

General's Limited Warranty & Index

General's drain cleaning machines, Gen-Ear LE water leak locators, Cold-Shot pipe freeze kits, and water jets carry a one year limited warranty against defect or breakage except as noted below. Should any part break or fail to work properly in the year following purchase, it will be repaired or replaced at our discretion at no charge.

If a Flexicore® cable or Flexicore® closet auger should break during this period, it too will be repaired or replaced at our expense, the choice to be made by us. No adjustment can be made on kinked cables, since a kink is evidence of abuse and results from the use of too much pressure or use in too large a line. Also, no adjustment can be made where there is considerable wear at the point of the break, or if a hand cable is used in a power machine.

Some parts, such as cutters, leaders, push rods, jet hoses, and nozzles, are subject to severe wear and are repaired or replaced within one year only if a flaw in the material causes breakage.

"G", "L", and "R" type sectional cables and SP-type cables are covered by a 90-day warranty, in accordance with the terms outlined above.

Hot-Shot pipe thawing machines and Gen-Eye pipe inspection/location systems carry a two-year limited warranty (except the monitor, VCR, DVDR, and SD Card Reader, which are warranted for one year) against defect in materials, except as noted below. Should any part break or fail to work properly in the two years following purchase, it will be repaired or replaced at our discretion at no charge.

Damage due to negligence, rust, exposure to corrosive chemicals, improper usage, failure to follow instructions, accidents, or alteration from original design is not covered by this warranty.

In order to handle any adjustment with a minimum of delay, please follow this procedure:

1. Return the part to your wholesaler, and have them notify us immediately with complete information on the problem.
2. On power machines, we must have the serial number, the date of purchase, and the name of the wholesaler from whom your machine was purchased. To activate your machine warranty, your warranty card must be filled out and sent to us immediately after your machine is purchased. You may also register your machine warranty by visiting www.drainbrain.com.
3. We will then advise your wholesaler if the part should be returned to us and assign a Return Merchandise Authorization (RMA) number. Ship freight prepaid, and you will be compensated for these charges if it is determined that the part is defective.

If repairs are necessary due to conditions beyond our control, or if the item is out of warranty, we will do the work at the lowest possible cost, but a charge will be made.

This warranty is made in place of other warranties, expressed, statutory or implied, including those of merchantability and of fitness for purpose. General shall not be responsible for any incidental or consequential damages.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion of limitation of incidental or consequential damages, so these limitations may not apply to you.

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General Wire Spring Co.

1101 Thompson Avenue
McKees Rocks PA 15136 USA