylinders, valves, pumps, motors, joysticks.
4. Local purchases or miscellaneous items over \$100.
5. Labor only repairs exceeding \$100.
6. Sublet repairs that exceed \$100.
7. Temporary repairs.
8. Welding, modifying component.
9. Painting of trucks or components.
10. Estimates are required for pre-approvals.
11. Repairs related to initial adjustments, missing, incorrect, or damage upon delivery.

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