



ALA INDUSTRIES LIMITED

1150 Southpoint Drive, Suite D
Valparaiso, Indiana 46385-6236
Toll Free (877) 419-8536 • Tel. (219) 465-4197 • Fax (219) 477-4194



Revised: 1 October 1998

Supersedes: _____

YUKEN LIMITED WARRANTY

YUKEN warrants all new hydraulic products sold by the Company in accordance with the Company's published specifications (Catalog, Instruction Manual, etc.) or such specifications agreed to by the Company in writing at the date of the sales are warranted to be free from defects in material and workmanship for a period of one (1) year from the date of shipment.

The sole remedy under this warranty shall be limited to the return, within sixty (60) days of the date of shipment of, any non-conforming components or products for the return of the purchase price in the form of a credit, repair, or replacement at YUKEN's sole option. This warranty shall not apply to any part of such product which, in the sole judgment of YUKEN, has been subjected to misuse, negligent handling, alteration, misapplication, incorrect connection or installation, accident or which product has served its normal wear life.

Notice of defect shall be in writing within the prescribed time frame and all costs for transportation and the like are to be born by the purchaser.

This warranty comprises the sole and entire warranty pertaining to products provided by YUKEN. YUKEN makes no other warranty, guaranty, or representation of any kind whatsoever. ALL OTHER WARRANTIES INCLUDING, BUT NOT LIMITED TO, MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE WHETHER EXPRESSED, IMPLIED, OR ARISING BY OPERATION OF LAW, TRADE USAGE OR COURSE OF DEALINGS ARE HEREBY DISCLAIMED. Notwithstanding the foregoing, there are no warranties whatsoever for products built or acquired wholly or partially to purchaser's designs or specifications. In no event shall YUKEN be liable for any incidental, consequential, or special damages of any kind or nature whatsoever, including, but not limited to, lost profits arising from or in anyway connected with the products sold by YUKEN, whether alleged to arise from breach of contract, expressed or implied warranty, are in tort, including without limitation, negligence, failure to warn or strict liability.



Yuken Master Distributor for North America

1150 Southpoint Drive, Suite D

Valparaiso, IN 46385-6236

PH#: 877-419-8536

Fax#: 219-477-4194

BEAR FLUID POWER

Yuken North American Service Center

34612 Centaur Drive

Clinton Township, MI 48035

(For more information regarding warranties call: 586-792-2800)

WARRANTY PROGRAM

Warranty Procedure

To initiate a warranty claim, the customer is required to:

1. Request and acquire a RGA number from ALA Industries
2. Provide a P.O. number to ALA Industries for billing of any applicable inspection or repair fees (see Fees section), as well as any replacement product(s).
(*Terms for warranty claims are Net 60 days for fees and freight charges.*)
3. Ship product(s) to Bear Fluid Power. A document with the RGA#, the name of the person that issued the RGA, and a description of the defect, must be shipped with the product(s) in question.
4. Upon receipt of the product one of the following scenarios apply:

Scenario A – Valve is **NOT** found defective

The customer will be responsible for any inspection fees and freight charges. The product(s) will be returned to the customer.

Scenario B – Valve **IS** found defective, and not under warranty

The customer will be responsible for any inspection fees and freight charges. The customer will then be given a quote on costs to repair the valve, or in cases where the product is found BER (Beyond Economical Repair), the customer will be given a quote on replacement. *See BER section to determine method of scrapping product in question.*

Scenario C – Valve **IS** found defective, and **IS** under warranty

Yuken/ALA Industries will be responsible for all inspection and freight charges, with the exception of expedited or next day shipping. The valve will be repaired or replaced and returned to the customer with a one-year Yuken / Bear Fluid Power warranty (see Warranty Details).

If the customer has already received a replacement component then the customer will receive a credit on the open purchase order for the replacement valve purchased and any fees and freight applicable.

INSPECTION FEES

1. **Directional Solenoid Valves (section E in catalog):**
 - Directional Valves (D03 thru D08) = \$25.00
 - DSHG-10 & DSLHG-04/06/10 = \$35.00
2. **Modular Control Valves (section F in catalog):**
 - All modules (D03 thru D10) = \$25.00
3. **Flow and Pressure Control Valves (section C & D in catalog):**
 - Sub-plate/ Inline mounted Size 3-10 valves = \$35.00
4. **Piston Pumps, Vane Pumps (section A and B in catalog):**
 - Up to 237 cc/rev = \$75.00
 - All EH and proportional controlled pumps = \$150.00
5. **Proportional and Servo Valves (section H and more):**
 - All valves and all sizes = \$75.00
6. **Fluid Motors, Logic Elements, Cylinders, and Miscellaneous:**
 - All products = \$75.00

BEYOND ECONOMICAL REPAIR (BER)

1. **Directional, Modular, Flow Control and Pressure Control Valves:**
 - A. Yuken/User/Distributor/OEM indicates to scrap the component at Bear Fluid Power's facility.
No charges will be incurred.
 - B. Yuken/User/Distributor/OEM indicates to return the component non-assembled.
Additional Charge by Yuken / Bear Fluid Power = \$20.00
(This charge will cover the labor for packaging and shipping.)
2. **Pumps, Motors, Servo Valves, Proportional Valves and other Components:**
 - A. Yuken/User/Distributor/OEM indicates to scrap the component at Bear Fluid Power's facility.
No charges will be incurred.
 - B. Yuken/User/Distributor/OEM indicates to return the component non-assembled.
Additional Charge by Yuken / Bear Fluid Power = \$50.00
(This charge will cover the labor for packaging and shipping.)

WARRANTY DETAILS

ALA Industries, Bear Fluid Power and Yuken Kogyo Co., Ltd. are partners in the warranty process. Any warranties requiring repair will be considered as NEW and will come with a (1) year "In-Service" warranty. Due to Bear Fluid Power's extensive training and product expertise they are considered Yuken Kogyo Co., Ltd. on all warranty evaluations and repairs. ALA Industries will handle all tracking, documentation and replacement components as required and laid out in the procedure above.