



# Compaction & Recycling Solutions



## 2023 Warranty Policies and Procedures

Effective 08/08/2023

## Table of Contents

<b>WARRANTY STATEMENT .....</b>	<b>3</b>
<b>Safety Notice.....</b>	<b>4</b>
<b>Customer Responsibilities.....</b>	<b>4</b>
<b>General Policies .....</b>	<b>5</b>
Standard Warranty & Terms.....	5
Extended Warranty Coverage & Terms .....	5
Unusual and Non-standard Repairs .....	5
Replacement Parts .....	5
Items Covered Under Warranty.....	6
Purchased Replacement Parts.....	6
Restocking Fee.....	6
<b>WARRANTY REGISTRATION PROCEDURES.....</b>	<b>6</b>
<b>Warranty Claims.....</b>	<b>7</b>
Filing A Warranty Claim.....	7
Warranty Parts Returns .....	8
Reimbursement .....	8
International Warranty .....	9
Appendix A. - Compaction Solutions Warranty Coverage .....	11
Appendix B. – SC <sup>2</sup> Warranty Coverage .....	14
Appendix C. – Transfer Compactor & Recycling Solutions Warranty.....	15
Appendix D. – Items Not Covered Under Warranty .....	17
Appendix E. – Hydraulic Cylinder Warranty Claims.....	18

## WARRANTY STATEMENT

Marathon Equipment Company (“Marathon”) warrants its compaction and recycling equipment to be free from defects in material and workmanship under normal use performed in accordance with the respective product’s Operator Manual for the applicable warranty period as specified in the applicable Appendix of this Warranty Statement that pertains to the particular product. The applicable warranty period is counted in calendar days, use hours, or cycles – as is applicable to the particular product. The warranty period begins on the date of equipment In-Service or for the period of coverage offered by a Marathon-issued extended warranty program (if offered and purchased). Warranty coverage depends upon proper service and maintenance of the equipment as described in technical documentation including (but not limited to): Service Bulletins, Technical Service Notes, and Operation Manuals. Normal “wear parts”, routine maintenance items (such as oil and grease), and consumables are excluded from warranty coverage. All warranties offered by Marathon are valid only to the original purchaser of the equipment and is not transferrable or assignable. Please retain proof of purchase accordingly.

Note: Marathon does not cover claims for manufacturing defects in workmanship or parts if no warranty coverage (either standard or extended) is active.

This warranty is expressly limited to the repair or replacement of any component or part thereof, of any such unit manufactured by Marathon that is proven to Marathon’s reasonable satisfaction to have been defective in material or workmanship. Such components or parts shall be repaired or replaced at Marathon’s option without cost to the purchaser for parts and labor. The repair or replacement must be performed during the standard or extended warranty coverage period.

All OEM service parts sold by Marathon have a 30-day warranty from the date of purchase. The parts warranty covers parts only and is normally validated through parts return for factory inspection to inspect for a manufacturing defect in material or workmanship. Labor, troubleshooting, etc. is not covered under the parts warranty policy.

EXCEPT AS CONTAINED IN THIS WARRANTY STATEMENT, MARATHON MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, AND MAKES NO WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY FOR FITNESS FOR A PARTICULAR PURPOSE IS HEREBY DISCLAIMED. MARATHON DOES NOT ASSUME ANY LIABILITY FOR LOSS OF PROFITS, PRODUCT, TIME, OR ANY OTHER DIRECT, INCIDENTAL, OR INDIRECT CONSEQUENTIAL LOSSES, DAMAGES, OR DELAYS. TO THE EXTENT ALLOWED BY LAW, MARATHON’S ENTIRE LIABILITY AND THE EXCLUSIVE REMEDY IS CONTAINED IN THIS WARRANTY STATEMENT. MARATHON’S ENTIRE LIABILITY AND THE EXCLUSIVE REMEDY IS CONTAINED IN THE REPAIR OR REPLACEMENT OF THE COMPONENT, PART, OR EQUIPMENT THAT HAS BEEN DEEMED TO BE NON-CONFORMING WITH THIS WARRANTY STATEMENT. IN NO EVENT WILL MARATHON’S LIABILITY EXCEED THE PURCHASE PRICE PAID FOR THE EQUIPMENT FROM WHICH A CLAIM ARISES. ANY IMPROPER USE, OPERATION BEYOND RATED EQUIPMENT/COMPONENT CAPACITY, SUBSTITUTION OF PARTS THAT ARE NOT MARATHON APPROVED, OR ANY ALTERATION OR REPAIR BY OTHERS IN SUCH A MANNER, AS IN MARATHON’S SOLE JUDGMENT, AFFECTS THE PRODUCT OPERATION OR INTEGRITY SHALL VOID THIS WARRANTY. MARATHON RESERVES THE RIGHT TO INSPECT ANY CLAIMED DEFECT BEFORE ANY COMPENSATION IS OFFERED.

No employee, representative, or dealer is authorized to modify this warranty in any way with the sole exception of extended warranty offerings, in which the standard warranty period may be extended according to the particular extension program purchased under a supplemental Marathon Extended Warranty Program or specific contract terms & conditions. Marathon retains the right to modify its warranty program and issue updated Warranty Statement(s) at any time.

The above warranty supersedes and is in lieu of all other warranties express or implied. This warranty statement supersedes any prior Marathon warranty statements.

## **Safety Notice**

- Ongoing maintenance and repair are essential to the safe and reliable operation of Marathon products.
- Read and understand the Operation and Service Manual provided with each unit. Follow all warnings and instructions in the manual, on the unit, and otherwise provided by Marathon.
- MAINTENANCE, REPAIR, OR USE BY UNTRAINED PERSONNEL CAN CAUSE INJURY OR DEATH. Maintenance and repair must be performed only by trained and qualified personnel. Check with the Marathon Service Department for a list of maintenance service providers in your area.
- Use only genuine Marathon service parts or their authorized equivalent. Use of other parts may void this warranty and may impact the operation of the equipment.

## **Customer Responsibilities**

- Customer acknowledges that it is ultimately responsible for the use of the equipment purchased. Customer, not Marathon, is in charge of where, how, and by whom the equipment will be used and, as such, takes sole responsibility.
- The customer is responsible for installation and use in compliance with applicable regulation(s), code(s), standard(s) – including but not limited to applicable OSHA and ANSI standards. Customer is responsible for informing any users (including employees, representatives, contractors, and invitees) of the proper use of the equipment and must adequately warn all such parties. Customer must install or provide for installation of the unit in conformance with applicable ANSI standards and any other applicable codes, regulations, or standards. Customer must comply with all laws and other requirements having force of law applicable at any time to the unit, its installation, or use. Customer shall indemnify and hold Marathon harmless from and against any and all claims, demands, losses, cost, or liability incurred by Marathon as a result of customer's breach of this provision.
- Customer must be on site for the installation of the unit to ensure that these standards are met. Should Marathon (or its contractor) handle installation work, it is being done under Customer's direction and, as such, Customer remains responsible for all compliance.
- Marathon furnishes with each unit an Operation, Maintenance, and Installation (OMI) Manual along with an electrical and hydraulic schematic. Customer must familiarize itself with these materials, present them to any end user, and review them with any end user.
- Customer must train all potential end users in the correct and safe methods of use and operation of the unit.
- Customer must not remove or obscure any placards, warnings, instructional decals, or other signage affixed by Marathon.
- CUSTOMER MUST CONSULT KNOWLEDGEABLE ADVISORS AND USE ITS OWN SKILL AND JUDGMENT TO SELECT A PRODUCT THAT SUITS ITS OR THE END USER'S NEEDS. CUSTOMER ASSUMES ALL RISK THAT THE UNIT MAY NOT BE SUITABLE FOR CUSTOMER'S OR THE END USER'S PARTICULAR PURPOSE.
- Marathon reserves the right to, among other things, deny customer's warranty claim in the event customer fails to perform any of its responsibilities under this warranty.

# GENERAL POLICIES

## Standard Warranty & Terms

Marathon warrants its compaction and recycling equipment to be free from defects in material and workmanship under normal use performed in accordance with the product Operator Manual for the standard warranty period specified in the Appendix of this document from the date of equipment In-Service or during the period of coverage offered by a Marathon-issued extended warranty program. Warranty coverage depends upon proper service and maintenance of the equipment as described in technical documentation including: Service Bulletins, Technical Service Notes, and Operation Manuals. Normal “wear parts”, routine maintenance items (such as oil and grease), and consumables are excluded from warranty coverage. All warranties offered by Marathon are valid only to the original purchaser of the equipment and cannot be transferred.

The warranty coverage period on Marathon Equipment is based upon time (counted in calendar days) from the unit’s In-Service date or hours of equipment operation as indicated on the equipment hour meter. Warranty expiration occurs when either of these time periods (years or hours) has been exceeded.

## Extended Warranty Coverage & Terms

Extended Warranty options may be available for purchase on the original sales order prior to shipment of equipment from the factory. Aftermarket Extended Warranty options (purchased after the In-Service date) may be quoted and offered upon approval from the warranty department. Aftermarket purchase of any Extended Warranty policy on a unit in service must occur at least 60 days prior to expiration of the active warranty coverage.

The Extended Warranty coverage period runs concurrently with the Standard Warranty coverage period and is effective on the equipment In-Service date.

The Warranty Start and In-Service dates can be adjusted upon warranty registration in the ESG Online Warranty System. See [WARRANTY REGISTRATION PROCEDURES](#) section in this document.

Note: Marathon does not cover manufacturing defects in parts or workmanship if no warranty coverage (either standard or extended) is active.

See Appendix section of this document for actual warranty coverage details per product.

OEM parts are warranted to be free from defects in material and workmanship for the term specified in the Appendix. Aftermarket parts shall not be used for warranty repair work and, if used, will cause warranty claims to be denied. Wear Parts are excluded from warranty coverage.

## Unusual and Non-standard Repairs

All unusual and non-standard repairs must be pre-authorized via the ESG Online Warranty System. Repairs conducted without pre-authorization may not be covered by Marathon under warranty and thus are done at customer’s sole risk and expense. Contact Marathon Technical Support for assistance if you do not have access to directly file warranty claims in the ESG Online Warranty System.

## Replacement Parts

All parts used for warranty replacement must be genuine Marathon OEM parts purchased from a Marathon Dealer, or directly from Marathon Parts Central. Replacement parts will not be shipped on a “No-Charge” basis. Parts replaced under the machine’s structural warranty coverage carry no additional parts warranty. All warranty replacement parts are provided with via standard shipping; expedited shipping may be available at customer’s expense. Parts return may be required. See “Warranty Claim Filing Process” section for more information.

## Items Covered Under Warranty

Warranty coverage is provided for failures resulting from a manufacturer's defect in materials or workmanship in:

- Machine Structural Integrity
- Machine Parts
  - Unit electrical components
  - Unit hydraulic/pneumatic components
  - Factory-installed options
  - Excludes wear parts

See the Appendix section for a list of non-warrantable repairs.

## Purchased Replacement Parts

All OEM purchased replacement parts are warranted by Marathon to be free from defects in material or workmanship for a period of 30 calendar days from the date of invoice. The purchased parts warranty covers parts only, providing that factory inspection reveals a defect in material or workmanship. Labor, troubleshooting, consequential damages, etc. are not covered under this warranty. Parts return may be required. See "Warranty Claim Filing Process" section for more information.

## Restocking Fee

OEM Purchased Parts may be returned to Marathon Equipment within 30 calendar days. Shipping charges must be pre-paid, and a 25% restocking fee will be assessed.

## WARRANTY REGISTRATION PROCEDURES

### General Policy

The Marathon Dealer will perform the warranty registration in the ESG Online Warranty System after completing the Pre-Delivery Inspection (PDI).

### Procedures

The Warranty Registration must be completed by the Marathon Dealer in the ESG Online Warranty System within (30) thirty days of the equipment in-service date.

### In-Service Date

Warranty coverage begins on the date of invoice from Marathon to the Dealer. Upon completion of PDI and warranty registration, the start date may be reset up to a maximum of 90 days after the invoice date. Warranty start date adjustments beyond 90 days must be reviewed for approval in light of extraordinary circumstances. Adjustments of 90 days or beyond may incur additional cost to extend the standard warranty coverage.

# WARRANTY CLAIMS

## Filing a Warranty Claim

Marathon dealers must file claims directly into the ESG Online Warranty System. For login information, please contact Marathon Equipment

The process for filing a warranty claim to Marathon is provided in this section. Following these requirements will prevent unnecessary delays or denials in the processing of warranty claims submitted to Marathon's Warranty Department.

Warranty claims should be submitted within (30) thirty calendar days from the date that repairs are completed. If Marathon does not receive the warranty request within (60) sixty calendar days from the date of repair, the claim will be void.

Requests for warranty coverage by End Users may be submitted via Work Order or Quote format but must contain the following information:

- Equipment Serial Number
- Customer Contact Information (name, address, phone, email)
- Causal Part - the primary failed part involved in the claim **(one part # per claim)**
  - OEM Parts (must be purchased from Marathon Equipment or an Authorized Dealer)
- Work Order Number – (internal number used by Marathon Dealers Only)
- Freight
- Date of Parts Purchase (parts claims only)
- Date of Failure
- Date of Repair
- Defect Code (Marathon Dealers Only)
- Defect Comments
- Fault Code (Marathon Dealers Only)
- Fault Comments
- Fault Location
- Work Performed Comments
- Parts Installed with quantity
- Labor hours (see Appendix)
- Materials
- Mileage (for dealers & service providers only; include addresses for verification)
- If requesting warranty for multiple units, a separate request is required for each unit.
- If the repair is in response to a Product Service Bulletin, please note the bulletin number on the warranty documentation.
- Any additional documents, pictures, or videos which would be helpful to document the failure and/or explain the repair\*.

\* Each warranty claim must “stand on its own” in terms of documentation meaning that any emails, pictures, videos, pdf, etc. that are needed to tell the story, should be attached for review. Examples include: parts invoices, return freight bills for hydraulic cylinders, invoices for any outside vendors, communication to the dealer from the Marathon sales team, etc. The warranty team can look up cases opened with Tech Services if a case / ticket number is provided in the claim.



## Warranty Parts Returns

Marathon's standard policy for all warranty claims involving parts is to have the parts returned for inspection as part of the warranty process. Warranty claims are not complete until the defective parts are returned for inspection.

Marathon may elect to waive this requirement if, in Marathon's judgement, returning the part is determined to be impractical.

The following guidelines apply when the return of a failed part is waived:

- If the part has a serial number, at least one photo must be provided clearly showing the serial number
- Marathon may request a photo of the failed part, with specific properties as prescribed by Marathon (e.g. photo must show the ruptured portion of an hydraulic line in clear, close-up detail.)
- Dealer must retain the failed part until the claim process is completed (paid or rejected). Claim will be rejected if failed part is not available for inspection.
- If Marathon has not requested the return of parts when the claim is closed, the parts must be made unusable and scrapped. Marathon may require verification (pictures, etc.) to confirm.
- Marathon may require return of a representative section of the failed part.

All returned parts must be complete (not disassembled), securely packaged for shipment, with the shipper document containing the Claim Number for reference and tracking. Any damage incurred during shipment is the responsibility of the freight carrier.

For all part returns, fluid should be drained, ports securely plugged, and end caps applied to avoid environmental damage due to leakage.

If required, ship all defective parts within 30 days of the date of failure PREPAID to:

Marathon Warranty Return  
909 County Rd. 9  
Vernon, AL 35592

**- IMPORTANT -**

Claims are not considered complete and will not be processed until requested parts have been returned for inspection.

## Reimbursement

The standard method of reimbursement by Marathon for warranty repairs is to issue a credit or check payable to the account of the organization submitting the claim. A copy of all credit memos issued for warranty reimbursements will be mailed to the location submitting the claim to Marathon.

### Labor Hours on Repairs

Marathon will reimburse the amount of time needed to complete repairs based upon the Flat Rate labor codes shown in the Appendix. Should repair times exceed the Flat Rate labor hours a Pre-Authorization is required for claim processing.

### Warranty Repair Order Number (WRO)

All agreements for additional reimbursement outside the standard warranty policy should be documented in an agreement with a Customer Support Representative via a WRO. The following is a partial list of circumstances where WRO numbers are required for approval of warranty repairs:



- The unit is outside Marathon's standard warranty period.
- Repair times exceed the flat rate labor hours.
- Genuine Marathon parts are not used as part of the warranty repair.
- Extended labor hours need approval for troubleshooting or travel time.
- WROs are required before beginning any non-standard or non-flat-rated repairs.

### **Documentation**

All claim documentation must be sent to: [warranty@marathonequipment.com](mailto:warranty@marathonequipment.com) or mailed to:

Marathon Warranty Returns  
909 County Rd. 9  
Vernon, AL 35592

All necessary information must be completed before submitting the RFC to Marathon.

All invoices should be attached, and all charges listed prior to submitting.

**Once an RFC has been processed and closed by the Marathon Customer Support group, subsequent supplemental reimbursement requests for freight,**

### **International Warranty**

Customer pays all shipping and handling costs for warranty parts shipped outside of the continental United States. All payments made to Marathon Equipment related to warranty must be us U.S. Dollars.

## Appendix

## Appendix A. - Compaction Solutions Warranty Coverage

### Applicable Products

- Self-Contained Compactors
- Stationary Compactors
- Auger Compactors
- Vertical Baler
- VIP
- Mini-M.A.C.
- MPT
- Hydraulic Cart Dumpers
- Electric Cart Dumpers
- Containers and Carts

### Excluded Products

- SC<sup>2</sup>
- Transfer Compactors
- Horizontal Balers
- Conveyors

Marathon Approved Labor Rate: \$85.00 per hour  
 Marathon Approved Mileage Rates: \$0.50 per mile  
 Max Round Trip Miles: 250

Warranty Type	Warranty Period Start Date	Warranty End Age	Warranty End Hours	Warranty Part Number
Structural	6 Weeks After Invoice	3 Years	3,120	WAR-3YS-CS
Parts		2 Years	2,080	WAR-2YP-CS
Labor		1 Years	1,040	WAR-1YL-CS

### **Definitions:**

- **Structural** – includes all manufactured metal and weldment components (covers: missing welds, incorrect welded components, unit out-of-square, etc.)
- **Parts** – includes all installed non-structural components of the machine including electrical and hydraulic parts; excluding wear parts.
- **Labor** – includes time technician is working on equipment; does not include drive time.
- **Mileage** – actual miles traveled by service provider from shop to machine for repairs and return. Addresses must be provided for verification; 250-mile maximum for payment purposes.
- In case of dispute regarding which warranty type applies to a specific situation, Marathon Equipment will make the final determination and process the warranty request accordingly.

**Electrical Repairs Flat Rate Schedule**

All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.

<b>Electrical Repairs</b> - All repairs are for a single repair unless otherwise noted.	<b>Approved Time for Repair</b>
Adjust Electrical Component*	0.5
Change Program Settings*	1
Interlock or Material Sensor Replacement	1
Misc. Panel Box Component Replacement	1
Motor Replacement	1.5
Oil Level Switch Replacement	1
PLC Card Replacement	0.5
PLC Controller Replacement	1
Position Switch/Senor Replacement	1
Pressure Switch Replacement	1
Run Additional Sealrite & Wiring (Up to 20')	1
Solenoid Coil Replacement	0.5
Tighten Wire Terminations*	0.5
Upload New Program*	1

**Note:** \* Only covered under warranty for initial 12 weeks.

**Hydraulic and Drivetrain Repairs Flat Rate Schedule**

All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.

<b>Hydraulic &amp; Drivetrain Repairs</b> - All repairs are for a single repair unless otherwise noted.	<b>Approved Time for Repair</b>
Cylinder Replacement SC	3
Cylinder Replacement 1-3 CY	3
Cylinder Replacement 4-5 CY	4
Cylinder Replacement VB	6
Valve Replacement	1
Relief Cartridge Replacement	1
Pump Replacement	1
Hydraulic Tank Clean Out and Fluid Replacement	2
QD Replacement	0.5
Move QD's to Another Location	2
Pressure Setting Adjustment*	0.5
Hose Replacement*	1
O-ring Replacement*	1
Tighten Hydraulic Connections*	1
Auger Gearbox Replacement	2
Auger Chain Repair/Replacement	1.5
Auger Sprocket Repair/Replacement	2.5
Auger Auto Greaser Repair/Replacement	1.5

**Note:** \* Only covered under warranty for initial 12 weeks.

**Structural Repairs Flat Rate Schedule**

All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.

<b>Structural Repairs - All repairs are for a single repair unless otherwise noted.</b>	<b>Approved Time for Repair</b>
Ram Shoe Replacement SC (All)	6
Ram Shoe Replacement 1-3 CY (All)	4
Ram Shoe Replacement 4-5 CY (All)	5
Ram Replacement SC	5.5
Ram Replacement 1-3 CY	3.5
Ram Replacement 4-5 CY	4.5
Wiper Replacement	3
Drag Plate Replacement	4
Hold-Down Replacement	4
Ground Roller Replacement	0.5
Nose Roller Replacement	0.5
SC Bustle Tailgate Leak Repair	3
SC Cover Leak Repair	1
VB Platen Replacement	6
VB Ram Shoe Replacement (Both Side)	2.5
VB Feed Gate Replacement	4
VB Feed Gate Repair	3
VB Counterweight, Chain, or Sprocket Replacement (Per Side)	1.5
VB Wire Guide Replacement (Per Wire Guide)	3
VB Chain Eject Replacement (Per Side)	0.5
VB Ejector Bar Replacement	2
VB Kick Plate Replacement	1.5
VB Door Hinge Adjustment/Replacement (Entire Hinge)	5
VB Retainer Teeth (All Teeth)	2
Auger Screw Replacement (Per Screw)	2
Auger Shaft Replacement (Per Screw)	3
Auger Bearing and Seals Replacement (Per Screw)	3
Auger Screw Teeth Replacement (Per Screw)	1
Auger Screw Hardened Surface Weld (Per Screw)	4

**Note:** The following wear items are not covered under warranty and Marathon will use its sole judgement if these parts are to be covered in any particular case as a courtesy: Cast iron shoes, hold-down bars, liners, wear strips, rails, nose rollers, ground rollers, casters, bearings, bushings, auger screw, auger hard surface welding, shear blades and the like.

## Appendix B. – SC<sup>2</sup> Warranty Coverage

### Applicable Products

- SC<sup>2</sup>

### Excluded Products

- Self-Contained Compactors
- Stationary Compactors
- Auger Compactors
- Vertical Baler
- VIP
- Mini-M.A.C.
- MPT
- Hydraulic Cart Dumpers
- Containers and Carts
- Transfer Compactors
- Horizontal Balers
- Conveyors

Marathon Approved Labor Rate: \$85.00 per hour  
 Marathon Approved Mileage Rates: \$0.50 per mile  
 Max Round Trip Miles: 250

Warranty Type	Warranty Period Start Date	Warranty End Age	Warranty End Hours	Warranty Part Number
Structural	6 Weeks After Invoice	7 Years	7,280	WAR-7YS-SC2
Parts		5 Years	5,200	WAR-5YP-SC2
Labor		3 Years	3,120	WAR-3YL-SC2

**Note:** For electrical, hydraulic, and structural flat rates, please reference the flat rate tables under the Compaction Solution Warranty.

### **Definitions:**

- **Structural** – includes all manufactured metal and weldment components (covers: missing welds, incorrect welded components, unit out-of-square, etc.)
- **Parts** – includes all installed non-structural components of the machine including electrical and hydraulic parts; excluding wear parts.
- **Labor** – includes time technician is working on equipment; does not include drive time.
- **Mileage** – actual miles traveled by service provider from shop to machine for repairs and return. Addresses must be provided for verification; 250-mile maximum for payment purposes.
- In case of dispute regarding which warranty type applies to a specific situation, Marathon Equipment will make the final determination and process the warranty request accordingly.

## Appendix C. – Transfer Compactor & Recycling Solutions Warranty

### Applicable Products

- Transfer Compactors
- Horizontal Balers
- Conveyors

### Excluded Products

- Self-Contained Compactors
- SC<sup>2</sup>
- Stationary Compactors
- Auger Compactors
- Vertical Baler
- VIP
- Mini-M.A.C.
- MPT
- Hydraulic Cart Dumpers
- Containers and Carts

Marathon Approved Labor Rate: \$85.00 per hour

Marathon Approved Mileage Rates: \$0.50 per mile

Max Round Trip Miles: 250

Warranty Type	Warranty Period Start Date	Warranty End Age	Warranty End Hours	Warranty Part Number
Structural	6 Weeks After Invoice	5 Years	13,000	WAR-5YS-TR
Parts		1 Years	2,600	WAR-1YP-TR
Labor		1 Years	2,600	WAR-1YL-TR

### **Definitions:**

- **Structural** – includes all manufactured metal and weldment components (covers: missing welds, incorrect welded components, unit out-of-square, etc.)
- **Parts** – includes all installed non-structural components of the machine including electrical and hydraulic parts; excluding wear parts.
- **Labor** – includes time technician is working on equipment; does not include drive time.
- **Mileage** – actual miles traveled by service provider from shop to machine for repairs and return. Addresses must be provided for verification; 250-mile maximum for payment purposes.
- In case of dispute regarding which warranty type applies to a specific situation, Marathon Equipment will make the final determination and process the warranty request accordingly.



<b>Electrical Repairs Flat Rate Schedule</b>	
All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.	
<b>Electrical Repairs</b> - All repairs are for a single repair unless otherwise noted.	<b>Approved Time for Repair</b>
Motor Replacement	3
Solenoid Coil Replacement	0.5
Position Switch/Senor Replacement	1
Interlock or Material Sensor Replacement	1
Pressure Switch Replacement	1
Oil Level Switch Replacement	1
PLC Controller Replacement	2
PLC Card Replacement	0.5
Misc. Panel Box Component Replacement	1
Run Additional Sealtite & Wiring (Up to 20')	1
Change Program Settings	1.5
Upload New Program	1
Adjust Electrical Component*	0.5
Tighten Wire Terminations*	0.5
<b>Note:</b> * Only covered under warranty for initial 12 weeks.	

<b>Hydraulic Repairs Flat Rate Schedule</b>	
All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.	
<b>Hydraulic</b> - All repairs are for a single repair unless otherwise noted.	<b>Approved Time for Repair</b>
Cylinder Replacement Transfer Compactor	8
Cylinder Replacement Manual Tie Baler	8
Cylinder Replacement Automatic Tie Baler	10
Valve Replacement	1
Relief Cartridge Replacement	1
Pump Replacement	3
Pump Cartridge Replacement	1.5
Hydraulic Tank Clean Out and Fluid Replacement	6
Pressure Setting Adjustment*	0.5
Hose Replacement*	4
O-ring Replacement*	1
Tighten Hydraulic Connections*	1
<b>Note:</b> * Only covered under warranty for initial 12 weeks.	

<b>Structural Repairs Flat Rate Schedule</b>	
All other warranty repairs not listed below must be quoted to Marathon and approved prior to repair. Failure to do so could result in claim denial.	
<b>Structural Repairs</b> - All repairs are for a single repair unless otherwise noted.	<b>Approved Time for Repair</b>
Wiper Replacement	5
Hold-Down Replacement	6
Shear Blade Replacement	6
<b>Note:</b> The following wear items are not covered under warranty and Marathon will use its sole judgement if these parts are covered: Cast iron shoes, hold-down bars, liners, wear strips, rails, nose rollers, ground rollers, casters, bearings, bushings, auger screw, auger hard surface welding, shear blades and the like.	

## Appendix D. – Items Not Covered Under Warranty

The following items are examples of non-warrantable repairs:

### General Items Not Covered Under Warranty

- Failures related to corrosion
- Failures related to lack of Preventative Maintenance (PM)
- Failures related to improper or unintended use of equipment
- Failures related to accidents or natural events
- Cost related to disposal of hazardous waste, shop fees, and spill or clean-up charges.
- Repairs related to non-authorized equipment modifications or accessory devices not factory-installed by Marathon.
- Repairs not related to a defect in OEM material or workmanship.
- Repairs resulting from failure to comply with the requirements of Marathon issued bulletins and/or factory directives relative to recommended fixes or service
- Failures related to the installation or use of aftermarket or non-Marathon OEM parts
- Failures caused by improper, faulty, incomplete, or ineffective Dealer and/or owner repairs
- Warranty repairs without pre-authorization as required herein
- Repairs for units no longer owned by the original purchaser
- Marathon does not pay for contingent, incidental, or consequential expenses such as, but not limited to: travel time, travel expenses, transportation charges, towing charges, equipment rental, loss of use charges, troubleshooting time, etc.
- Consequential losses or damage of any kind

Damage or defect caused by or related to use or operation not intended by Marathon.

### Structural Items Not Covered Under Warranty

- Replaceable Wear Items: Cast iron shoes, hold-down bars, liners, wear strips, rails, nose rollers, ground rollers, casters, bearings, bushings, auger screw, auger hard surface welding, shear blades, etc.
- Small container and cart caster damage
- Door seal damage
- Door seal leaks\*

\* Only covered for initial 12 weeks after invoice

### Electrical Parts Not Covered Under Warranty

- High voltage or incoming power event
- Fuses and light bulbs
- End user damage of switches, push buttons, keys, sealtite, etc.
- End user program enhancements
- Tightening wire connections\*
- Adjustments to switches, photocells, sensors, etc.

\* Only covered for initial 12 weeks after invoice

### Hydraulic Parts Not Covered Under Warranty

- Hydraulic failures related to contamination
- End user damage of hoses, fittings, connections, etc.
- Suction strainer and filter replacement
- Addition of oil heaters, coolers, or fluid changes due to ambient temp
- Tightening hydraulic connections due to leaks\*
- Hose failure due to wear because of improper manufacturing\*
- Adjustments to valves, transducers, sensors, etc.\*

\* Only covered for initial 12 weeks after invoice

## Appendix E. – Hydraulic Cylinder Warranty Claims

# HYDRAULIC CYLINDER WARRANTY CLAIMS - WARRANTY QUALIFICATION GUIDE -

To ensure the best possible performance and to meet the operator's high expectations:

- All hydraulic cylinders are designed and tested to meet or exceed the most rigorous industry performance standards.
- All hydraulic cylinders are 100% tested before shipment from the manufacturer.
- The complete system is tested and certified operational and within the cleanliness specifications before shipment.

If a cylinder fails within the warranty period for a fault in materials or manufacturing, the defective cylinder will be replaced under the terms of the warranty. Failure Mode Analysis is used to evaluate cylinder failures, and wherever possible, to implement design and process changes to prevent similar future occurrences.

Correct evaluation of all failures is important in maintaining the highest performance standards expected of these products. The following examples are designed to show product failures that are not the result of design or manufacturing errors and will not be covered in the warranty program.

### CONTAMINATION



The contamination level of the oil in the hydraulic system must not exceed 18/15/13 in ISO code 4406.



Metallic and other debris not originating from the hydraulic system.

### IMPROPER MAINTENANCE OR OPERATION



**BROKEN PIN BUSHINGS**  
INADEQUATE LUBRICATION



**SEIZED PIN BUSHINGS**  
INADEQUATE LUBRICATION



**ABNORMAL WEAR**  
IMPROPER USE OF CYLINDER OR UNAUTHORIZED ATTACHMENTS

### MODIFICATION/EXTERNAL DAMAGE

UNAUTHORIZED DESIGN CHANGES OR OPERATOR ERROR DAMAGE.



Seal damage due to paint or other unauthorized rod coating.



**BENT ROD**  
Caused by exceeding design load capacity.



Impact damage to chromed rod surfaces.



External welding on the cylinder customer modification.



April 2004



Marathon Equipment Company | P.O. Box 1798 | Vernon, AL 35592-1798

Learn more about Marathon Equipment: **800.633.8974** | [www.marathonequipment.com](http://www.marathonequipment.com)

© 2023 Marathon Equipment Company. All rights reserved.