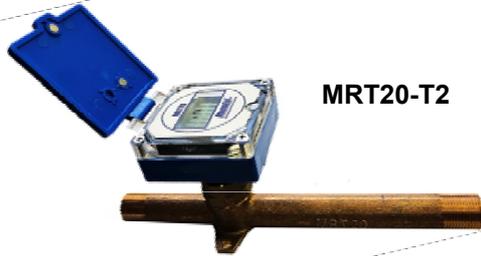


Subject: Agitator Truck Flowmeters, Validity of Warranty Claims

March 2019



To avoid unnecessary & fruitless claims, we suggest prior to accepting a flowmeter return from the end user first you request details of the fault ideally get photographic evidence then assess the validity of the claim based on the following criteria:-

Part A - Examples where warranty claims are void:

- It is greater than 12 months since meter was supplied.
- Meter has been refurbished but the 3 month service warranty period has lapsed.
- Meter has been refurbished and is still with the 3 month service warranty period however the fault is not related to parts that were replaced or repaired.
- Paddle wheel missing completely, or is bent or blades have snapped off, or axle/bushes missing or is fouled by residue or from having hair or stringy material wrapped around it.
- The Glass or ABS viewing lens and/or the LCD Display is broken or cracked.
- The lid is missing or badly damaged (hence unable to perform the reset function via the magnet) and goes in to sleep mode.
- There is evidence the electronics compartment has been accessed i.e. brass locking ring silicone seal disturbed (MRP meters) or warranty seal stickers tampered with (MRT meters). This can potentially lead to water ingress. (The enclosures housing the PCB should not be opened during the 12 month warranty period).
- There is obvious physical damage or contortion of the T2 pipe adaptor and/or the meter body.
- The M12 plug has been snapped off or bent (-P pulse version only).

Part B - Examples of valid warranty claims:

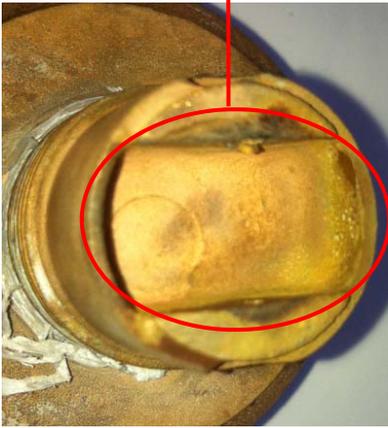
(None of the points in Part A are applicable).

- Upon opening and closing lid twice the LCD display is not activated (dead screen).
- When turning the paddle wheel (> 5 seconds) LCD display does not change in value or wake up.
- The LCD display is frozen and indicates a message for example 'CAL' .
- Magnet has fallen out of lid (thus meter cannot reset).
- Meter is reading way out of calibration for example indicates 10 Litres when 100 has been batched.

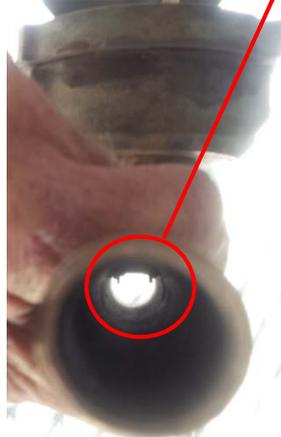
Note: For warranty claims it is part of our terms and conditions that the customer pays to freight the meter to the ManuFlo factory for the warranty to be evaluated in our work shop. If the warranty is upheld ManuFlo will make good the meter by repair or replacement and pay the return freight to customer.

P.T.O.

Paddle wheel is missing altogether!



Looking down pipe adaptor observe snapped blade



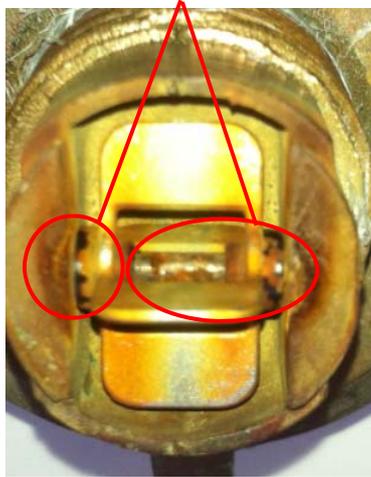
Close up of snapped propeller blade



Paddle wheel has been dislodged from mounting position due to a broken axle



Build up deposits on axle & bushes



Example of Bent Paddle wheel blade often caused by 'roding' the pipe to free it up!



Example of MRP electronics enclosure that's been opened LCD window is missaligned



Example of damaged M12 cable socket (pulse version)



Lid with reset magnet missing



MRT LCD Locked on 'CAL' message likely caused by moisture ingress



ManuFlo New Tamperproof warranty seal (From 1st March 2019)

