

**WARRANTY PROCESS**  
**FAIRPORT CONSTRUCTION EQUIPMENT LIMITED**



The normal warranty on Fairport equipment is 1 year from delivery to customer and 3 years for the Honda engines fitted. Should a machine failure occur it is expected that the customer will complete a warranty claim form which will be assessed by Fairport. Assessment will establish if the failure has been a result of premature mechanical failure, normal wear and tear or machine abuse. Once approved, the machine can be repaired under warranty by either a Fairport Distributor or by the Fairport factory.

Provided a warranty registration document was submitted to [warranty.registration@fairport.uk.com](mailto:warranty.registration@fairport.uk.com) within 7 days of the sale of the product, a warranty claim may be submitted. It is essential that a Claim Form is completed and this can be obtained from the following link: [www.fairport.uk.com/warrantyclaimform](http://www.fairport.uk.com/warrantyclaimform) then submitted to [warranty.claim@fairport.uk.com](mailto:warranty.claim@fairport.uk.com)

***GUIDANCE FOR COMPLETION OF THE WARRANTY CLAIM FORM***

Machine Model	<i>Specify the machine type E.G. FPC350</i>
Machine Serial Number	<i>It is important to have the serial number. It provides an accurate record of the history of the machine and can be found on the registration plate</i>
Engine Type	<i>Honda, Lombardini etc.</i>
Engine Serial Number	<i>The serial number can be found on the engine</i>
Warranty Registration Date	<i>Date the machine was registered with Fairport.</i>
Distributors Invoice Number	<i>This is important as allows date traceability</i>
Company Name	<i>Name of Company making the warranty claim</i>
Address	<i>Address of Company making the warranty claim</i>
Postcode	<i>Postcode of Company making the warranty claim</i>
Contact Name	<i>Name of someone Fairport can contact in case of further questions</i>
Phone Number	<i>Phone number of someone Fairport can contact in case of further questions</i>
Description of Failure	<i>Please provide a detailed description of the nature of the failure with detail of the application in which the failure occurred and the approximate time to failure. It is helpful also if photographs or video can be provided to assist in the investigation.</i>
Sign and Date	<i>The Claimant is to sign and date this document.</i>

Once this section of the Warranty Claim Form is complete it must be sent as soon as possible by email [warranty.claim@fairport.uk.com](mailto:warranty.claim@fairport.uk.com) where it will be allocated a Warranty Claim Reference Number.

***WHAT HAPPENS NEXT***

Fairport will assess the information provided and provide a decision as to whether the claim is accepted as warranty or rejected as normal wear and tear or machine abuse. Should warranty be accepted, permission will be granted to carry out the repair or if necessary the machine will be returned to Fairport for repair. In some cases it may be necessary to return the machine to Fairport

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to carry out a more detailed investigation and the cost of returning the equipment will be borne by Fairport. Should warranty be rejected because the investigation brought to light the machine had been abused then the distributor will be invoiced for collection, delivery and investigative costs.

Should the warranty be accepted and the repair is to be carried out by an approved distributor then the Warranty Claim form will be emailed back to the contact email address provided.

Warranty Accepted	<i>Decision Yes or No</i>
Return to Fairport	<i>Indicates that the machine will need to be returned to Fairport for further investigation or repair</i>
Repair at Distributors	<i>Indicates that the repair can be carried out by the approved Fairport Distributor</i>
Fairport Guidance notes:	<i>This section details instruction on how to go about undertaking the repair and any testing that may be required. It also specifies and estimated time to undertake the repair.</i>

**Work Sheet**

Part Number	<i>Specifies the parts required to undertake the repair, Fairport will free issue these parts. This section of the document is to be completed by Fairport.</i>
Description	<i>Description of the work or testing needed to repair the machine</i>
QTY	<i>Number of parts required to undertake the repair and number of parts free issued.</i>
Unit Cost	<i>Is the part cost and to be completed by Fairport if the repair is undertaken at the Fairport facility.</i>
Total Cost	<i>Qty multiplied by Unit cost (to be completed by Fairport)</i>
No Of Hours	<i>This is the number of hours the engineer has taken to repair the fault. To be completed by Distributor /Repair Agent</i>
Total Labour Cost	<i>Number of hours multiplied by the hourly rate</i>
Sign and Date	<i>The Engineer is signing and dating to state that the work has been undertaken as per the guidance notes above and all free issued parts have been fitted to the product.</i>

Once the repair is completed the completed Warranty Claim form should be returned to [warranty.claim@fairport.uk.com](mailto:warranty.claim@fairport.uk.com). The claim will then be assessed and should it be accepted then a credit will be made to the Claimant's account to the value of the number of hours to complete the repair at a rate of £30/hr. The completed form will be returned to the distributor for their own records. **Note:** *Parts removed from a product should be retained for inspection*

***HONDA WARRANTY***

Honda engines fitted to Fairport equipment are covered by a 3 year warranty. In the event of an Engine Failure it is recommended that the Fairport Distributor/ Repair Agent contact its local Honda engine dealer who will in turn assess the fault and advise if it is covered by their warranty. A list of regional approved Honda dealers can be found at <https://engines.honda.com/dealer-locator>