

HAMMER·HEAD®

MOTOR REPAIR FORM

01/01/2024

(PLEASE INCLUDE A COPY OF THIS FORM WITH YOUR SHIPMENT)

COMPANY NAME _____

CONTACT (If other than above) _____

PHONE _____

EMAIL _____

SHIPPING ADDRESS _____

MOTOR SERIAL NUMBER(S) _____

DESCRIPTION OF PROBLEM (OR SPECIFIC REQUEST)

PLEASE READ & SIGN

Do not send your motor/cords unless you want them repaired. By sending us your motor/cord(s), we will assume that you want them repaired and will do so as soon as possible without seeking approval. We will only perform the minimum repair work that is necessary. Repair cost typically average \$35.00—\$200.00 plus shipping and sales tax where applicable. If we feel that your repair cost will exceed \$200.00 we will call you with an estimated cost or to advise you. Motor/cord assemblies older than 5 years are often not repairable. If you aren't sure how old it is, call us with the serial number. We can tell you when it was assembled. If we feel that your motor/cord is not repairable, we will call you. Not sure if it is worth sending it in for repair? Call us.

****PLEASE NOTE: We are no longer repairing motors with serial numbers lower than 099800. These motors should be replaced through your dealer or supplier. We will not both replace a power cord and rebuild the motor on the same assembly as it will exceed the \$200.00 repair cost limit.**

We do not sell new parts or new products directly so please do not ask us. We also do not repair or refurbish vacuum heads or carts. Do not send or drop off vacuum heads or cart assemblies for repair. We will only work on the motor/cord assembly.

We will make three attempts to contact you about your repair. If we cannot contact you or you do not respond to our call within seven days, your repair items will become the property of Hammer-Head. By signing this form you agree that all warranty determinations are the sole discretion of Hammerhead Patented Performance, Inc. and cannot be made by any other party.

The **motor repair warranty is 30 days from the date you receive it**, not from the date you start using it. We recommend that you put repaired motors back into service right away.

PLEASE PACK YOUR ITEMS CAREFULLY. HAMMER-HEAD IS NOT RESPONSIBLE FOR ANY SHIPPING DAMAGE THAT MAY OCCUR IN TRANSIT. SEND ONLY THE MOTOR AND CORD ASSEMBLY. **DO NOT SEND THE VACUUM HEAD, PROPELLER, OR PROPELLER HARDWARE. IF THESE ITEMS ARE DAMAGED OR LOST, WE WILL NOT REPLACE THEM.** IF YOU NEED ASSISTANCE REMOVING THE PROPELLER OR THE MOTOR/CORD ASSEMBLY FROM THE VACUUM HEAD, PLEASE CALL US OR WATCH THE VIDEOS ON OUR WEB SITE AT hammerheadvac.com/learn.

SIGN: _____ DATE: _____

SHIP TO: HAMMERHEAD REPAIRS
1250 WALLACE DR, UNIT D
DELRAY BEACH, FL 33444