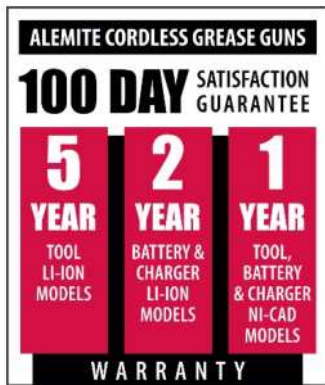




**Date: August, 2017**

**Affected Models: All Battery Powered Grease Gun Models**

**Subject: New Enhanced Battery Powered Grease Gun Satisfaction Guarantee and Warranty Program**



Dear Valued Customer:

We are excited to announce the implementation of our new enhanced Battery Powered Grease Gun Customer Satisfaction and Warranty program. Please see details below.

#### **100 Day Satisfaction Guarantee**

Effective immediately, Alemite will extend a satisfaction guarantee on all Battery Powered Grease Gun models through our network of authorized distributors for a period of 100 days from the date of purchase. If a customer is not satisfied with the performance of their Battery Powered Grease Gun please direct them to contact the Alemite Technical Service department. Our team of experienced technicians may be able to promptly address the customer's concerns with product guidance or the provision of a service part. The Technical Service department may be reached directly and toll free at 1-800-628-9069.

If the customer is still dissatisfied with product, they may return it to the point of purchase within 100 days of purchase with a receipt for a full refund or replacement. Alemite authorizes our distributors to provide a replacement model or full refund to the customer. Distributors may then submit claims for reimbursement to Alemite through our normal warranty processes.

#### **Lithium Ion Models 5 Year Limited Warranty**

Models: 596, 586

Effective immediately, Alemite has expanded the bare tool warranty period on all Lithium Ion model Battery Powered Grease Guns to five years from the date of purchase through our network of Warranty Service Centers (WSC). If a customer experiences issues with their Battery Powered Grease Gun after the 100 day guarantee has expired, please encourage them to contact the Alemite Technical Service department or the nearest Battery Powered Grease Gun Warranty Service Center for service.



## **Lithium Ion Batteries and Chargers 2 Year Limited Warranty**

Li-ion Battery Models: 343291, 343432  
Charger Models: 343500, 343501, 343289

Effective immediately, Alemite has expanded warranty coverage on Lithium Ion model batteries and battery chargers for a period of two years following the date of purchase. Batteries and chargers may also be replaced under warranty at the point of purchase. Distributors may then submit claim to Alemite through normal warranty processes.

## **Ni-Cad Models, Batteries and Chargers 1 Year Limited Warranty**

Models: 575, 585  
Batteries: 340911, 340912  
Chargers: 340913, 340914, 340916

Alemite continues to honor its standard one year warranty on all Ni-Cad model Battery Powered Grease Guns, batteries and chargers. If our customers report issues with their Battery Powered Grease Gun during or after the 100 day period, please encourage them to contact the Technical Service department or the nearest Warranty Service Center for either remote support or product return authorization. Batteries and chargers may also be replaced under warranty at the point of purchase if inventory is available. Distributors may then submit claim to Alemite through normal warranty processes.

**For further detail of warranty coverage, repair information or support:**

Please visit: [www.Alemite.com](http://www.Alemite.com)

or contact us at:

[Alemite.tech.support@skf.com](mailto:Alemite.tech.support@skf.com)

or 1-800-628-9069

Best regards,

Andrew Csengody  
Technical Service Manager